



**American Heart Association**

**Community Training Center  
(MI 03656)**

**Policy & Procedure**

**Manual**

*Rev.7.16*

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## **Instructor Responsibilities**

Instructors teaching a CPR and/or First Aid program on or offsite are responsible for picking up any / all equipment, materials and classroom preparation prior to teaching the course. If you are unable to pick up the equipment and materials prior to the course you will be responsible for notifying the LSTI Business Office at 248-304-6057 within 48 hours of the scheduled course in order to coordinate other arrangements. The LSTI Business Office hours are Monday thru Friday from 9am to 5pm. The business office is closed on weekends and holidays or due to other special circumstances.

Instructors will be responsible for returning equipment, mannequins and any other instructional materials as applicable within 24 hours of course completion unless other arrangements have been made with our business office. Weekend offsite courses will require equipment and materials to be returned on the next business day. Mannequins must be properly cleaned and properly prepped for the next training course prior to returning them to LSTI.

LSTI reserves the right to restrict or refuse rentals at any time. Instructors who wish to rent equipment from LSTI are required to coordinate availability with the business office. A rental fee and security deposit will be required for all equipment rentals. Late fees will be assessed for any rental equipment which is not returned within the appropriate timeframes. Please contact our business office for information regarding rental fees, security deposits and other details.

The instructor is responsible for any damage to educational equipment and materials and it is their responsibility to advise the business office staff of any damages incurred upon return of the equipment. Damages will be assessed and the cost of repair or replacement of the damaged equipment or materials will be charged to the instructor. No further purchase or use of equipment or instructional materials will be allowed until the repair / replacement fees are paid by the responsible instructor.

The instructor will be responsible for cleaning all equipment and replacing any used airway materials with new as applicable. Please contact the business office if any materials or supplies are in need of replenishing.

Instructors are responsible for maintaining current registration, updates and alignment with LSTI through the AHA Instructor Network ([www.ahainstructornetwork.org](http://www.ahainstructornetwork.org)). All AHA science updates, new or current instructor information, course instructional materials, and many other items relating to AHA Instructors can be obtained on this website also. Written course exams will be available from the Training Center Coordinator as needed or requested.

Instructors who are aligned with LSTI and currently updated with LSTI are able to purchase certification cards by submitting properly completed AHA course rosters along

with AHA course cover sheets prior to purchase. Our business office will provide the number of certification cards which will correspond to the number of successfully completed course participants as reflected on the AHA course roster. No bulk orders for certification cards will be permitted.

Any / all outstanding financial balances for AHA instructional material by instructors, or organizations they represent, must be reconciled and current prior to purchase of additional instructional materials.

LSTI reserves the right to deny any purchase or use of instructional materials by any instructor who is deemed to be disrespectful or exhibits unprofessional behavior to any client, customer or staff of LSTI.

### **Specialty Course Instructors (ACLS & PALS)**

Pursuant to AHA guidelines, approved AHA training centers and approved AHA training sites are only permitted to conduct specialty courses consistent with approved AHA training center and AHA training site agreements.

Specialty course instructors who are aligned with LSTI will be permitted to assist in teaching any LSTI sponsored specialty courses as an assisting instructor as needed. This applies to volunteer non-employees of LSTI as well as paid employee staff of LSTI.

Specialty course instructors will not be permitted to conduct their own non-LSTI sponsored specialty courses unless they are employed at an organization that has a current training site agreement with LSTI. LSTI will require proof of an employer relationship with the instructor as well as a current training site agreement in order to authorize non-LSTI sponsored specialty courses and permit purchase of course cards for those specialty courses. If the employer relationship with the specialty course instructor ends, all specialty course training privileges will be terminated by LSTI.

## **Quality Assurance Plan**

The LSTI Quality Assurance Plan includes the following:

- Current AHA tests are used in all courses that require testing for the issuance of a course completion card.
- The Training Center ensures that each student has a current and appropriate training manual and accompanying DVD readily available for use before, during and after the course.
- The Training Center develops, monitors, and updates instructors through integration, as applicable, with the AHA Instructor Network and assists in renewing instructor status.
- Every Training Center course refers to AHA core content.
- Course cards and written examinations are stored securely.
- The Training Center has adequate resources to complete the contracted program requirements, including staff, equipment, budget, etc.
- The appropriate course card is issued to every student.
- The Training Center has written internal dispute resolution policies and procedures that each Instructor receives and is available on the Instructor Network in the Program Administration Manual.
- The required equipment is used in every course.
- The Training Center monitors equipment used throughout its Training Network to ensure that it is clean and works properly.
- Training Center records are complete and filed properly.
- The Training Center ensures that Training Center Faculty and LSTI instructors receive adequate training for their roles and are actively involved in the Quality Assurance/Continuous Quality Improvement process.
- The Training Center monitors courses taught by its instructors and Training Sites and evaluates its courses, instructors and program administration and course paperwork / roster review for compliance by the TCC. Serves as an expert resource on ECC issues and protocols to the TC, Instructors, and staff.
- All course tests must pass with higher than 84% per AHA Guidelines

## **Remediation Policy**

**Remediation for all courses will be as follows:**

**75%-83% -the instructor will remediate up to 100% to all questions on the exam and explaining the question on a one on one basis. This will not be done in a group setting to allow the student adequate time for all questions that they may have about the science and the information.**

**•If the student scores under a 75% the student will be required to go through the above remediation and must take the alternative test that is issued by the AHA to make certain that they have obtained the information that was given to them. If on the 2<sup>nd</sup> attempt the student again scores under a 75% they will be required to take the course over again. If they score between an 83% and 75% the remediation for the above will have to be completed prior to issuing an AHA course certification.**

## **Ethics / Code of Conduct**

### **Overview**

ECC leaders and Instructors bear a responsibility and expectation of exhibiting a high standard of conduct. The position descriptions for many ECC leadership positions include a statement about the need for the ECC leader to serve as a role model for other Instructors or ECC participants. Because of this requirement, a stringent code of conduct is expected of ECC leaders.

### **ECC Leadership and Instructors Code of Conduct**

All persons in AHA ECC leadership and Instructor roles are expected to conduct themselves with honesty, integrity, and a commitment to the goals of the AHA and the ECC program. This code is intended to provide standards of professional conduct. The scope of the standards implied in this code includes activities related to the discharge of ECC leadership functions, such as committee activities and assignments, as well as actions performed by Instructors with AHA programs or activities, such as ECC classes and activities related to AHA affiliate programs. Furthermore, AHA Instructors and faculty have a special responsibility to maintain neutrality while serving in leadership and educational roles.

### **Conduct Description - Competence**

ECC leaders and Instructors must demonstrate a competent knowledge relative to their assigned specific area of responsibility. Leaders and Instructors must maintain all prerequisites for the position and participate in required educational or informational sessions.

### **Conduct Description - Respect for others**

ECC leaders and Instructors must respect and treat others fairly, regardless of race, ancestry, and place of origin, color, ethnic origin, citizenship, religion, gender, sexual orientation, socioeconomic status, age, disability, or any other basis protected by law. Additionally there is no tolerance for sexual harassment, including sexual solicitation, physical advances, or verbal or nonverbal conduct that is sexual and in a nature that is unwelcome, offensive, or creates a hostile work or classroom environment.

### **Integrity**

ECC leaders and Instructors must conduct themselves with honesty, fairness, and trustworthiness and must not make statements that are false, misleading, or deceptive. ECC leaders and Instructors must adhere to all applicable AHA rules and regulations governing the ECC program, course, and TC operations as well as all federal, state, and local laws and regulations in the discharge of their AHA duties.

**Neutrality**

AHA volunteers should maintain neutrality in terms of specific proprietary products or brand names (eg, drugs, devices, and publications) and in terms of descriptions of other professional individuals and organizations. Specifically, whenever possible, generic names for drugs and devices should be used. While in their volunteer roles, Instructors and faculty should not be advocates for specific brand names or proprietary products outside of AHA recommendations. Furthermore, Instructors and faculty, while in their volunteer roles, should use caution when referring to others, particularly when referring to differences or negative descriptions of other professional individuals or organizations.



## **Dispute Resolution / Disciplinary Action**

### **Overview**

All disputes, complaints, or allegations within the ECC Training Network are to be managed in a clear, respectful, impartial, and organized fashion that is consistent with the ethics, values, policies, and procedures of the AHA. It is optimal that such disputes, complaints, or allegations be resolved at the lowest level of the network.

In particular, when a member of the ECC leadership or staff does not comply with the position description requirements, breaches an AHA or ECC conflict of interest standard, or fails to meet the standards of the ECC Leadership Code of Conduct, disciplinary action may be warranted. It is essential that before such disciplinary action is taken the proper procedure is followed so that (1) a fair investigation has been conducted by the committee or entity to which the individual reports as indicated in the position description and (2) opportunity for appeals to higher levels of authority within the ECC structure has been provided.

Note that the Dispute Resolution/Disciplinary Action procedures described below apply to U.S.-based TCs. ITCs must establish procedures that promote resolution of complaints and conflicts, and the maintenance of high quality standards, within their Training Center and the training sites for whom they issue course completion cards.

### **Disputes Involving TCs or Instructors in the U.S.**

It is the responsibility of the TC to manage and resolve any disputes, complaints, or problems that arise from a course offered by an Instructor employed by or aligned with the TC or from other TC activities or business.

The AHA is not responsible for the day-to-day operations of the TC or its business practices and will not become involved in the resolution of any disputes, complaints, or problems arising from courses taught by the TC unless one or more of the following is involved:

- Course content/curriculum
- Instructor qualifications
- AHA administrative policies and procedures
- AHA ECC science issues
- AHA TC Agreement and program guidelines

If, after diligent efforts, the TC is unable to affect a resolution, the TC must turn over the dispute, complaint, or problem to the AHA according to the procedure below. However, this does not diminish the responsibility of the TC for its employees or Instructors teaching courses offered through or processed by the TC.

Complaints about the issues listed above may be submitted to the Training Center in writing by

- A student who attended the course in which the problem arose
  - An Instructor, Course Director, TCF member, or TC with information about the problem
  - An AHA volunteer or staff member with information about the problem
1. If, after diligent efforts, the TC is unable to resolve the dispute/complaint by 30 calendar days after being made aware of the problem, the TC must send a description of the dispute/complaint to the ECC Customer Support Center (a TC may be either a complainant or a respondent). All complaints must contain the following information:
    - a. The name and address of the person making the complaint (“Complainant”). The American Heart Association will not permit the individual(s) making the complaint to remain anonymous.
    - b. The name and address of the person and/or organization against which the complaint is made (“Respondent”).
    - c. A detailed written description of the dispute, complaint, or problem (eg, who, what, when, where, why). For Training Center related issues, the complaint should contain information on the attempts of the TC to resolve the matter. The TC Coordinator must sign the statement.
    - d. Reference to the appropriate rule, standard, and/or guidelines related to the matter.
    - e. Copies of all related correspondence, records and other documentation.
  2. AHA staff will notify the Regional ECC Committee chair about the need to set up a Review Committee. The Regional ECC Committee chair, with the assistance of AHA staff, will appoint a Review Committee of at least 3 persons with appropriate qualifications to review the written complaint and/or appeal, obtain additional information as appropriate, and render a recommendation to the Regional ECC Committee regarding the dispute. Due attention must be taken to avoid conflicts of interest on the part of any member of the Review Committee. If so desired, the Regional ECC Committee may itself be the Review Committee and render a decision about the dispute/appeal directly. Hereafter the committee assigned to address the grievance will be referred to as the “Review Committee.”
  3. The Review Committee will refer to the current program guidelines for all administrative, educational, and science issues. The Review Committee may consult with the National Subcommittee on ECC Program Administration, national science committees, or legal counsel as appropriate on any issue not already addressed in the program guidelines.
  4. Within 10 business days after receipt of notification of the dispute, AHA staff and the Regional ECC Committee will issue a written notice to the TC, Complainant, and Respondent that the matter has been referred to the American Heart Association for review. The Review Committee will invite the Respondent to provide a response to the complaint in writing to the Review Committee within 30 days by registered or certified mail receipt of notice.

5. Once the response to the complaint is received, the Review Committee will determine the nature, significance, and corrective action (if any) that must be taken by the individual or TC against whom the complaint has been made or whether the complaint should be dismissed. The Review Committee will research national and/or regional written policies that pertain to the grievance. Copies of written policies will be attached to the notification of dispute and all related correspondence and sent with the Review Committee's recommendation to the Regional ECC Committee.
6. After reviewing the recommendation of the Review Committee, the Regional ECC Committee will decide the matter within 60 days after notice to the parties that a Review Committee has been established. The decision of the responsible Regional ECC Committee may include 1 or more of the following as appropriate:
  - a. Reprimand or letter of counseling to Respondent and/or TC, including a statement of the corrective procedure/action.
  - b. Agreement by the Respondent and/or TC to take specified corrective procedure/action.
  - c. A probationary period that applies to the Respondent and/or TC, including monitoring of course(s).
  - d. Termination of the TC Agreement.
  - e. Termination of Instructor status.
  - f. Request for additional information.
  - g. Dismissal of complaint.
7. If the Regional ECC Committee dismisses the grievance, a letter announcing the decision will be sent to the Complainant, Respondent, and TC. Notice will be given in the letter that the decision to dismiss the grievance may be appealed by sending an appeal in writing to the PROAD Committee within 10 days of receipt of the notification, with a copy sent to the Regional ECC Committee chair.
8. If the grievance is not dismissed, the Regional ECC Committee will either
  - a. schedule a hearing within 30 days after the date of the decision, inviting the parties to appear and provide further information or
  - b. issue a decision and inform the parties of their right to request a hearing and further consideration of the matter.

### **Disputes Regarding ECC Leadership**

Note: This dispute policy is not in translated PAM for ITCs as it only applies to the U.S. volunteer structure.

Complaints against ECC leadership in the Training Network must be submitted in writing to the appropriate committee or entity with authority over that individual. The Regional ECC Committee is responsible for the Regional Faculty, Regional ECC Committee and Subcommittee chairs and members, and Area Task Force chairs and members. The PROAD Committee is responsible for National Faculty and Regional ECC Committee chairs.

It is the responsibility of either PROAD or the Regional ECC Committee (whichever is appropriate) to manage and resolve any disputes, complaints, or problems that arise from an issue involving ECC leadership.

Complaints about ECC leadership may be submitted to the responsible committee in writing by

- A student who attended the course in which the problem arose
  - An Instructor, Course Director, TCF member, or TC with information about the problem
  - An American Heart Association volunteer or staff member with information about the problem
1. All complaints must contain the following information:
    - a. The name and address of the person making the complaint (“Complainant”). The American Heart Association will not permit the individual(s) making the complaint to remain anonymous.
    - b. The name and address of the person and/or organization against which the complaint is made (“Respondent”).
    - c. A detailed written description of the dispute, complaint, or problem (eg, who, what, when, where, why).
    - d. Reference to the appropriate rule, standard, and/or guidelines related to the matter.
    - e. Copies of all related correspondence, records, and other documentation.
  2. The appropriate committee chair, with the assistance of AHA staff, will appoint a Review Committee of at least 3 persons with appropriate qualifications to review the written complaint and/or appeal, obtain additional information as appropriate, and render a recommendation to the responsible committee regarding the dispute. Due attention must be taken to avoid conflicts of interest on the part of any member of the Review Committee. If so desired, the responsible committee may itself be the Review Committee and render a decision about the dispute/appeal directly. Hereafter, the committee assigned to address the grievance will be referred to as the “Review Committee.”
  3. The Review Committee will refer to the current program guidelines or *Program Administration Manual* for all administrative, educational, and science issues. The Review Committee may consult with the National Subcommittee on ECC Program Administration, national science committees, or legal counsel as appropriate on any issue not already addressed in the program guidelines.
  4. Within 10 business days after receipt of notification of the dispute, AHA staff and the Review Committee will issue a written notice to the TC, Complainant, and Respondent that the matter has been referred to the American Heart Association for review. The Review Committee will invite the Respondent to provide a response to the complaint in writing to the Review Committee within 30 days by registered or certified mail receipt of notice.
  5. Once the response to the complaint is received, the Review Committee will determine the nature, significance, and corrective action (if any) that must be taken by the individual or TC against whom the complaint has been made or

- whether the complaint should be dismissed. The Review Committee will research national and/or regional written policies that pertain to the grievance. Copies of written policies will be attached to the notification of dispute and all related correspondence and sent with the Review Committee's recommendation to the responsible committee.
6. On the basis of the recommendation of the Review Committee, the responsible committee will decide the matter within 60 days after notice to the parties that a Review Committee has been established. The decision of the responsible committee may include one or more of the following as appropriate:
    - a. Reprimand or letter of counseling to Respondent, including a statement of the corrective procedure/action
    - b. Agreement by the Respondent to take specified corrective procedure/action
    - c. A probationary period that applies to the Respondent, including monitoring of course(s)
    - d. Revocation of National Faculty, Regional Faculty, committee chair/membership, Instructor status, or other leadership status
    - e. Request for additional information
    - f. Dismissal of complaint
  7. If the responsible committee dismisses the grievance, a letter announcing the decision will be sent to the Complainant and Respondent. Notice will be given in the letter that the decision to dismiss the grievance may be appealed by sending an appeal in writing to the PROAD Committee within 10 days of receipt of the notification, with a copy sent to the Regional ECC Committee chair.
  8. If the grievance is not dismissed, the responsible committee will either
    - a. schedule a hearing within 30 days after the date of the decision, inviting the parties to appear and provide further information or
    - b. issue a decision and inform the parties of their right to request a hearing and further consideration of the matter.

The final review committee for all leadership and TC disciplinary actions is the Subcommittee on ECC Program Administration.

## **Training Center Records**

### **Overview**

- Training Center's may maintain records as hard copy or electronically as long as all required records are accessible and can be provided to the AHA on request.
- Training Center's must retain all required documents for 3 years from date of action, ie, last day of course, closure of complaint, etc.
- To protect against a possible loss of records, the TC must back up all electronic files on a regular basis and must keep all records and backed-up files for at least 3 years from the issue date.
- All electronic files must be capable of being printed as hard copy.
- A TC may store records at a Training Site as long as the records are accessible during a TC review or as requested by the AHA.

### **Required Training Center Records**

The TC must maintain the following documents according to the 3-year retention policy or their own retention schedule if longer:

- An original or a copy of the current signed TC Agreement
- Documentation that the TC has the appropriate minimum general liability insurance coverage or waiver as stated in the Training Center Agreement
- A current list of Instructors and Training Sites and contact information
- Documentation of any deficiencies identified during a TC review and corrective action taken
- Agenda for each course provided by the TC if the standard course agenda is not used
- The following written policies and procedures:
  - Equipment/manikin maintenance and decontamination
  - Quality Assurance Plan (updated annually)
  - Internal TC dispute resolution policy
  - Training Site management/relations
  - Card maintenance and issuance

### **Instructor and TCF Records (All Disciplines)**

The TC maintains the Instructor's file and documentation of the Instructor's teaching activity. The forms listed below can be found in Appendix or on the AHA Instructor Network website. The TC review process also specifies which forms to retain according to the 3-year retention requirement:

- Instructor/TCF Candidate Applications of all Instructors aligned with that TC
- Instructor/TCF Monitor Forms
- Instructor/TCF Renewal Checklists

- Instructor/TCF Teaching Activity Notice to Primary TC
- Instructor Records Transfer Requests
- Instructor Course Completion Notice to Primary TC
- Documentation of administrative or disciplinary actions taken

### **Instructor Records Transfer**

Records must to be transferred as requested, but the original TC must also retain copies for the required 3-year period to document training activities through the TC.

Instructor status may be freely transferred from one TC to another for employment changes, moves, or any other reason. TCF status is a TC appointment and does not transfer. When a TCF member transfers to another TC, it is as an Instructor, not as a TCF member. The steps to transfer Instructor records from one TC to another are as follows:

#### **Step Action**

- 1 Instructor completes an Instructor Records Transfer Request (see Appendix).
- 2 The TC Coordinator of the TC where the Instructor is transferring signs the request and sends it to the Instructor's original TC, or the Instructor may send the request to the original TC.
- 3 The original TC must send complete, up-to-date, instructor records to the other TC within 30 days of receiving the Instructor Records Transfer Request (copies or originals are acceptable).

### **Course Files**

Training Center's must maintain the following course records:

#### **Provider Courses**

- Completed course rosters or registration forms
- Documentation related to problem resolution (attach to course roster)
- Originals or a summary of course evaluations (used by students to rate the course and Instructor)
- Original evaluations if there were problems with the course
- Student written examination answer sheets and skills performance sheets for students who did not or have not yet met course completion requirements
- Evidence of use of the AHA course fee disclaimer for courses in which fees are charged

#### **Instructor Courses**

- Instructor Candidate Applications for all students in the course documenting that they will align with a TC later
- Completed course rosters

- Documentation related to problem resolution (attach to course roster)
- Originals or summary of course evaluations (used by students to rate the course and Instructor)
- Original evaluations if there were problems with the course
- Evidence of use of the AHA course fee disclaimer for courses in which fees are charged

**Reporting**

- Periodically TCs must submit TC Activity Reports as requested by the National Center ECC Training Department. Failure to submit the required TC Activity Report by the deadline may cause the AHA to terminate the TC Agreement.



## **Training Site Management**

### **General Information**

Training Sites are generally self-sufficient training locations that operate under a TC. The key criteria for a Training Site are as follows:

- The Training Site must agree to conduct AHA courses in accordance with the guidelines outlined in the *Program Administration Manual* and the Instructor's manual for each discipline the Training Site is approved to teach.
- The Training Site must have access to adequate equipment and an adequate number of AHA Instructors to conduct AHA courses.
- The Training Site must maintain course and instructor records and submit reports as requested to the TC.

It is recommended that the TC have a signed letter of agreement/ understanding with each Training Site.

### **Training Site Management**

It is the responsibility of the TC to ensure that its Training Sites comply with all policies and procedures outlined in this manual as well as with the TC's own policies and procedures.

The TC Coordinator or designated TCF member must visit and monitor each Training Site at least once every 2 years to ensure that the site complies with AHA and TC policies. The TC must maintain documentation of these visits for at least 3 years. The TC may use the TC Review Process (see Appendix) to document a review of a Training Site.

## **Certification Card Management**

### **Ordering Course Cards**

The TC Coordinator will use the confidential security code issued by the National Center ECC Department to order course cards. Training Center's cannot order course cards without this code. Only Training Center's can order cards for approved disciplines. The TC Coordinator, or his or her designee acting under the supervision of the TC Coordinator, is the only person authorized to use this code. The TC should keep this code confidential. The AHA may change the code if deemed necessary to maintain the confidentiality of the code.

### **Issuing Course Cards and Security**

- For administrative reasons, the TC Coordinator may delegate the issuance of cards to a Training Site; however, the TC remains responsible for the issuance of cards in accordance with AHA policies.
- Each student who successfully completes an AHA ECC course must be issued the appropriate course card that bears the AHA logo. The TC of the Instructor who conducts the Provider course is responsible for card issuance and security through its Instructors and Training Sites.
- If an Instructor is invited to teach at a second TC or with an instructor from another TC, the course cards are issued by the sponsoring TC.
- Each TC must be able to document how it maintains card security and accountability in the card issuance process. Only the TC Coordinator and persons he or she designates may have access to blank AHA course cards.
- Training Center's must issue course cards within 30 days of receipt of completed paperwork, although all cards should be in students' hands as quickly as possible.

### **Filling Out Course Cards**

The AHA recommends that course cards be stamped, typed, or computer printed to reduce the risk of cards being altered. All AHA cards issued must be complete and legible. On request, a TC must replace any course card that it or its training site produced that is inaccurate or illegible. The content of AHA course cards cannot be altered in any way. LSTI has transitioned to the AHA E-card system upon the recommendation of the AHA. All AHA courses that are E-card eligible and conducted by aligned instructors will have E-cards provided for purchase consistent with the current LSTI TC policy related to course card distribution (see Instructor Responsibilities Page 3).

AHA wallet size course cards must be completed as follows:

#### **Front of Card (Provider and Instructor)**

- Insert the student's first, middle initial if available, and last name.

- Cross out modules not taught (only on selected cards).
- Insert the issue date in a manner that prevents alteration

**US Standard:**

Date of class will be placed on the issue date and the expiration will have the month and the year of expiration (2 year certification)

**Back of Card (Provider and Instructor)**

- Name of Training Center and ID #, address, contact information
- Training Site (Location of Course)
- Location of course (new card designs will include this line)
- First and last name of Course Director/Instructor (must be legible) and ID #
- Student is to sign his or her name in ink

**Course Card Validity Period**

All AHA course cards are valid for 2 years through the end of the month in which the card was issued.

**Replacement of Lost Cards**

- A replacement card is as valid as the original card.
- Use the same dates as the original card
- It is the Training Center's responsibility to issue a replacement card if a card is lost or mutilated or becomes otherwise unusable. In such cases the Course Director or Instructor must advise students to contact the TC that issued the original card. The TC may set a fee for reissuing a card.
- The TC will verify course completion before issuing a replacement card.
- Do not refer students or instructors to the AHA for replacement cards.

**Damaged Cards**

- Cards damaged in shipment must be returned to the distributor that shipped them.
- Keep all shipping documents and packaging and contact the distributor for details on the return.
- Reimbursement and exchange will not be made if the cards are damaged by the TC/Training Site during printing, the result of printing errors, or other damages outside of shipping.

## **Instructor Renewal Criteria**

**Instructors may renew their status in 1 of 2 ways, as follows:**

### **Option 1**

- a. Maintain current Provider status as evidenced by current Provider card *OR* demonstration of acceptable Provider skills and successful completion of the Provider written examination.
- b. If the Instructor chooses the demonstration route, successful completion must be documented on the Instructor/TCF Renewal Checklist (see Appendix). A new Provider card may be issued at the discretion of the TC or on request of the renewing Instructor but is not required by the AHA.
- c. Teach a minimum of 4 classroom provider courses in 2 years. This requirement can only be waived by the Regional ECC Committee or Area Task Force in rural areas where a limited number of courses are offered. Each day of skills testing sessions for eLearning courses counts as 1 of the required 4 courses; all 4 credits can be earned this way.
- d. Complete online updates as required within the previous 2 years. Updates may address new course content or methodology and review TC, regional and national ECC information.
- e. Be monitored teaching a regular or renewal course in the preceding 2 years. The first monitoring after the initial Instructor Course does not satisfy this requirement.

### **Option 2**

Successfully complete the discipline-specific Instructor Course, including monitoring of teaching performance. If deficiencies in content knowledge, skills performance, or teaching ability are noted, the Instructor may be remediated. If renewal criteria are not satisfied within the card expiration period, the Instructor must repeat the Instructor recognition process, including the Core Instructor Course if not already completed.

### **Special Exceptions to Teaching Requirements**

The requirement of teaching a minimum of 4 courses in 2 years to renew Instructor status using Option 1 as listed above may be waived under special circumstances. These circumstances include but are not limited to the following:

- Call to active military duty (for an Instructor who is in the military reserve or National Guard). Monitoring during duty may be waived if MTN faculty members are not available.
- Illness or injury that has caused the Instructor to take a leave from employment or teaching duties.
- A limited number of courses offered in an area because of lack of audience or delay of course materials.

The TC Coordinator, in consultation with the TCF or assigned Regional Faculty, may decide to waive the teaching requirements for the discipline in question. Consideration should be given to the amount of time an Instructor is away from normal employment, the length of delay in materials release, and the number of courses taught in relation to the number of teaching opportunities. Documentation supporting the decision must be maintained in the Instructor's file.

All other requirements for renewal must be met as stated above.

**Please note:**

There is no renewal version of an instructor course. See the Program Administration Manual and Instructor Network for renewal requirements.

## **Training Center Faculty Criteria**

The TCF are responsible for quality assurance and is the educational leadership of the TC. All TCs should appoint at least one TCF member in each discipline they teach. The purpose of this appointment is to ensure that the TC is able to conduct quality Instructor Courses within the TC. The number of TCF members is determined by the needs of the TC. TCF members serve only in the TC from which they are appointed. A TCF member's status is not transferable between TCs. TCF members who move from one TC to another must reapply for TCF status in their new TC and are subject to acceptance by that TC.

### *Criteria*

#### **Must be a current Regional Faculty member or meet the following criteria:**

- Active Instructor (BLS, ACLS, or PALS) for a minimum of four years
- ACLS and PALS TCF members must also be a Course Director
- Willing to participate in a TCF orientation and AHA regional updates
- Has received positive evaluations of teaching ability from students
- Completion of orientation by Regional Faculty before conducting first Instructor Course

#### **Method of Appointment/Reappointment**

Appointed and reappointed by TCC, which sets the term served by TCF members.

#### **Responsibilities**

- Serves as an expert resource on ECC issues and protocols to the TC, Instructors, and staff.
- Conducts Instructor Courses for TC while adhering to AHA guidelines.
- Cannot serve as Regional Faculty member for his/her own TC
- Acts as a change agent to facilitate transitions in the ECC Program.
- Supports Chain of Survival initiatives in the community.
- Responsible for TCF development by conducting updates/training for TC.
- Oversees quality assurance at the TC level.
- Monitors Instructors' teaching abilities and completes required documentation.
- Teaches at least one Instructor Course every two years.

- Monitors Course Directors.
- Cultivates and mentors TC Instructors, new Instructors, and potential candidates for future Instructor/TCF positions.
- May act as a mentor to TC Coordinator.

**Reporting Structure**

- To TC Coordinator for internal TC issues
- To RF/NF for program and science issues

## **Americans with Disabilities Act**

Each TC is responsible for complying with all applicable laws, rules, and regulations including, but not limited to, the Americans with Disabilities Act of 1990 (ADA), as amended. The AHA cannot provide guidance to a TC or instructor on the specific requirements for providing accommodation for the disabled. The AHA will not authorize any core curriculum changes in a course identified as an AHA ECC course.

The AHA recommends that TCs consult an attorney and/or risk manager for additional information.

The ADA requires that “any private entity that offers examinations or courses related to applications, licensing, certification, or credentialing for secondary or postsecondary education, professional, or trade purposes shall offer such examinations or courses in a place and manner accessible to persons with disabilities or offer alternative accessible arrangements for such individuals.” (*ADA Amendments Act of 2008 [P.L. 110-325]*)

Whether a person has a disability and the specific steps that must be taken to comply with the law will depend on the facts and circumstances of each case. Therefore, each TC should consult its own attorney, architects, or other professionals for assistance in complying with the law.

Any changes or deletions to items set out in the core curriculum of each AHA course Instructor Manual should be considered fundamental changes to the course and may not be made in a course for which an AHA course completion card is issued.

### **ADA Legal Aspects**

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ECC leadership, through activities such as course monitoring, may be asked to evaluate programs in which ADA accommodations have been made. The core curriculum must be examined to ensure that there are no fundamental changes to core content or educational design that would negate the ability of the TC to issue a course completion card.

Note: This law is only applicable to the US; however, similar laws may apply in other countries.

For specific direction on provider course completion, refer to [Provider Course Completion](#). The AHA will not authorize any core curriculum changes in a course identified as an AHA ECC course. A student must be able to successfully perform all course requirements (skills tests and written exams) as indicated in the appropriate Instructor Manual to receive a course completion card.



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