

OSF Heart of Mary Medical Center Training Center Policies and Procedures



TC Policy Version History**Version 1.0 – February 2018**

Initial Policy implemented by OSF East Central Illinois EMS

Version 1.1 – August 2018**Policy Update**

1. Discrimination Policy – Statement of non-discrimination added.
2. Instructor Renewal: Instructor challenge of BLS provider skills for issuance of provider card removed to align with PAM changes to Challenge Option.
3. Instructor Monitoring: Changed monitoring form process to include TCF to complete the form but review of performance and additional action needed placed on TCC and Instructor.
4. Instructor Cards: Instructor cards will bear the issue date of the last monitoring. If all checklists are met for renewal prior to the current expiration date, the expiration month will not change.
5. Training Center Faculty Eligibility Requirements were set.
 - a. Eligibility considerations for TCF:
 - b. In good standing with the TC.
 - c. No action plans with in the instructors last two renewal periods in any discipline.
 - d. Demonstrate exceptional skill competence and leadership ability in each discipline TCF is requested.
 - e. Recommended by another TCF.
6. Minimum number of students per class recommendation.
7. Language changes throughout moving “cards printed” to “cards issued”.
8. Section 6.1 eCard locations added to provide guidance on ecard location access and procedure.
9. Defined Lead Instructor for advanced courses as designated by TCC.

Version 1.2 – November 2024**Policy Update**

1. Updated Table of Contents
2. Updated AHA Mission
3. Language changes throughout moving “AHA Instructor Network” to “Atlas”.
4. Updated Section 3: Instructor Information
5. Removed Section 4: Durable Equipment Rental
6. Removed Section 5: Independent Contractor Instructors
7. Updated Section 6: Issuing Cards

**OSF Heart of Mary Medical Center
Training Center Policies and Procedures**

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Introduction

Regardless of your employment status, as an instructor with this training center, you are a representative of both the American Heart Association, and the OSF Healthcare System. It is your responsibility to act professionally at all times during your courses. This Policy and Procedure Manual is to supplement the AHA's Program Administration Manual (PAM), serve as a resource to instructors, and guide the administration of this Training Center (TC). Any conflict that arises between either, the PAM shall supersede this policy.

American Heart Association

Your candidate workbooks, online instructor essentials and the core instructor course contain vital information regarding the AHA. Here are a few highlights:

The AHA's mission is to be a relentless force for a world of longer, healthier lives. That single purpose drives all we do. The need for our work is beyond question.

The AHA is the United States' oldest and largest voluntary health organization dedicated to saving people from heart disease and stroke. Heart disease is the No. 1 killer worldwide, and stroke ranks second globally. The AHA is the trusted leader in emergency cardiovascular care (ECC) and trains people around the world in how to save lives with cardiopulmonary resuscitation (CPR) and first aid.

The AHA is a relentless force for a world of longer, healthier lives. Through collaboration with global partners, our network of training centers and knowledge transfer of proven programs and strategies, the AHA strives to reduce the global burden of cardiovascular diseases and stroke. This mission contributes to the World Health Organization's global fight against noncommunicable disease and the achievement of the 2030 Sustainable Development Goal of reducing premature mortality from noncommunicable disease by one third through prevention and treatment and promote mental health and well-being.

ECC Guiding Philosophy:

- Improve the Chain of Survival in every community
- Increase quality and timeliness of materials
- Identify and expand training
- Document effectiveness
- Improve efficiency

Section 1: General Information

CPR can be a competitive business. The AHA has strict guidelines utilizing their trademarks, and copyrighted material. Guidelines regarding its use can be found in the PAM, and through contacting Heart. The TCC may be of some assistance with finding the right information.

Neither the AHA nor OSF Heart of Mary Medical Center endorse any instructor as better than any other.

Neither the AHA nor OSF Heart of Mary Medical Center promote, prefer, or refer business to any instructor regardless of alignment.

1.1 Abbreviations

ACLS-Advanced Cardiac Life Support

ACLS EP-Advanced Cardiac Life Support for Experienced Providers

AHA-American Heart Association

BLS-Basic Life Support

CD-Course Director

ECIEMS-East Central Illinois EMS

HCP-Healthcare Provider Course

HMMC-Heart of Mary Medical Center

LI-Lead Instructor

PALS-Pediatric Advanced Life Support

PAM-Program Administration Manual

RF-Regional Faculty

TC-Training Center

TCC-Training Center Coordinator

TSF-Training Center Faculty

TS-Training Site

TSC-Training Site Coordinator

1.2 Fees

ECIEMS shall collect fees for courses taught by ECIEMS in the TC. Course fees shall be paid at the time of registration. ECIEMS maintains a list of current course fees that is available upon request. Courses include:

- Heartsaver
- BLS
- ACLS and ACLS EP
- PALS
- AHA Instructor courses

Should a participant not be able to attend, the participant should notify the TC as soon as possible. When notification occurs at least 5 business days in advance, the course fees shall be refunded, minus any nonrefundable materials. Refunds may take between 4-6 weeks to process. Should a participant wish to apply refunded fees to another course, ECIEMS will issue a credit memo, noting the amount available.

Neither ECIEMS nor the AHA shall be responsible for the costs incurred or fees charged by training sites or instructors. Neither ECIEMS nor the AHA have a financial interest in the business of instructors or training sites.

Materials purchased through ECIEMS shall be paid for at the time of the request and are nonrefundable once ordered.

Cards shall be paid for at the time of roster submission.

Instructor renewals shall be paid for at the time of renewal.

ECIEMS occasionally invoices for services and materials. Invoices are due upon receipt. Failure to pay invoices may result in a loss of invoicing privileges, ineligibility for instructor renewal, or unalignment from the TC. Invoices 90 days past due may be sent to OSF Healthcare System for collection.

Section 2: Roles and Responsibilities

2.1 Training Center Coordinator

The Training Center Coordinator is responsible for the overall coordination of the TC.

The TCC is the liaison between instructors within the TC and the American Heart Association.

The TCC ensures all AHA and TC policies are followed.

The TCC maintains records of all courses for a period of at least three years, a central database, and instructor files.

The TCC conducts instructor courses, updates, and provider courses.

The TCC monitors all Training Sites, Site Coordinators, Course Directors, Lead Instructors, and Instructors.

The TCC ensures quality assurance, dispute resolution, and appoints Training Center Faculty Members.

2.2 Training Center Faculty

TCF are experienced instructors who serve as sources of guidance within the Training Center.

There should be a TCF for every 8 instructors within a discipline.

A TCF must hold instructor status for any discipline in which they will serve as training center faculty.

TCF serve as the liaison between instructors and the TCC if necessary, and function as the designee for the TCC in their absence.

TCF are required to attend any updates required by the TCC and should be knowledgeable in TC and AHA policies.

TCF should serve on the quality assurance committee, and TC advisory board.

TCF must monitor at least one instructor to renew as TCF during an instructor period.

2.3 Training Site Coordinators

TSC's are designated by both the TCC and the respective TS organization. They are a part of the TS and serve as a liaison between the TC and the TS.

TSC's ensure that all courses and instructors adhere to AHA and TC policy within their TS.

TSC's ensure their TS is up to date with the Training Site Agreement between the site and the TC, and that proper and adequate records are maintained.

It is recommended that TSC's have instructor experience, but it is not required.

A TSC may be eligible for TCF position in addition to serving on the TC advisory board.

2.4 Course Directors

AHA dictates through the PAM that each advanced course that is offered has a Course Director. The CD is appointed for each advanced discipline by the TCC in each Training Site.

The CD must be an instructor in the discipline, preferably within their second instructor period or later.

The CD must be present for all advanced classes taught by their respective TS.

The CD is an experienced instructor who serves as a liaison between the course instructors, students, and applicable medical direction.

The CD may have to be a physician depending on the advanced course as dictated by the AHA.

The CD does not have to be the Lead Instructor for the class, or even active in teaching the specific class, just onsite for medical direction.

The CD ensures the advanced courses are taught with the strictest AHA standard and that of the TC policy.

CDs may fulfill a TCF role as well and serve on the TC advisory board.

2.5 Lead Instructors

All BLS and community courses must be conducted by a Lead Instructor.

Unless specifically identified as otherwise, all instructors receiving an instructor card through this TC are considered a Lead Instructor.

The LI must hold an instructor card for the discipline the course is taught.

The LI ensures BLS courses are taught to the standard of AHA and TC policy.

The LI is also the instructor responsible for ensuring all the material is present at the course, proper ratios are met, and course completion paperwork is complete and submitted appropriately.

The LI for all advanced courses is designated at the discretion of the TCC.

Section 3: Instructor Information

3.1 Initial Certification:

Instructor candidates must submit an application for each discipline they are seeking instructor status. The application can be found on Atlas. The following steps are to be used for all new instructors in a discipline:

- A) Complete all Instructor Course Pre-requisites:
 - 1. Current provider card in discipline seeking instructor status
 - 2. Completed Application
 - 3. Acceptance into Training Center
- B) Instructor Course 8 hours: The in-person instructor course is discipline specific, and will cover such topics as:
 - 1. Course administration
 - 2. Training Center Specific Policies
 - 3. Discipline Specific Skills Stations
 - 4. Student Remediation
 - 5. Written Examination
- C) After successful completion of the in-person instructor course and all required online learning, the instructor candidate must be monitored while teaching a course by approved Training Center Faculty, or Training Center Coordinator.
- D) Once the course monitoring is completed, an instructor card will be issued to the candidate. The instructor number is printed on the card.
- E) Candidates must then register in the AHA instructor network, ATLAS and request alignment with the training center. (www.atlas.heart.org)
- F) Additional information may be found at <https://cpr.heart.org/en/private/atlas-information-and-resources> and [Help for Instructors and Faculty](#).

The process must be completed within 6 months of the application, to help ensure the candidate is current with ECC guidelines, TC policy and AHA training updates. These guidelines meet the minimum requirements set forth in the PAM. The Training Center Coordinator (TCC) retains the sole discretion to accept or deny an applicant's candidacy.

3.2 Instructor Renewal:

All AHA cards are effective for two years from the date of the course, including instructor cards. It is the responsibility of the instructor to maintain eligibility for renewal. The requirements for renewal are as follows:

- Be in good standing with the TC
 - No outstanding invoices
 - No recent disciplinary action
- Demonstrate proficiency of provider skills
 - Complete skills demonstration
 - Pass provider written examination with 84% or better
- Attend TC updates as required
- Be monitored by TCC or TCF
- Earn 4 credits
 - Teaching 4 provider/renewal classes in 2 years
 - Conduct Skills sessions for eLearning courses

Credits: Credits are courses taught by the instructor. The instructor needs only to participate in teaching a skills portion of the course to achieve credit. For example, if an instructor is not the lead instructor, but participates in conducting a skills station that course will count for that instructor. For courses that span more than 1 day, an instructor may not claim multiple classes that are being conducted simultaneously. For example, if day two of an initial ACLS class is being combined with an update, an instructor who only conducts one skill station on day two may not claim both classes as credits. However, if the instructor participated in a skills station on day 1 of the initial and day 2 of the initial/update combo, the instructor may claim both courses.

The instructor must complete all requirements for renewal before their expiration date to be eligible for renewal. Course monitors need to be scheduled with the TCC as least 60 days prior to renewal date.

3.3 Exceptions to the Teaching Requirement for Renewal:

An instructor who cannot meet the 4-credit requirement may get an extension. This is a case of rarity, and must be granted prior to expiration, and is outlined in the PAM.

Approval of exception may not be granted by the TCC alone. Consultation with Regional Faculty, and or with the TC's Regional Account Representative is required. An instructor seeking exception must notify the TCC in writing, giving the reason for request. The TCC will give a response within 10 business days of receipt of such request.

3.4 Instructor Monitoring

American Heart requires monitoring of instructors by the TC for several reasons. Each instructor is required to be monitored formally once during their current certification period in each discipline for renewal.

A monitoring is a valuable tool to improve performance, provide constructive feedback, and allow for an instructor to have personal access to the TC for questions. It is vital that the TC maintains strong professional relationships with its instructors.

The monitoring may be completed by the TCC, a TCF, or Regional Faculty (RF) member. If an RF member is used for monitoring, the TCC must be notified in advance of the event and will be present on the site of the monitoring. A TCF must be designated as such in the discipline they are monitoring.

The AHA Instructor/Training Faculty Renewal Checklist and the AHA Instructor Monitoring Tool will be used for all instructor monitorings and can be obtained from ATLAS or the TCC.

Any course at any time may be monitored without warning or notification.

Should an instructor not satisfactorily complete a monitoring, an action plan will be created with the TCC to correct deficiencies to include a re-monitoring at minimum. The instructor is considered suspended until successful monitoring is completed. If the unsatisfactory monitoring occurs after an instructor's expiration date, the instructor will be considered expired and not eligible for renewal.

Should the instructor not be able to be monitored prior to expiration date, they may request, in writing, an extension to the next available class.

3.5 TC Updates and Instructor Contact Information:

As part of the TC's responsibility to be a liaison between the AHA and instructors and to assist the TC with the dissemination of information, the instructor must maintain updated contact information with the TC. This includes email, physical address, and telephone number. All information is confidential and maintained solely for the purpose of the TCC or their designee to contact the instructor.

Periodically, the TCC will hold instructor updates. It is the responsibility of the instructor to attend any updates required by the TC. Failure to attend a required update will place the instructor at risk of suspension, disqualification for renewal and unalignment with the TC.

3.6 Alignment:

Each instructor must be aligned with a TC through Atlas, in each discipline they teach. Atlas assigns a unique 11-digit number to each instructor.

Instructor alignment with a TC is an at will agreement between an instructor and the TC. At any time, both the instructor and TC reserve the right to disband the agreement, un-aligning the instructor.

Training Center Faculty, Training Site Coordinators, Course Directors, and Lead Instructors for a course must be primarily aligned with this TC to fill these roles.

Unless prior arrangements are made, any instructor teaching a course in this TC while aligned with another may not fill a role other than assisting instructor. The Lead Instructor or Program Director as applicable must ensure the guest instructor is in good standing and must submit a copy of the guest instructor's current instructor card to be kept with the roster on file.

The TC will send a Teaching Activity Notice to Primary TC as outlined in the PAM to any guest instructor who teaches with this TC.

Atlas is also an excellent resource for instructors. Information on AHA training updates, course information, materials, ECC updates, training memos, and the PAM can all be found on the website.

3.7 Instructor Transfer:

Instructors may wish to transfer between Training Centers for various reasons, including job changes, geographical locations, or personal reasons. The transfer procedure is outlined in the PAM.

The decision to accept an incoming instructor transfer is subject to the same requirements as new instructors, and solely rests with the TCC.

No instructor will be accepted as an incoming transfer unless they are in good standing with their previous Training Center.

Outgoing transfer requests are initiated by the instructor and the new TC. An instructor must be accepted by the new TC before the records transfer request is sent using the Instructor Transfer Request form.

The TCC will make every effort to process a transfer request within 10 business days, pending verification that the instructor is accepted by the new TC.

All instructor records are transferred, and a copy will be kept by the outgoing TC for at least 30 days post transfer.

Section 4: Training Center Faculty

4.1 Eligibility Requirements

TCF status is an internal appointment by the TCC, and may be surrendered. The role of the TCF is one of leadership and support. The TCF is a resource to all instructors and should be someone who is knowledgeable in all aspects of the disciplines in which they serve as a TCF.

Requirements for becoming a TCF are as follows:

1. Be in good standing with the TC.
2. Have no action plans within the last two renewal periods in any discipline.
3. Demonstrate exceptional skill competence and leadership abilities.
4. Be recommended by another TCF or TSC.

4.2 Training Center Faculty Renewal

Training Center Faculty will be renewed on the same schedule as their instructor status for each discipline. The TCF should be monitored for renewal by the TCC. Under special circumstances, the TCF may be monitored by another TCF or RF. However, requests must be submitted in advance to TCC prior to expiration date.

In addition to meeting the renewal requirements as above for instructor status in each discipline, TCF must pass the Instructor Written Examination to continue their status as TCF.

4.3 Guidelines for Instructor Monitoring for Training Center Faculty

When conducting an instructor monitoring, it is imperative to be objective throughout the process, and to only check those boxes that are observed directly. Items in **BOLD** are required to be successfully demonstrated during a class. As part of the renewal process, it is preferred that instructors demonstrate their skills portion of the renewal during the monitored course. TCF should utilize the appropriate skill testing checklists per discipline being renewed.

Additionally, monitoring is a formal process and goes beyond having 'eyes-on' instructors. The following process is to be used:

- Only one instructor should be monitored by a TCF at a time.

- If circumstances dictate that more than 1 instructor needs to be monitored (i.e., prior to expiration date) the TCF doing the monitoring is not to be an instructor participating in teaching the course (course director, lead instructor, instructor, etc.) and does not count toward the overall instructor to student ratio.
- The monitoring form is to be reviewed with the instructor being monitored and signed by both the instructor and the TCF conducting the monitoring.
- The monitoring form and accompanying paperwork is to be turned into the TCC within 2 business days.
- Instructor cards will bear the date of the successful monitoring.
- The TCF will notify the TCC immediately if any item is not marked 'successful' on the monitoring form. All documentation will be sent to the TC, as well as a full description of the course. The instructor will be notified as above.

Section 5: Courses

5.1 Teaching Materials:

It is the responsibility of each instructor to maintain the required teaching materials for each discipline they teach. As outlined in the PAM, each instructor is to maintain an Instructor manual (IM) and Student manual (SM) in each discipline. The lead instructor must have their IM and SM present during the course.

Each instructor manual outlines the required materials for that course. It is the responsibility of the lead instructor to ensure each course is taught to the AHA standard, and that the required equipment is present.

5.2 Student to Instructor Ratios:

The maximum number of students is not identified in the PAM. However, AHA dictates that Student to Instructor ratios must be maintained.

The standard ratio is 6 students to 1 instructor, 6:1. An experienced instructor may be able to manage up to 9:1. Each discipline's instructor manual contains guidance on the appropriate student to instructor ratio.

Every instructor has experienced the unexpected addition of last-minute students. However, this must be rare, and frequent violation of the AHA ratios will result in disciplinary action up to loss of alignment privileges with the TC.

Manikins and AED trainers must not be more than a 3:1 student to equipment ratio. Be aware that altering ratios will alter the course completion times as outlined in

the instructor manual. Instructors can only effectively watch 2-3 manikins at a time and should plan their courses accordingly.

It is strongly recommended by the TC that courses of any discipline have at least 3 students. Courses with less than 3 students may find the team dynamics activity difficult to perform appropriately.

5.3 Course Paperwork:

The lead instructor is responsible for ensuring the course paperwork is completed and sent to the TC in a timely fashion. Instructors teaching for a training site (TS) should follow the course completion guidelines set forth and prearranged between the TS and the TC.

All students in a course must be on an AHA roster, complete a discipline specific skills test, and may have an applicable written examination. Each course is required to offer an evaluation to its students.

The lead instructor must complete the shaded portions of the sign-in side of the roster for each student, marking complete/incomplete and test score. If turning in paperwork to the TC, the instructor must turn in a completed roster, skill sheets, graded written exam sheets, and course evaluations for cards to be printed. Course paperwork may be scanned and emailed to AHARosters@osfhealthcare.org.

The TC maintains the required paperwork for a period of 3 years and keeps a central database of classes taught. The TC has the responsibility to make required reports to the AHA, and maintaining a central database ensures those reports are accurate.

ECIEMS uses an internal roster. Instructors **MUST** use this internal roster for ease and speed of processing by the TC. The TC prints official roster cover pages to maintain adherence to the PAM. Other paperwork can be found on Atlas.

Provider cards are issued only after the paperwork is complete. The PAM dictates that the TC has 20 days from the date of the class to print the cards. It is the responsibility of the instructor to ensure the completed paperwork is sent to the TC within **3 business days**. Frequently late rosters may be met with disciplinary action up to and including loss of alignment privileges with the TC.

Unless previous agreements are made, provider cards must be paid for at the time of roster submission. Instructors who have invoices greater than 30 days will be placed in a suspended status until paid in full. Instructors who show a pattern of delinquent invoices may lose eligibility for renewal, or un-alignment with the TC.

5.4 Course Agendas

All courses taught are to follow all AHA Guidelines and Course Agendas for the specific course.

To provide for a consistent course across regions, AHA dictates that the course DVD must be used as required. The course agenda and lesson plan follow the course DVD. It is the responsibility of the Lead Instructor or Course Director to ensure the course agenda is followed.

5.5 Course Materials

Each discipline specifies the required materials needed for each course and may differ from discipline to discipline as well as initial provider to renewal. It is the responsibility of the Course Director or Lead Instructor to ensure that required materials are available, set up, and that AHA policies are followed. Specific items below are listed and discussed to provide clarification.

Books:

Each student must have a student manual readily available before, during, and after class.

Only designated Training Sites, with TS agreements, may library books for use to train their own employees. Examples of TS include hospitals, Fire Departments, and EMS agencies. K-12 schools may also library books for their students.

Library books must be complete, current, and in good condition for class, and each student must have a provider manual with them prior to and during class. Courses that do not meet the library requirement are considered invalid, and no course completion cards will be issued.

For classes that do not fall in the library section, each student must be provided with their own provider manual for use before, during, and after the course. A student may reuse their provider manual for renewal, if the book meets the same requirements as library books above.

Students arriving at any course without a proper provider manual will be refused entry into the course.

Manikins and AED Trainers:

Manikins must be in good working condition and must have feedback devices. Manikins must not be more than a 3:1 student to manikin ratio.

Practice Masks:

Practice masks must be clean, and in good condition. Practice masks must not be more than a 3:1 student to mask ratio. Disposable masks may be used.

Practice Valves:

Each student must have a new practice valve for BLS courses; this is a one-time use piece of equipment. Practice shields may be used, but not as a substitute for the valve.

Course equipment may be purchased individually through one of the three approved AHA distributors.

5.6 Course Completion Requirements

Each discipline Instructor Manual outlines requirements for course completion. It is the lead instructor's responsibility to ensure the course completion requirements are met. Failure to do so renders the course invalid. No course completion cards will be issued where course completion requirements are not met. Instructors who sign the roster attest to meeting the course completion requirements.

Intentionally submitting rosters where the course completion requirements are not met constitutes a falsification of records. This is a violation of the AHA code of conduct and ethics policy and will result in immediate loss of alignment privileges with the TC.

5.7 Exams

Written and Skill exams are an integral process of ensuring provider competency. Written exams are required for BLS, ACLS, ACLS EP, and PALS. Skill exams are required for all AHA courses. Specific skill exams are listed in each discipline's instructor manual. Each skill exam **MUST** be conducted in accordance with the instructor manual. Heartsaver and BLS competencies are done with a 1:1 student to instructor ratio. Regardless of the skill test, they are intended to be completed as each student completes the skill. Mega codes and core cases are done in small groups, with the tested student as team leader. All copies of skills exams, and written exam answer sheets are kept with the course files for 3 years by the TC.

Failure to conduct written or skill exams as outlined in the instructor manual renders the course invalid. No course completion cards will be issued and may result in the loss of alignment privileges with the TC.

Written exam security is crucial to the integrity of AHA courses. Exams are not to be openly distributed. They must be accounted for upon completion of the course and kept in a secure, locked location. Breach of exam security can result in loss of alignment privileges with the TC.

5.8 Non-AHA Material

The Program Administration Manual has specific guidelines regarding the use of non-AHA material.

Section 6: Issuing Cards

This section serves as guidance in addition to the PAM, and other AHA card issuing resources found on Atlas.

All AHA course completion cards are a secure resource and will be issued as ecards. As such, all ecards will be issued by the TC through the Enrollware software system upon submission of course paperwork by the instructor.

Prices for ecards are based on pre-arranged cost schedules and differ between disciplines.

No replacement cards will be issued within 120 days of expiration.

Course completion cards are to be issued within 20 days of the completion of the course. Instructor expectations and responsibilities regarding course paperwork submission and the course completion process are outlined in sections 5.3 and 5.6 respectively.

Section 6.1 eCard Locations

Training sites with valid Training Site agreements may request to be set up as an eCard Location through the TC for the purpose of issuing eCards for classes taught at the TS. Acceptance of a TS as an eCard Site is at the discretion of the TCC. All cards shall be issued by the same requirements set in the PAM and Instructor Manuals. It is the responsibility of the TS to maintain knowledge of PAM policy changes in relation to completion card issuance.

The ability of a TS to issue eCards is a privilege not a right. eCard Locations can be revoked at any time at the discretion of the TCC for violations of AHA or TC policy.

All courses must be entered into the Enrollware software system.

Section 7: Unacceptable Behaviors

All instructors from the start of class should be professional; there are some behaviors that are unacceptable.

Any instructor or student may be removed for any of the following:

- Dishonorable, unethical, or unprofessional conduct during a course
- Conduct that is likely to defraud, deceive, or cause harm
- Impairment by alcohol, drugs or any substance that affects the performance of the individual
- Intentional falsification of any AHA materials
- Discrimination of any kind because of race, sex, creed, religion, ethnicity

All complaints of above that are received by the TC concerning an instructor will be investigated completely and may result in disciplinary action which may include un-alignment with the TC.

Section 8: Dispute, Discipline and Resolution

While the calling to teach ECC principles inherently attracts ethical people, times may arise when a dispute or disciplinary action is needed.

Any time an instructor has a dispute with a training location, another instructor, or a student in a class, they must contact the TCC within 24 hours.

The TCC is solely responsible for managing and resolving any disputes, complaints, and problems, regarding courses and instructors that are aligned with the OSF Heart of Mary Medical Center Training Center.

Should a dispute or complaint occur, the TCC will notify the instructor(s) in question in writing within 48 business hours via certified mail.

The instructor's status during the dispute/complaint process is determined by the severity of the complaint or dispute and is determined by the TCC. The instructor's status may be suspended pending investigation by the TCC.

The TCC will have 30 days to investigate and meet with the parties involved regarding resolution.

Resolution may include an action plan agreed on by all parties, or disciplinary action. Disciplinary Action may include:

- Letter or reprimand with a signed letter of understanding submitted to TCC, kept in the instructor's file
- Period of suspension
- Loss of alignment privileges from the TC

Loss of alignment privileges from the TC due to disciplinary action will result in the TC requesting return of the instructor's card. The AHA will be notified of all disciplinary action regarding unalignment.

The AHA will become involved in disputes which involve course content, curriculum, AHA policies, or AHA ECC guidelines issues.

Any issue in which AHA involvement is deemed necessary, the TCC will forward all instructor files, and applicable documents to the AHA Regional Account Representative.

The AHA Regional Account Representative may forward such paperwork to the applicable AHA representative for review. Instructor revocation procedures are outlined in the PAM.

While an instructor is under review by the AHA for disciplinary reasons, this TC will table all transfer requests until cleared by the AHA.

Should the AHA decide not to revoke an instructor's status, the instructor may still not be eligible for alignment with this TC.

Any decision on disciplinary action must be appealed to the OSF Heart of Mary Medical Center Training Center review committee within 10 days. All decisions of this committee are final.

OSF Heart of Mary Medical Center – AHA Training Center

Signature Sheet

I _____ agree to comply with all the policies of this manual. I have read the policies and understand that failure to comply with these standards may result in disciplinary action by the OSF Heart of Mary Medical Center AHA Training Center or the American Heart Association.

Signature_____
Date