

Emergency Cardiovascular Care

Program Administration Manual:

Guidelines for Program Administration and Training

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Preface

Welcome to the fourth edition of the *Program Administration Manual*. This latest edition of the *Program Administration Manual* (PAM) reflects the recent changes of the Emergency Cardiovascular Care Program.

The American Heart Association National Subcommittee on ECC Program Administration (PROAD) thanks the ECC Training Network, ECC staff, and volunteers who participated in the development and refinement of this manual. Appreciation is also expressed to the members of PROAD who reviewed this manual and revised it to ensure its compatibility with the ECC strategic plan of the AHA.

This manual includes sections that will assist Training Center (TC) leaders and staff in the management of the Emergency Cardiovascular Care (ECC) Program. It has been organized to give the user concise access to rules affecting the ECC Training Network, Training Centers, volunteer organization and management, and ethics and dispute resolution procedures. The overall structure will give the reader an understanding of how the ECC program is organized within the American Heart Association.

This manual includes information for national and regional ECC leaders and operations and TC administration. Information for ECC courses and chapters on organizational ethics and legal considerations are included. As in the previous edition, the appendices contain forms, administrative review tools, and surveys, as well as other materials essential to TC administration and course management.

The PAM is intended to augment other ECC information and training materials, not replace them. Because of the rapid pace at which course improvements and changes may occur, this manual will never be able to answer all questions that may arise about ECC program administration. New policies and changes in the current PAM policies are announced in Training Bulletins. Training Bulletins issued after the effective date of this manual supersede the related information in this manual and become the new policy. Training Memos clarify current policies and introduce new educational materials and programs and changes to existing programs. For the most current information on ECC program administration, please visit the AHA ECC website at www.ahainstructornetwork.org.

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Acronyms

ACLS	Advanced cardiovascular life support
AED	Automated external defibrillator
AHA	American Heart Association
BLS	Basic life support
CEUs	Continuing education units
CME	Continuing medical education
CPR	Cardiopulmonary resuscitation
CQI	Continuous quality improvement
ECC	Emergency cardiovascular care
EMS	Emergency medical services
FBAO	Foreign-body airway obstruction
HCP	Healthcare provider
ILCOR	International Liaison Committee on Resuscitation
ITC	International Training Center
PAD	Public access defibrillation
PALS	Pediatric advanced life support
PEARS	Pediatric Emergency Assessment, Recognition, and Stabilization
QA	Quality assurance
RF	Regional Faculty
SDL	Self-directed learning
TC	Training Center
TCF	Training Center Faculty
TS	Training Site

Chapter 1

The Role of the Training Center

The Role of the Training Center

The American Heart Association has established a network of Training Centers to broaden its outreach of ECC educational courses and strengthen the Chain of Survival.

TCs are responsible for

- the proper administration and quality of their ECC courses
 - the day-to-day management of their instructors
 - providing all their Instructors and Training Sites with consistent and timely communication of any new or updated information about National, Regional, or TC policies, procedures, course content, or course administration that could potentially affect an Instructor in carrying out his or her responsibilities
 - serving as the principal resource for information, support, and quality control for all AHA ECC Instructors aligned with the TC
-

Training Center Criteria

TC Criteria

The AHA reserves the right to accept or reject any TC Applicant for any reason, and reserves the right to limit the number of TCs it establishes, based on its sole determination. The number of TCs approved for establishment in a geographic area is determined on the basis of the following criteria:

- The AHA is able to support and serve all TCs effectively and efficiently.
 - The training needs of a given area are based on geography, population, corporate/community needs, and the healthcare environment.
 - The establishment of a TC supports the AHA mission and is in the best business interests of the AHA.
 - The TC is knowledgeable about the Chain of Survival process in the community it will serve.
 - The TC applicant's business plan and financial and staff resources are adequate to establish and maintain an ECC Training Network.
 - The relationship of the TC with the AHA does not place the AHA in a conflict of interest. Any conflicts will be resolved before the ECC will consider accepting the TC.
-

Faculty

Regional Faculty

- Are appointed volunteer leaders who serve as science and curriculum experts to TCs and Instructors.
- Assigned to TCs for quality assurance, course monitoring, and mentoring activities.
- Serve as outside resource experts on ECC-related issues.
- Conduct course monitoring and TC administrative reviews as needed.
- Conduct science and training updates and rollouts within their region.
- A Regional Faculty member cannot conduct a course monitoring or administrative site visit for their primary TC.

See the Volunteer Resource Guide for the Regional Faculty member job description.

This is the U.S. Regional Faculty model. The International programs may establish a similar structure based on local needs with guidance from the ECC International Department staff.

TC Faculty

- Serve as quality assurance and educational leadership for the TC.
 - Conduct Instructor courses and monitor, update, and coach Instructors.
 - Each TC must appoint at least 1 TCF member in each discipline it teaches. The recommended ratio is at least 1 TCF member per 8 to 12 Instructors (in the same discipline), but this may be adjusted by the TC.
 - Ensure that the TC is capable of conducting quality Instructor courses, course monitoring, and Instructor updates within the TC. See Appendix for the TCF job description.
-

TC Coordinator

- Represents the TC and is selected by the TC.
 - Serves as the primary contact between the TC and AHA ECC Programs.
 - Must have appropriate skills to either perform or manage all TC responsibilities as described in this manual.
 - Does not need to be an ECC Instructor but must have an understanding of ECC programs.
 - Must participate in a TC Coordinator orientation.
-

Instructors

Refer to Chapter 4 for detailed information on instructors.

Notes

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Chapter 2

Keeping the Training Network Connected

Overview The AHA is committed to quality communication with the ECC Training Network. This chapter covers the many resources available to the Training Network to accomplish this goal.

Information Resources

TC Requirements The National Center ECC Department requires TCs to maintain Internet access and an email address for the TC Coordinator and that TCs immediately communicate any change in the email address to the ECC Customer Support Center.

Electronic Resources The following electronic resources are available to the ECC Training Network:

Resource	Description
American Heart Association Instructor Network (AHA IN): ahainstructornetwork.org	<ul style="list-style-type: none">• Available to all TCs and Instructors• Provides up-to-date and reference information on ECC programs and science• Requires password for access• Periodically offers surveys and electronic submission of reports
AHA eLearning website: www.onlineaha.org	<ul style="list-style-type: none">• Provides the ECC online courses
AHA website: americanheart.org	<ul style="list-style-type: none">• Provides general information about AHA programs and services• Offers students the ability to search for ECC courses in a specific city or ZIP code
International Training: eccinternational@heart.org	<ul style="list-style-type: none">• Primary public email for the Training Network outside the United States

Listing on Course Finder Note: this section is not in the translated PAM for ITCs. US TCs, Training Sites, and Instructors may ask to be listed on the Course Finder search engine for the courses and skills tests they

offer. To be included on the Course Finder search engine:

- Sign and return a website agreement that is available from the ECC Customer Support Center or on the AHA Instructor Network website.
 - Ensure that the most current information is provided to the AHA for inclusion on the website. If the information is inaccurate and updated information cannot be obtained, the listing will be removed without further notice to the TC or the Training Site.
-

**Telecommuni-
cations**

TCs can contact the AHA ECC Customer Support Center at 888-CPR-LINE in the United States for all TC-related inquiries. For international calls, phone +1-214-706-1232.

**Print
Communi-
cations**

Currents in Emergency Cardiovascular Care is a quarterly newsletter published by the Citizen CPR Foundation, Inc and financially supported by the AHA. *Currents* provides information on recent developments in emergency healthcare services. It is available free on the Internet. The AHA strongly encourages TCs and Instructors to read *Currents* to stay updated on useful information from the National Subcommittees and other ECC professionals.

To register to receive *Currents*, visit the AHA Instructor Network to subscribe to the electronic or print version.

Notes

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Chapter 3

Training Center Operational Responsibilities

- Introduction** The TC will strive to expand the AHA ECC training program. This section covers these main TC operational responsibilities:
- Following AHA policies and procedures
 - Maintaining liability insurance requirements
 - Managing records
 - Interfacing with instructors
 - Managing course cards
 - Providing general administrative support
-

Following AHA Policies and Procedures

- Overview** The TC must perform its duties in a manner consistent with the AHA mission and guidelines. This includes the following responsibilities:
- The TC must sign a TC Agreement to teach in accordance with AHA science, curriculum, policies, and procedures. (See Appendix for the sample TC Agreement.)
 - The TC must use the current AHA ECC training materials in its courses and ensure that course participants have the most current course materials for use before, during, and after the course.
 - The TC and/or its Training Sites should offer classes that are open to the community unless prohibited by law or institutional policy.
 - In support of the AHA ECC mission, the TC provides Instructors, equipment, marketing, or organizational support within its resources for community courses.
 - The TC conducts Instructor courses and updates its Instructors and Training Sites with the latest information on AHA courses, science guidelines, policies and procedures, and Training Bulletins and Memos.
 - TC policies and procedures for Instructors and administration of Training Sites cannot contradict AHA guidelines and policies.
 - If there is a change in personnel in the TC Coordinator position, the TC is responsible for notifying the ECC Customer Support Center and TC Instructors in writing within 10 days.
-

Smoking Policy

Smoking is prohibited in classrooms and training facilities during all AHA ECC training programs.

Liability Insurance for TCs

Insurance and Financial Responsibility

- Throughout the term of its Agreement, the US-based TC must
- secure and maintain general liability insurance in the amount of \$1,000,000 if it offers courses in ACLS and PALS or \$300,000 if it offers BLS courses ONLY. The general liability insurance requirement may be higher for TCs that offer courses in multiple states or internationally.
 - submit a certificate of insurance to the ECC Customer Support Center upon execution and renewal of the TC Agreement and upon renewal of the insurance policy.

Governmental agencies that are prohibited by law from carrying liability insurance will be exempted from these requirements upon receipt of a current copy of the statute in the ECC Customer Support Center.

International TC applicants should contact the AHA for details on insurance requirements, because those vary by country.

Managing Records

Overview

- TCs 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.
 - TCs 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 TC 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 TC 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

If the TC has any Instructors who are not registered on the Instructor Network, the TC must maintain hard copies of Training Bulletins, memos, and other official correspondence from the National Center ECC Department and evidence that these were conveyed to Training Sites and Instructors (by website, email, memo, newsletter, etc).

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 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 TCs must maintain the following course records:

Provider Courses	<ul style="list-style-type: none">• 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
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Instructor Courses	<ul style="list-style-type: none"> • 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
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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.

Course 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. TCs cannot order course cards without this code. Only TCs 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.

- TCs 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.

AHA 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:

month and 4-digit year (01/2008 or January 2008) or
2-digit month/2-digit day/4-digit year (01/15/2008)

International Standard

Month name and 4-digit year (January 2008) or
2-digit day/month name/4-digit year (01/May/2008)

- Write the recommended renewal or expiration date. The date is 2 years from date of issue* and indicated by 2-digit month or name and 4-digit year only (01/2008 or January 2008).

** For International TCs and U.S. TCs authorized to conduct courses outside the United States: If a government statute or requirement mandates a period other than 2 years, contact the International ECC department for assistance and guidance.*

Back of Card (Provider and Instructor)

- ECC Region / Country*
- Name of TC, address, and 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)
- Student is to sign his or her name in ink

*These lines are being phased out; some cards still have these lines.

**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.

For International TCs and U.S. TCs authorized to conduct courses outside the United States: If a government statute or requirement mandates a period other than 2 years, contact the International ECC department for assistance and guidance.

**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 TC'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.
-

**Reimburse-
ment for
Unused Cards**

Contact the ECC Customer Support Center for information on reimbursement for cards when a TC closes.

Written and Skills Tests

**Written Tests
for AHA
Course
Completion**

The most current written tests and skills tests are the only tests used to determine successful course completion. Use of any other written test to determine a student's completion of an AHA ECC course will jeopardize the TC Agreement, the Instructor's status, or both.

Note: Not all AHA courses require a written test.

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- Test Security** To prevent possible compromise of test contents, the AHA issues tests to TC Coordinators only.
- U.S.-based TC Coordinators receive tests from the ECC Customer Support Center.
 - International TC Coordinators receive tests from the National Center ECC Global Training Department.

The TC is responsible for

- ensuring that its Instructors use current tests.
- maintaining test security.
- communicating the importance of maintaining security to Instructors.

Each test should be accounted for and returned to the Instructor at the end of the test or course. Printed tests should be stored under lock and key, electronic files should be stored on password protected computer or media and should not be distributed without a clear set of guidelines for their use.

**Skills Tests
for AHA
Course
Completion**

Skills tests are a primary determinant of the student's success in mastery of material. The Instructor must

- administer these tests as designed and outlined in the applicable curriculum, without prompting the student. Prompting and coaching students during testing undermines the purpose of the evaluation and the student's confidence in his or her ability to perform the required skill.
- use the skills test sheets as described in the curriculum. Completed sheets for students who have not yet succeeded in performing the skill will be kept in the course file.

Course Fees, Equipment, and Materials

-
- Course Fees** The TC and/or Instructor determine the course fee(s). The AHA does not set or receive fees for courses.

The following disclaimer *must* be printed on all TC promotional brochures, announcements, agendas, or other materials distributed to students in courses for which fees are charged:

Use of American Heart Association materials in an educational course does not represent course sponsorship by the American Heart Association. Any fees charged for such a course, except for a portion of fees needed for AHA course materials, do not

represent income to the Association.

**Use of AHA
Materials**

Textbook or Student Manual

All students must have the current appropriate AHA course textbook for their individual use before, during, and after the course. Students should review the textbook before class and have immediate access to their own copy afterward as a reference and review tool.

The only exception to this policy is the student who is a healthcare professional who will have access to the textbook for individual study reference before, during, and after the course at his or her facility(ies). A library/archive for healthcare professionals is acceptable but does not meet the requirement for lay programs.

Student CD

It is important to note that some AHA course materials contain a CD that is an integral part of the text. If the TC maintains a supply of these materials, the TC must ensure that the CD remains with each manual. Student manuals missing the CD must not be distributed to students for use in courses.

Core Curriculum

Each AHA course must follow the guidelines and core curriculum set forth in the most current editions of the course textbook or Instructor's manual. The most current editions of AHA course materials must serve as the primary instructional resource during the course.

**Non-AHA
Content**

Adding non-AHA content to the course is not advisable. There is educational evidence that adding content to the course may actually decrease learning and retention. Although it is not considered a best practice to add to the course, instructors may add related topics as long as none of the required AHA lessons or course content is eliminated or shortened. Any additional topics or information should be added at the *beginning or end* of the course so that the additional information does not disrupt the flow of the required lessons. Additional content will increase course time.

The Instructor must inform students of any additional information that is from non-AHA sources, and such material must be clearly labeled as not being AHA approved.

Any location-specific protocols or procedures that do not comply with AHA process (substituting new medications, specialized techniques, etc) should be identified as location specific and separated from the core content of the course.

The use of non-AHA scientific or course material covering core content or course curriculum is not permitted as a substitute for the AHA core curriculum or course materials. The Course Director must approve any supplementary materials before the course.

**Managing
Equipment**

It is the responsibility of the TC to ensure that

- Instructors follow the appropriate decontamination of equipment according to the manufacturer's instructions. Instructors are responsible for ensuring that the course equipment is clean and in working condition before the course.
 - appropriate equipment is available in sufficient quantity (as outlined in the Instructor's manual) and in good working order at each course conducted by the TC and/or its Training Sites or Instructors. This can be accomplished by visits to each Training Site.
-

Copyright of AHA Materials

**Copyright/
Copying of
AHA Material**

The American Heart Association owns the copyrights to AHA textbooks, manuals, and other ECC training materials. These materials may not be copied, in whole or in part, without the prior written consent of the AHA. Permission to reprint, copy, or use portions of ECC textbooks or materials must be obtained in writing from the copyright specialist at the AHA National Center. For more information, see the Copyright link at the bottom of the AHA website www.americanheart.org.

Quality Assurance Plan

**Quality
Assurance
Program**

Quality assurance is the key to an effective ECC training program. The TC is solely responsible for

- the quality of the programs it provides and its compliance with AHA policies and guidelines throughout its Training Network.
 - a written Quality Assurance/Continuous Quality Improvement Plan that can be produced on request and that complies with AHA policies and procedures.
 - its own compliance with AHA policies and procedures and that of its Training Sites.
-

Quality Assurance Monitoring Plan

A TC Quality Assurance Monitoring Plan should include the following points:

- Current AHA tests are used in all courses that require testing for issuance of a course completion card.
- The TC ensures that each student has the current appropriate textbook and accompanying CD readily available for use before, during, and after the course.
- The TC has a mechanism for developing, monitoring, and updating Instructors and renewing Instructor status.
- Every TC course teaches AHA core content.
- Course cards and written examinations are stored securely.
- The TC has adequate resources to complete the contracted program requirements, including staff, equipment, budget, etc.
- The appropriate course card is issued to every student.
- The TC has written internal dispute resolution policies and procedures that each Instructor receives.
- The required equipment is used in every course.
- The TC monitors equipment used throughout its Training Network to ensure that it is clean and works properly.
- TC records are complete and filed properly.
- The TC has a mechanism for ensuring that TCF and Instructors receive adequate training for their roles and are actively involved in the Quality Assurance/Continuous Quality Improvement process.
- The TC has a mechanism to monitor courses taught by its Instructors and Training Sites.
- The TC has a mechanism to evaluate its course, Instructors, and program administration.

The TC should also have a program that monitors growth and improvement in its performance. To do this, the following indicators could be monitored:

- Increased training numbers
 - Participation in Chain of Survival activities in the community
 - Improved course evaluations as a result of documented corrections
 - Expansion of the TC Training Network (new Instructors, new Training Sites, etc)
-

Notes

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Chapter 4

Aligning and Interfacing With Instructors

Responsibilities of TCs to Instructors

The AHA recommends that TCs have agreements with Instructors that outline the relationship of the TC with its Instructors and the TC's expectations. At a minimum each TC is responsible for

- ensuring that all aligned instructors meet the requirements set out in this manual.
 - notifying Instructors of steps to access the Instructor Network.
 - providing Instructors with copies of all ECC Training Bulletins and written updates within the timeframe outlined in the Training Bulletin/ update if the Instructor Network is unavailable to Instructor(s).
 - conducting Instructor updates/renewal courses as needed.
 - maintaining complete and accurate Instructor records.
 - transferring Instructor records to a new TC within 30 days of receiving a records transfer request form.
-

Alignment With a Training Center

Instructor Alignment

An Instructor Candidate must complete all requirements and align with an approved primary TC before teaching a course other than the initial monitored course. An Instructor who is not aligned with a TC is not authorized to act as an AHA Instructor.

- The TC's decision on alignment will be made within 30 days of the TC receiving the Instructor's records.
- No fees are paid to the AHA for this alignment. Any fees charged for Instructor alignment are solely at the discretion of the TC.
- The TC Coordinator may require a meeting with or monitoring of the Instructor applicant before acceptance. The TC Coordinator decides whether or not to accept the Instructor for alignment. This decision is final.
- TCs may revoke the alignment privilege of any Instructor who fails to act in accordance with AHA course policy.
- An Instructor may teach with more than 1 TC
- An Instructor may align with a second TC if employed by a TC (or if the employer specifies a TC for alignment) that will not support the instructor's non-employment-related courses. The Instructor may have to meet additional teaching and monitoring requirements as determined by the second TC.

**Instructor
Status
Revocation**

The following are key points on Instructor status revocation:

- If a TC revokes an Instructor's alignment, then the TC shall report its decision to the Regional ECC Committee, which may then determine whether the Instructor is eligible for active status or should have his or her Instructor status revoked.
 - The Regional ECC Committee has authority on all matters related to Instructor status, including Regional Faculty. The Regional ECC Committee determines Instructor status, whether remediation or monitoring is needed, and whether Instructor status should be revoked.
 - If Instructor status is revoked, the Regional ECC Committee is not authorized to revoke the Instructor's Provider card unless the Instructor obtained the Provider card without meeting the curriculum requirements, ie, not completing all required skills and tests, or cheating. Revocation of Instructor status (an Instructor card) does not erase the individual's history of having taken the classroom course of instruction; it only removes the privilege of claiming Instructor status, aligning with a TC, and issuing AHA course completion cards.
 - Instructor cards are the only acceptable documents for proof of eligibility to conduct courses and issue course completion cards. Instructor cards must be returned to the issuing TC or the AHA on demand if Instructor alignment privileges are revoked.
-

**Grounds for
Revocation**

Instructor status is only valid if the instructor is aligned with a TC. Instructor status may be revoked by the Regional ECC Committee. Revocation may occur as a result of the findings of a Dispute Resolution. The following are reasons for revocation, but this list is not all-inclusive of infractions that can result in revocation:

- Falsification of class records
- Non-adherence to AHA guidelines and curricula
- Continued instruction inconsistent with AHA standards for the course/program after remediation by the TC, ECC staff, or Regional Faculty

- Using non-AHA examinations

Inappropriate activities, language, harassment, or conduct during courses or directed toward other Instructors, students, ECC staff, or volunteers

Notes

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Chapter 5

Training Sites

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.

Notes

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Chapter 6

Training Center Procedures

Application Process for U.S. Training Centers

U.S. TCs

The AHA reserves the right to accept or reject any TC Applicant for any reason, and reserves the right to limit the number of TCs it establishes, based on its sole determination.

The US-based TC application/approval process consists of the following steps:

Step	Action
1	A TC completes and submits a TC Application to the ECC Customer Support Center.
2	ECC Customer Support Center staff review the TC application.
3	After the application has been approved by ECC staff, a Regional Faculty member or other AHA-designated person is appointed to conduct on-site reviews.
4	Once the on-site administrative and on-site course-monitoring reviews are successfully completed, an approval letter and 2 originals of the TC Agreement are sent to the new TC for signatures.
5	A TC representative with agreement-signing authority must sign and return both originals to the ECC Customer Support Center postmarked within 30 days of receipt. After final approval by AHA, one original agreement signed by an AHA ECC staff representative will be returned to the TC. The TC must keep a signed Agreement on file at the TC throughout the duration of the Agreement.
6	When the TC Agreement has been signed, the applicant is designated a TC. The Regional ECC Committee or Area Task Force, in conjunction with ECC staff, assigns a Regional Faculty member from a specific discipline to act as a volunteer resource to the new TC.
7	When the TC has been approved, the TC Coordinator or appropriate designee will receive a confidential security ID number from the ECC Customer Support Center. The TC Coordinator or designee will use this code when ordering Provider and Instructor cards. The code must remain confidential.

Step	Action
8	<p>The TC Coordinator will also receive a TC number assigned by the National Center ECC Department. The Service Center will notify the TC of this number at the same time that the security code is provided. This unique identifying number</p> <ul style="list-style-type: none"> • is a non-secure and permanent method of tracking that allows the National Center ECC Department to link databases, surveys, reports, and communications with individual TCs • must be used on all correspondence, communications, surveys, reports, and interactions with the National Center ECC Department and Regional ECC offices • cannot be used to order cards

International Training Center Application Process

Contact the American Heart Association ECC International Training department at 214-706-1232 for application instructions for International Training Centers.

TC Agreement Renewal Process

The following are steps and an approximate timeline for the TC Agreement renewal process.

Note: These timeframes are not binding on the AHA or TC.

Step	Action	Timeline
1	The TC submits a self-review to the ECC Customer Support Center, or the AHA may designate a reviewer for an on-site review. At the AHA's discretion, an on-site review may be conducted at any time.	>90 days before the end of the initial term
2	The TC provides the AHA with dates of courses for monitoring and any documents requested by the AHA to complete the renewal.	Any time during the term of the Agreement
3	If approved for renewal, the ECC Customer Support Center will send a renewal agreement or renewal letter to the TC.	Usually <30 days after the TC meets requirements
4	The TC representative must sign and return both originals to the ECC Customer Support Center along with a current certificate of general liability insurance. In turn, the ECC Customer Support Center will return 1 signed original to the TC.	Postmarked within 15-30 days of receipt

TC Review and Course Monitoring

The purpose of the TC review is to ensure that the TC complies with the AHA ECC Program guidelines. ECC staff, with input from the Regional ECC Committee or Area Task Force, will assemble a TC review team and schedule the administrative review with the TC Coordinator. TC administrative reviews will be coordinated with the TC Coordinator in advance. However, the AHA reserves the right to schedule a TC or Training Site review at any time.

For a complete description of the administrative review process, refer to the TC Review Process (see Appendix).

Course monitoring is a required part of the TC review process and may be announced or unannounced. **A Training Center's refusal to cooperate with or allow a course monitoring or administrative review is grounds for termination of the Training Center Agreement.**

TC Coordinator(s) for each discipline must be available during a scheduled TC course monitoring to answer any questions from reviewers and to ensure that the requirements are understood. Participation by TCF is encouraged.

If problems are identified, the TC will have 30 days to submit a written plan of corrective action. ECC staff will schedule a follow-up review with the TC Coordinator.

The process may vary for International Training Centers.

Change in TC Status – U.S. TCs

Adding or Reinstating a Discipline

TCs that wish to add or reinstate a discipline (ACLS, BLS, Heartsaver, or PALS) must submit an application (see Appendix) with appropriate attachments to the ECC Customer Support Center. Note: ITCs submit the application directly to the ECC International Training staff.

Deleting a Discipline

The procedure for deleting a discipline is the same as that for closing a TC (see next section).

Closing a TC

The TC Agreement may be terminated in 1 of 3 ways:

- The AHA or the TC may terminate the TC Agreement for any reason with 60 days' notice to the other party.
- Either party may choose not to renew the TC Agreement when the

Agreement expires.

- Either party may terminate the TC Agreement if the other party breaches any term or condition of the TC Agreement and does not cure the breach within 10 business days after receiving written notice describing the breach.

A TC must perform the following steps when its TC Agreement terminates.

Step	Action
1	All TC Instructors must be notified in writing of the closing at least 45 days before the scheduled closing date or immediately if the TC is closing with cause or the Agreement expires and either party chooses not to renew it. Instructors must receive a current list of other TCs in the area.
2	The TC must ensure that its records are updated and complete and that all pending cards have been issued.
3	The TC must return all blank AHA course cards to the ECC Customer Support Center. The ECC Customer Support Center will arrange for reimbursement for current, unused course cards according to the AHA's current policy on reimbursement/refund of unused course cards.
4	The TC may offer to either hold Instructor records (including course rosters and monitor forms) until new TCs have been designated or inform Instructors that their records are being sent to the ECC Customer Support Center. Records must be sent to the new TC or to the ECC Customer Support Center within 30 days of the TC Agreement termination date. Instructor records may not be sent to individual Instructors.

Transitioning a TC to a Training Site

To transition from a TC to a Training Site, the TC must complete the following steps within 30 business days of the transition.

Step	Action
1	The TC Coordinator must identify a TC that will accept the transitioning TC and its Instructors as a Training Site. Instructors may select their own TC.
2	The transitioning TC's Instructors must be notified of the transition at least 45 days before the scheduled transition date. If an Instructor wishes to align with another TC, the transitioning TC will transfer the Instructor's records to the other TC on receipt of a completed Instructor/TCF Records Transfer Request (see Appendix).

Step	Action
3	The transitioning TC must ensure that all course and Instructor records are updated and complete and that pending cards have been issued. All unused cards are to be returned to the ECC Customer Support Center.
4	The transitioning TC must report all training activities through the new TC.
5	The transitioning TC must negotiate management or reimbursement for all blank AHA course cards with the new TC.

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Chapter 7

Training Boundaries and Recognition of Status

Training Boundaries

Within the United States and Puerto Rico

The AHA recognizes the potential of TCs to expand their training market into neighboring states. TCs may conduct ECC courses and authorize their Instructors to conduct courses outside the TC's geographic territory according to the TC Agreement. When an ECC Instructor wishes to offer training outside the TC's geographic territory, the Instructor must obtain permission from their TC Coordinator. By granting such permission, the TC Coordinator accepts responsibility for course quality. The TC must also establish a clear process for monitoring courses taught outside the TC's geographic territory.

If the TC anticipates frequent training of more than 100 students in another state or region, it is recommended that the TC get approval from the ECC Customer Support Center to add that state to the TC Agreement.

International

The AHA acknowledges that many AHA Instructors and TCs have opportunities to form relationships in the international medical community. AHA Instructors and TCs may not conduct training and issue AHA course completion cards outside of the Geographic Territory specified in the TC Agreement unless the TC has first obtained **approval in writing from the National ECC Training Department as reflected in an amendment to the TC Agreement.**

ITCs may not conduct courses outside of the Geographic Territory specified in the ITC Agreement, unless the ITC has first obtained **approval in writing from the ECC International Training Department as reflected in an amendment to the TC Agreement.** Information about all proposed and ongoing international training by AHA TCs and Instructors must go through the ECC Training Department, using established processes.

Failure by either a TC or an Instructor to follow these policies may be cause for termination of the TC Agreement or revocation of instructor status.

Prohibited Countries List

As a U.S. corporation, the American Heart Association abides by the U.S. State Department's rules and regulations that prohibit or restrict conducting business transactions with certain countries and entities. All American Heart Association Training Centers, International Training Centers and their sites must abide by the U.S. State Department directives regarding such transactions.

Recognition of Status

Overview

The AHA ECC Program recognizes the mobility of its Providers and Instructors and encourages them to remain active in the ECC Training Network wherever they move.

The table in the following section "Within the AHA" details recognition that each TC must grant to current cards issued in compliance with this manual and AHA ECC course curriculums in the ECC Training Network.

Within the AHA

Status	Description
Provider Card	<ul style="list-style-type: none">• Recognized internationally by AHA ITCs.• A current Provider card is valid anywhere.
Instructor Card	<p>Recognized nationally and internationally where possible.</p> <p>Note the following requirements:</p> <ul style="list-style-type: none">• Instructors must align with a TC.• The TC is responsible for maintaining Instructor records and updating Instructors on ECC guidelines and policies.• An Instructor may teach for more than 1 TC.• When an Instructor moves to another area, it is recommended that he or she ask the original TC to transfer his or her Instructor records to the new TC.• The new TC may provide the Instructor with an update and monitor the Instructor's performance. (See Appendix for samples of the records transfer request and monitor forms.)• The new TC may impose additional requirements or require that the Instructor

Status	Description
	<p>attend an orientation before he or she is placed on active status.</p> <ul style="list-style-type: none"> • TCs cannot require a current Instructor to repeat an entire Core Instructor Course or discipline-specific Instructor Course unless his or her teaching performance has been monitored and is considered unacceptable or student evaluations question the efficacy of the instruction that the instructor provides. • TCs are not obligated to accept all Instructors who apply for alignment. The TC has the sole right to determine which Instructors to keep on its roster based on its criteria. • An Instructor card supersedes a Provider card. Provider status (for the same discipline) is deemed current as long as the Instructor card remains valid. See Chapter 8 for instructor criteria.
Training Center Faculty Cards or Certificates	<ul style="list-style-type: none"> • A TCF appointment is not transferable between TCs. • A TCF member who transfers to another TC will need to work with the new TC to establish TCF status.
Regional Faculty Cards	<ul style="list-style-type: none"> • A Regional Faculty appointment is not transferable between regions. • A Regional Faculty member who moves to another region should contact the ECC Customer Support Center for specific information about applying for RF appointment in the new region.

Military Training Network

Since 1984 the AHA has recognized the Military Training Network (MTN) for Resuscitative Medicine Programs as equivalent to an AHA ECC Region and national TC. The MTN coordinates resuscitative medicine programs for the uniformed services. The Department of Defense (DoD) Health Council at the Uniformed Services University of the Health Sciences (USUHS) established these programs for the uniformed services.

The following table describes recognition of status with the MTN:

Status	Description
MTN Provider Certificates/Cards	<ul style="list-style-type: none"> • MTN Provider cards for AHA courses are the equivalent of the corresponding AHA Provider card (MTN uses the AHA curricula)

Status	Description
	<ul style="list-style-type: none"> • Recognized within the DoD. • May not bear the AHA logo. • Should be recognized by AHA TCs and Training Sites when renewing <i>DoD personnel</i>. • The MTN may issue AHA Provider cards. • If someone with an MTN Provider card needs an AHA Provider card for employment outside the military network, he or she may attend the discipline-specific renewal course.
MTN Instructor Cards	<ul style="list-style-type: none"> • The MTN issues AHA Instructor cards. • MTN instructors who wish to teach outside the MTN must align with a TC and meet its affiliation requirements. These instructors will have dual instructor status and alignment and will issue cards appropriate to their audiences. • MTN instructors must meet all TC and MTN training requirements to maintain their status. All courses may count toward teaching requirements in both systems. It is the Instructor's responsibility to ensure that the MTN site and the TC are provided with course rosters. • The teaching requirements of an AHA Instructor who is in the military reserve or National Guard may be waived if he or she is called to active duty or the Instructor may align with the MTN.
MTN Training Site Faculty Cards	<ul style="list-style-type: none"> • The MTN appoints Training Site Faculty rather than TCF or Regional Faculty. • MTN Training Site Faculty appointments are not recognized outside the MTN and are not transferable to a civilian TC. An MTN Training Site Faculty member who aligns with a civilian TC will need to work with the new TC to establish TCF status.

American Red Cross

The following table describes recognition with the American Red Cross (ARC):

Status	Description
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Status	Description
ARC Provider Certificates/Cards	<ul style="list-style-type: none"> • The AHA recognizes the ARC provider course as equivalent in content to the comparable AHA Provider course. • To see a chart that compares AHA and ARC courses, see ahainstructornetwork.org for additional details
ARC Instructor Certificates/Cards	<ul style="list-style-type: none"> • ARC CPR instructors can become AHA Instructors of the content-equivalent level. • An ARC instructor who wishes to become an AHA Instructor must present a valid ARC provider card and do the following: <ul style="list-style-type: none"> – align with an AHA BLS TC – complete the Core Instructor Course – complete the BLS or Heartsaver Instructor course – competently demonstrate skills performance – successfully teach a monitored AHA course. • After completion of these steps, the TC will issue the appropriate Instructor card with the date when these requirements are complete. • A person who holds dual instructor status and wishes to maintain it must satisfy the requirements of both organizations.

Heart and Stroke Foundation of Canada

The Heart and Stroke Foundation of Canada (HSFC) is a partner in AHA ECC training. Effective with the release of the *2005 AHA Guidelines* materials, the HSFC uses the same materials and course processes as any AHA TC. **U.S. TCs and Instructors are not permitted to issue AHA course cards in Canada.** The following table details recognition with the HSFC.

Status	Description
HSFC provider card	<ul style="list-style-type: none"> • Recognized by the AHA • Can be used for admission to an AHA provider renewal or instructor course in the same discipline
HSFC Instructor Card	<ul style="list-style-type: none"> • Recognized by an AHA TC in the same way as an Instructor card issued by any AHA TC. • It is expected that the TC would provide an orientation for the Instructor and monitor the Instructor before issuing a new card.

**International
Training
Centers**

The AHA grants recognition only to providers and instructors from international training organizations (ITCs) that have signed an Agreement with the AHA. Direct questions about ITC course cards to the National Center ECC Department.

When an ITC instructor requests recognition at a U.S. TC, the same procedure is followed for recognition between U.S. TCs. ITCs grant recognition to AHA Providers and Instructors.

Contact the National Center ECC Training Department for questions about international recognition.

**Recognition
of Other
Organizations
Not Listed**

For questions about AHA recognition of other organizations not listed above, contact the ECC Customer Support Center.

Notes Use this space for notes or references

Chapter 8

Course Information

General Information

AHA ECC Course Criteria

An AHA ECC course must meet the following criteria before a course completion/participation card may be issued and the course referred to as an AHA course. The intent of this policy is to ensure consistent quality in AHA courses wherever they are taught.

- The course Instructor(s) must be a current AHA-recognized Instructor. Specialty Faculty with expertise in a particular content area may assist AHA Instructors in advanced life support courses.
- The course must be taught according to the guidelines and core curriculum set forth in the most current editions of the AHA course textbook(s) and/or Instructor's manual(s).
- Each student must have the current appropriate course textbook and accompanying CD readily available for use before, during, and after the course. Textbooks are designed for individual use and are an integral part of the student's education before, during, and after the course. Students may reuse their textbooks during renewals until new science guidelines are published.
- The most current edition of AHA course materials, videos, and exams must be used.
- A course evaluation form must be used in each ECC course to obtain feedback from students on course content and Instructors. The TC can use the Course Evaluation Form (see Appendix) or prepare its own form containing the same information. Each form must indicate how the student can send the form to the ECC Customer Support Center.
- After successful course completion, the appropriate AHA course card must be issued.

Continuing Medical Education/ Continuing Education Units

ECC courses do not provide blanket or automatic continuing education (CE) credit. However, TCs are encouraged to offer CE credit whenever possible for ECC courses.

TCs are responsible for

- obtaining the required approval from an accrediting agency
- all costs associated with provision of CE credit
- following the rules established by the accrediting agency

The AHA National Center does provide continuing medical education (CME) credit and continuing education units (CEUs) for some self-directed learning programs.

**Course
Equipment**

The use of manikins and equipment that allow demonstration of core skills of the course (ie, airway management, jaw thrust, correct hand placement, etc) is required for all AHA ECC courses. Equipment required for each course is listed in the course-specific instructor manual. All equipment used must be in proper working order and good repair.

Manikins and contaminated equipment must be decontaminated according to the manufacturer's recommendations.

The AHA neither endorses nor recommends a particular brand of manikin or other course equipment. The decision on which brand or model of equipment to use is the responsibility of the TC or Course Director.

**Compliance
with
Applicable
Laws**

Each TC is responsible for complying with all applicable laws, rules, and regulations relating to the teaching of courses and to the operation of it business. This includes, but is not limited to, the Americans with Disabilities Act (ADA). *The AHA cannot provide a TC with advice of whether the TC meets the requirements of the ADA or any other laws, rules or regulation.*

The ADA requires anyone who offers a service such as CPR courses in a "public place" (as defined in the Act) such as an office building, school, lecture hall, community center, or other gathering place, to make the site accessible to persons with disabilities.

In addition, the ADA imposes requirements on any person who offers examinations or courses related to applications, licensing, certification, or credentialing for professional or trade purposes. 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.

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 that would negate the ability of the TC to issue a course completion card.

Individual Instructors or TCs must determine on their own what accommodations they must make to comply with applicable laws. The AHA will not authorize any core curriculum changes in a course identified as an AHA ECC course.

Provider Courses

Provider Course Descriptions

For descriptions of specific AHA Provider Courses, see the AHA website or individual instructor manuals.

Self-Directed Learning

The AHA self-directed learning programs offer Instructors maximum flexibility in educating and training healthcare professionals and first responders. The AHA offers a variety of CD-based, web-based, and personal kit programs.

- Instructors may offer remediation.
- These products may also provide continuing education opportunities for physicians, pharmacists, nurses and EMS personnel.

To document the issuance of a course completion card, course registration forms or a course roster must be completed.

Provider Course Faculty

The following guidelines apply to provider course faculty:

- AHA courses must be taught by AHA Instructors with current Instructor status in their specific discipline.
 - Specialty Faculty (eg, an anesthesiologist who teaches airway management) may assist in teaching advanced-level courses (ACLS, ACLS for Experienced Providers, PALS, and PEARS) at the discretion of the TC and with the prior approval of the Course Director.
 - The total number of Specialty Faculty Instructors may not exceed 50% of the total Instructor staff.
 - The Course Director is responsible for monitoring Specialty Faculty in every course in which they teach to ensure that they follow AHA guidelines.
 - An AHA Instructor of the appropriate discipline must do the formal assessment or testing of students.
-

Provider Course Director

The following guidelines apply to Provider Course Directors:

- Each advanced life support provider course must have a Course Director physically present on-site throughout the course.
- The Course Director is responsible for course logistics and quality assurance.

- A physician-instructor must be available for consultation during the ACLS-EP course but does not have to be present at the course.
-

**Provider
Course
Structure**

The following guidelines apply to Provider Course length, lesson maps, agenda, and Instructor-to-student ratios:

- The course educational objectives must be met according to the current guidelines in the course Instructor's manual or the AHA website. All core course content must be included.
 - The focus is on interactive learning and evaluation. Course materials allow maximum time for hands-on manikin skills practice and skills evaluation.
 - All students will have an opportunity to practice their skills under the supervision of an Instructor who will provide ongoing feedback on their competency.
 - The course must adhere to the student-to-Instructor and student-to-manikin ratios outlined in the specific Instructor's manual.
 - Participants must attend all course sessions as established by the agenda for successful completion of the course.
-

**Provider
Course
Completion**

To receive a course completion card, the student must

- attend and participate in the entire course,
- pass required skills tests, and
- pass required written tests

as indicated in the course-specific Instructor's manual. The Course Director is responsible for verifying that the student has met all requirements for course completion.

Provider Course Student Assessment

**Provider
Course
Written Test**

The following rules apply to the written tests:

- The current version of the written test for an AHA course must be used.
- Use of an altered written test or another written test in a course in which AHA course completion cards are issued is not permitted and will jeopardize the AHA TC Agreement and the status of all involved faculty and instructors.
- **Written tests are copyrighted and may not be altered in any way or posted to any Internet or Intranet site.** Direct requests to administer the written test via a Learning Management System or online education platform to the ECC Customer Support Center.
- When an Instructor administers the written test, the test is administered in a proctored setting.
- In some self-directed learning courses, the written test is included in

the software program according to the policy for that individual course.

- Instructors may read the test to a student who has a learning disability or language barrier.
- ***Students must score 84% or higher on the Provider Course written test for course completion.***

Some ECC tests are available in other languages. Contact the ECC Customer Support Center about these tests.

**Provider
Course Skills
Testing**

Instructors will evaluate each student for his or her didactic knowledge and proficiency in all core skills of the particular course.

No AHA course completion card is issued without hands-on manikin testing by either an AHA Instructor or an AHA-approved computerized manikin in an AHA eLearning course.

Students in advanced life support courses are not required to have a current BLS Healthcare Provider (HCP) card, but they are expected to be proficient in BLS HCP skills.

**Provider
Course
Student
Remediation**

The goal of an AHA course is to prepare students to deliver effective resuscitation. Some students may not meet the course objectives and will need remediation in deficient areas both during and after the course.

Instructors may remediate students by monitoring and mentoring them to identify and resolve weaknesses, requesting additional skills practice, assigning additional reading, referring students to other courses, or having students retake the examination or assessment stations to the satisfaction of the Course Director. If remediation is unsuccessful, the Course Director may require students to repeat the entire course. (For more information on remediation, see the course Instructor's manual.)

If a student scores less than 84% on the first written test, he or she must be remediated to the satisfaction of the Course Director or take a different version of the written test for successful course completion.

Students who cannot be successfully remediated through particular sections of the course (or test) at the time of the course will not receive a course completion card until those objectives are met to the satisfaction of the Course Director.

Students must complete all remediation sessions, including tests and skill stations, within 30 days of the last day of the original course. The

remediation date will be listed as the issue date on the course card. If a student does not achieve remediation within 30 days, the course is considered incomplete and a course card will not be issued.

**Provider
Renewal
Procedure**

The recommended renewal interval for all AHA courses is 2 years. Providers who intend to take a renewal course must show a Provider card to enroll in a renewal course.

The Course Director has the final authority for allowing a student to take a renewal course if he or she does not have a current AHA Provider card or an AHA-accepted equivalent card.

Students who present an expired Provider card or do not possess a Provider card may be allowed to take a renewal course but will not be given the option of remediation. These students will need to complete the entire Provider Course if they cannot successfully meet the course completion requirements when tested.

Instructor Courses

Overview

An AHA Instructor Course teaches the methods needed to effectively instruct others in resuscitation courses. The AHA requires that Instructors be at least 16 years of age for Heartsaver Instructor and BLS Instructor courses. ACLS and PALS Instructors must be at least 18 years of age and licensed or certified in a healthcare occupation where such skills are within the provider scope of practice.

**Instructor
Candidate
Selection**

The ideal Instructor candidate

- is motivated to teach
 - is motivated to facilitate learning
 - is motivated to ensure that students acquire the skills necessary for successful course completion
 - views student assessment as a way to improve individual knowledge and skills
-

**Instructor
Course
Prerequisites**

- All prospective participants in an Instructor Course must
- have current Provider status in the discipline they wish to teach
 - have completed an Instructor Candidate Application (see Appendix)
 - complete the Core Instructor Course
-

Instructor Course Faculty	AHA Instructor Courses are taught by TCF members in that discipline. TCF members and/or discipline-specific Regional Faculty members acting as Course Directors teach ACLS, PALS, Heartsaver, and BLS Instructor courses and must be present throughout the entire Instructor Course. Additional Instructor Course Faculty members must be, at a minimum, current AHA Instructors in the discipline being taught.
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Instructor Course Content/ Materials	All Instructor Course candidates must own the most current edition of the required AHA Provider textbooks and Instructor's manuals for the courses they wish to teach. Candidates are required to use Instructor's manuals during the Instructor Course.
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The TCF member who conducts the course follows the discipline-specific TC Faculty guide for conducting the instructor course.

Instructor Course Completion	<p>Instructor candidates must demonstrate</p> <ul style="list-style-type: none">• satisfactory performance of the skills listed in the Faculty Guide for the course.• a thorough knowledge of course organization; course content, including appropriate BLS skills; Instructor responsibilities; and the AHA guidelines for the specific discipline.
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Instructor Card Issuance Requirements	<p>Instructor status is granted after an Instructor candidate successfully completes the Instructor Course and meets the following requirements:</p> <ul style="list-style-type: none">• Within 6 months of successfully completing the Instructor Course, the candidate successfully demonstrates his or her teaching skills while being monitored during a Provider or Provider Renewal Course. (See the Instructor Monitor Form in Appendix.) A TCF can extend the time requirement to 1 year if there are extenuating circumstances.• Aligns with a TC, which issues the Instructor card.
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A current AHA BLS Regional Faculty/TCF member must monitor new BLS and Heartsaver Instructor candidates. ACLS or PALS Instructor candidates will be monitored by a Course Director, TCF member, or Regional Faculty member in the appropriate discipline. The person who monitored the candidate must complete the Instructor Monitor Form (see Appendix). If a deficiency is noted during monitoring, the reviewer may conduct remediation by using any one or a combination of the following:

- For a deficiency in skills performance, the candidate may be remediated privately and then successfully demonstrate and teach the skill during the same course or a future course.
- For a deficiency in content knowledge, the candidate may be

remediated privately or asked to review the current Provider's manual and then successfully teach the content during the same course or a future course.

- For a deficiency in teaching ability or quality, the candidate may be mentored by teaching with the Course Director or Instructor/TCF member and then monitored again in a future course. The candidate may also be required to repeat the Instructor Course before being monitored again.
 - For a deficiency in content knowledge or skills performance, the Course Director, TCF member, or Regional Faculty member may require the candidate to take an entire Provider or Provider Renewal Course before being monitored again.
- Within 30 days of receiving the completed monitor form, the Instructor candidate's TC must issue an Instructor card. The issue date of the card is the month and 4-digit year in which the Instructor Course was completed.
 - The card will expire 2 years from the issue date.
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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. **Attend 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.*

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Instructor Courses, Continued

Instructor Renewal Criteria (continued)

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.

ACLS-EP Courses

ACLS-EP Instructor Requirements

To become an instructor for the ACLS-EP Course, a candidate must be a current, active ACLS Instructor with excellent student evaluations on file with his or her TC.

Requirement	Details
Initial training	<ul style="list-style-type: none">• Attend and successfully complete an AHA ACLS-EP Provider Course. Demonstrate effective performance in all 4 learning stations and the Heartsaver AED skills station.• Attend and successfully complete an AHA ACLS-EP Instructor Course.• As an Instructor candidate, select a teaching station and co-teach with an experienced ACLS-EP Instructor.• Teach the station alone while being monitored by the Course Director or the Course Director's designee. If successful, the candidate's TC will issue an ACLS-EP Instructor card.• At the discretion of the Course Director, the Instructor candidate can accomplish coteaching and monitoring during the same course.• All ACLS-EP Instructors should become proficient in 2 or more teaching stations.
Instructor renewal	<ul style="list-style-type: none">• Maintain ACLS Instructor status as described in the <i>Program Administration Manual</i>, with 1 required course taught per year being an ACLS-EP course.

**ACLS-EP
Course
Director
Requirements**

- To become an ACLS-EP Course Director, a candidate must
- be a current, active ACLS-EP Instructor and an ACLS Regional or TCF member
 - have experience teaching 2 of the 4 teaching stations
 - codirect an entire ACLS-EP Provider Course with an experienced ACLS-EP Course Director
 - assume the role of the Course Director and be monitored by an experienced ACLS-EP Course Director

If successful, the candidate will receive the designation of ACLS-EP Course Director.

An ACLS-EP Instructor physician must be available for consultation during the entire ACLS-EP Course but does not have to be physically present at the course.

Course Director Orientation

Purpose The purpose of the Course Director orientation is to prepare Instructors selected by the TC to plan, organize, and successfully conduct a Provider or Provider Renewal Course. In addition to helping the Instructor conduct a successful course, the goal of orientation is to ensure that the Course Director can accurately instruct, evaluate, monitor, and mentor Instructor candidates for their ability to teach and their proficiency in a particular discipline.

Method The TC determines the format of the Course Director orientation. Either the TCC or a TCF can conduct the orientation. The orientation can be

- a formal presentation
- self-paced instruction
- audiotape or videotape presentation
- interactive software
- one-on-one mentoring
- other alternative formats

Content The following topics are suggested as content for orientation:

- Review of educational principles outlined in the Instructor's manual
- Review of course requirements in accordance with the *2005 AHA Guidelines*
- Discussion of course format for specific audiences and locations
- Outline of materials and equipment needed to conduct a course
- Discussion of administrative, logistical, and educational problems that can arise during a course and how to manage them effectively
- Discussion of the Course Director's quality-assurance responsibilities
- Review of methods and skills for monitoring and mentoring Instructors
- Review of the TC policies and procedures manual, including dispute resolution procedures and responsibilities
- Review of this manual

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Chapter 9

Conflict of Interest and Ethics Policies

General Information

Introduction	<p>The American Heart Association ECC Program provides a variety of resources to all Instructors and ECC leaders on individual course or discipline-specific operations. For questions about course operations or TC operations, check the <i>Program Administration Manual</i> or one of the discipline-specific Instructor's manuals.</p> <p>While serving as an ECC Instructor, ECC leaders must adhere to the responsibilities, policies, and procedures that govern all ECC Instructors. In addition to these requirements, ECC leaders must also follow the procedures outlined in this chapter.</p>
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Conflict of Interest

Overview	<p>The American Heart Association has established a Conflict of Interest policy that applies to all ECC leaders. Throughout the course of performing duties associated with the ECC leadership role, all ECC leaders must comply with these policies.</p>
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AHA Statement of Conflict of Interest Policy	<p>The American Heart Association, its affiliates and components, and all officers, directors, delegates, council and committee members scrupulously shall avoid any conflict between their own respective personal, professional, or business interests and the interests of the Association in any and all actions taken by them on behalf of the Association in their respective capacities.</p> <p>In the event that any officer, director, delegate, council, or committee member of the Association shall have any direct or indirect interest in, or relationship with, any individual or organization which proposes to enter into any transaction with the Association, including but not limited to transactions involving:</p> <ol style="list-style-type: none">the sale, purchase, lease, or rental of any property or other asset;employment, or rendition of services, personal or otherwise;the award of any grant, contract, or subcontract;the investment or deposit of any funds of the Association;
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such person shall give notice of such interest or relationship and shall thereafter refrain from discussing or voting on the particular transaction in which he or she has an interest, or otherwise attempting to exert any influence on the Association or its components to affect a decision to participate or not participate in such a transaction.

AHA Conflict of Interest Standards

The Conflict of Interest Standards are updated annually by the Board of Directors. An update of the Conflict of Interest Standards will be provided to ECC Regional Committee members during a regular meeting.

Regional Application of the Statement of Conflict of Interest

Additionally, there are concerns for the regional ECC leadership that must be addressed to avoid conflict of interest at the regional level. With Regional Faculty, National Faculty, Regional ECC Committees and Subcommittees, and Community Strategies Councils experiencing an expanded role and scope of performance, there are potential opportunities for conflicts of interest to occur during the execution of leadership roles and responsibilities.

A basic tenet of what is expected of all ECC leadership is that the best interests of the American Heart Association must be promoted over the interests of any other entity, including those of the leadership member. To ensure that conflicts are avoided, all leadership members must be aware of the potential inference of a conflict of interest even if no specific conflict is generated. Acknowledgment of these potential or actual conflicts must be made to the appropriate ECC entity to whom the leadership member reports.

Operational examples of conflicts of interest include:

- a. A Regional Faculty member being assigned to a site visit or course monitoring of a competing Training Center.
- b. A Regional Faculty member being assigned to a site visit or course monitoring of a Training Center where the Regional Faculty member is employed.
- c. A Regional Faculty member using his/her position to harass a competing Training Center.
- d. A Regional ECC Committee member making the motion and voting to close a competing Training Center.
- e. A Regional ECC Committee member making the motion or voting to take action against a competing Training Center or institution.

When a potential conflict of interest exists, other personnel must be assigned to the tasks. At no point should ECC leaders use their position to affect gain or advantage for either themselves or their

affiliated Training Center or employer at the expense of another AHA Training Center. The expectation is that ECC leaders will conduct themselves with impartiality while performing AHA ECC tasks. When this is not possible, a statement of conflict of interest must be made, and there may be a need for the leader to recuse himself or herself from the decision-making process.

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 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 directly related to the discharge of ECC leadership functions, such as committee activities and assignments, as well as actions performed with other 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 must demonstrate a competent knowledge relative to their assigned specific area of responsibility. Leaders must maintain all prerequisites for the position and participate in required educational or informational sessions.

Conduct	Description
Respect for others	ECC leaders must respect and treat others fairly, regardless of race, ancestry, 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 in nature that is unwelcome, offensive, or creates a hostile work or classroom environment.
Integrity	ECC leaders must conduct themselves with honesty, fairness, and trustworthiness and must not make statements that are false, misleading, or deceptive. ECC leaders 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.

Chapter 10

Legal Aspects

Overview	<p>This chapter discusses legal topics relevant to ECC training. It is important for AHA staff, volunteers, TC staff, and instructors to understand laws and policies that apply to the ECC training program.</p>
Americans With Disabilities Act	<p>Each TC is responsible for complying with all applicable laws, rules, and regulations including, but not limited to, the Americans with Disabilities Act (ADA). <i>The AHA cannot provide guidance to a Training Center or Instructor on the specific requirements for ensuring that a facility accommodates the disabled.</i></p> <p>The ADA requires anyone who offers a service such as CPR courses in a “public place” (as defined in the Act) such as an office building, school, lecture hall, community center, or other gathering place, to make the place accessible to persons with disabilities.</p> <p>In addition, the ADA imposes requirements on any person who offers examinations or courses related to applications, licensing, certification, or credentialing for professional or trade purposes. 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.</p> <p>Any changes or deletions to items set out in the core curriculum of each AHA course Instructor’s 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.</p> <p>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 that would negate the ability of the TC to issue a course completion card.</p> <p>Individual Instructors or TCs must determine on their own what accommodations they must make to comply with the Act. The AHA will not authorize any core curriculum changes in a course identified as an AHA ECC Course.</p>

Trademarks

The American Heart Association's stylized name and heart-and-torch logo are service marks of the American Heart Association, Inc, and are registered with the U.S. Patent and Trademark Office and the registries of many other countries. Only the American Heart Association and its Regions/Affiliates may use these service marks. These service marks symbolize the identity of the American Heart Association, and when placed on publications, materials, and other items, they serve to distinctly identify the materials as having originated from the American Heart Association.

The AHA has a Training Center logo that includes the heart-and-torch logo. TCs may use this logo if their use of the logo meets the requirements outlined in the Authorized Provider Logo Guidelines (see Appendix for details.) The AHA stylized name and logo may appear on training materials, including course completion and participation cards and other ECC materials that have been published by the AHA.

The American Heart Association stylized name and logo may not appear on advertising or announcements for AHA courses conducted through AHA-designated TCs unless specifically authorized by the AHA.

Advertising and announcements may state that a specific course is an AHA course if AHA course criteria are met.

Advertising and announcements may not suggest or imply that the American Heart Association sponsors, owns, or manages the TC.

Instructors and ECC leaders may not use their AHA Instructor title on business cards or other advertising materials.

Inclusion of ECC leadership titles in correspondence, appearances, news media, and other venues may only be done when the individual is acting on an assignment in his/her ECC leadership role that was issued to him/her by the AHA or one of its committees or subcommittees.

The use of AHA letterhead or other uses of the stylized heart-and-torch logo by ECC volunteer leaders is permitted only when conducting assignments directly associated with the individual's leadership responsibility and only with approval of appropriate AHA staff. All correspondence issued on AHA letterhead must be reviewed by AHA staff before it is sent.

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 TC 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 TC-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.

**Authority of
ECC
Committees**

Each AHA ECC Committee has jurisdiction over all AHA ECC positions that either report directly to it, report to committees or subcommittees that report to it, and are located below that committee in the Training Network hierarchy.

The effective chain of accountability within ECC programs is as follows:

