



North Lake Tahoe Fire Protection District

Training Center Policies and Procedures

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Mission

The American Heart Association's mission is to reduce disability and death from cardiovascular disease and stroke. Steps toward achieving that goal include 1) improving the chain of survival and acute care treatment, 2) enhancing prevention and disease management, and 3) generate the resources to achieve the goal by increasing the number of instructors, providers, revenue, partnerships, training materials, and programs.

North Lake Tahoe Fire Protection District (NLTFPD) Training Center supports the AHA mission and goals through administrative, educational, and quality assurance support of the AHA Instructor members. Our Training Center supports this mission and purpose through the provision of quality AHA classes to healthcare professionals and the community and by educating and informing the AHA instructors on new skills or AHA programs.

The mission of the North Lake Tahoe Fire Protection District Training Center is to develop training to improve the quality and efficiency of healthcare, improve education, reduce medical error to improve patient safety and set a standard for education, training and certification.

Scope of Organization

A training center (TC) is an organization, which has contracted with the American Heart Association (AHA) to provide basic and/or advanced adult and pediatric life support training courses to the community it serves. The training center is a focal point in the community of ECC training. Operating under a written agreement with the AHA, the relationship between the AHA and the TC is strengthened for mutual benefit.

Definitions and Functions

Training Center Definition

A Training Center (TC) is an organization that signs an Agreement with the American Heart Association to develop and maintain ECC Training Networks in one or more of the following ECC disciplines (programs): BLS, ACLS and PALS. The TC is 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

Training Center Functions

This training center is responsible for the administration and quality assurance of Emergency Cardiovascular Care (ECC) courses. Our functions will include:

- Keeping an individual file for each Instructor assigned to the TC.
- Issuing Course Completion/Participation cards in accordance with the AHA guidelines.
- Assuring that the Training Site is functioning according to the areas of the AHA contract.
- Assuring that all affiliates are adhering to AHA ECC guidelines and procedures. This includes timely monitoring of courses and Course Directors/Instructors for quality assurance by Regional Faculty as needed.
- Reviewing Training Sites on an initial and annual/biennial basis to coincide with the TC's review, using the Training Site Review Checklist
- Serving as a liaison to the Regional Program Office and the AHA. This includes being accessible by phone and responding to all AHA correspondence in a timely manner.
- Providing all record keeping required by the AHA Regional and National Office, in accordance with the TC contract.
- Updating the training network with the latest information on AHA courses, science guidelines, policies, and procedures. The TC will also provide instructors with information on subscribing to the AHA newsletter "Currents in Emergency Cardiac Care".
- Providing copies to all instructors aligned with the TC of all appropriately designated memos, information regarding availability of new and revised training materials and most recent ECC materials order form within 21 days of receipt from the Regional Program Office.
- Completing and forwarding a Training Activity Report form to the Regional Program Office by January 5 and July 5 of each year.
- Active participation in the TC's initial and biennial site reviews.
- Submitting a completed Annual Self-Review form according to the time line set forth by the Regional Program Office.
- Compliance with AHA procedures when working to resolve complaints/problems documented by the AHA or Regional Staff Member, class participant, Instructor, Training Center Faculty or Regional Faculty.
- Attending ECC meetings and/or forums when offered. (A representative may be designated.)
- Ensuring that the TC has access to the Regional Faculty assigned by the AHA for each program offered at all times and notifying AHA staff of any changes.

- Adherence to AHA ACLS/BLS/PALS program guidelines including management, program content, equipment decontamination, and course participation and/or completion guidelines.
- Conducting as many BLS courses as time and resources will permit. At least 20% of the total training conducted by any TC will consist of “non-healthcare” provider training (e.g. training of lay persons).
- Scheduling BLS/ACLS/PALS provider courses on a yearly basis and actively promotes the existence of these courses, both internally and externally.
- Establishing a reasonable and competitive provider course fee structure, using the appropriate AHA disclaimer statement regarding income.
- Responsibility for BLS/ACLS/PALS programs with the Coordinator being the primary AHA contact at the TC. The TC Coordinator will work with the assigned primary RF resource(s) as designated in the Letter of Agreement.
- Submitting a completed Training Center RF Checklist and RF nomination packet(s) to the AHA Office at least five (5) working days prior to the local ECC task Force meeting at which the TC wishes the nomination to be considered.

Training Center Coordinator (TCC) Definition

The Training Center Coordinator is the administrative arm of the TC. The role of the TCC is to assist instructors in teaching courses, maintaining records and course materials and ensuring compliance with AHA guidelines. The TCC also serves as the facilitator of information and updates from the AHA to the individual training sites.

Training Site Definition

A Training Site (TS) is a person or organization authorized by the Training Center to operate as generally self-sufficient training location under the TC. If an instructor, group of instructors and/or a physical site fits any four (4) of the following description points, it is considered to meet Training Site prerequisites and could become a Training Site of the Training Center:

- Develops, advertises and conducts most, if not all, courses at a location separate from the TC.
- 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.
- Is a separate business, organization etc from the TC.
- Relies on the TC primarily for record keeping and/or processing course rosters for issuance of course completion/participation cards.

Training Site Functions

Training Site Record Keeping Responsibilities:

- Training Sites will maintain an easily accessible file with the following course documents for each course, filed by month and year. This information is to be kept for three (3) years. The Training Sites and TC Coordinator record keeping responsibilities include the following, but are not limited to:
 - Provider Course Documentation - Documentation is to be sent to the TC as outlined in the [Enrollware procedure](#). Or, the Training Site may choose to retain documents as listed above.
 - Documents required to be retained or electronically sent to the TC include the following:
 - Roster
 - Skills Sheet
 - Exam Answer Sheet
 - Evaluation
 - Instructor Course (New and Renewal) Documentation – Instructor courses require notification to the Training Center two (2) weeks prior to the date for approval. Documentation is to be sent to the TC within seven (7) days after the instructor course. Additional documentation may be required by the TCC based on instructor status these include, but not limited to instructor agreement of affiliation with TC and instructor monitoring form.
- Miscellaneous Documentation - The Training Site will keep the following documents easily accessible for review:
 - Signed original of the current TC Training Site contract.
- Appropriate documentation that the Training Site has minimum \$1,000,000 liability insurance coverage for ACLS/PALS courses and \$300,00 general liability insurance coverage for BLS courses for the Training Site and its instructors.
- Memos from the AHA.
- Any correspondence from the AHA ECC Committee and the AHA office.
- Semi-annual Statistical Reports.
- Manikin cleaning instructions and records.
- Records of grievances and complaints (including reconciliation).
- The Training Site must maintain course and instructor records and submit reports as requested to the TC.

Training Site Coordinator (TSC) Definition

Each TS is required to identify one individual who will serve as the Training Site Coordinator (TSC) for their site.

- The TSC will be responsible for communicating issues to the TC and for receiving and distributing all correspondence from the TC to appropriate persons within the TS.
- TSC will ensure that instructors will remain current and/or meet the instructor renewal criteria as appropriate.

- The TSC is responsible for maintaining Instructor and Course files and ensuring that all courses are done in full compliance with AHA Guidelines.
- In the event the designated TSC separates from service of the TS, another TSC will be appointed. This change will be submitted in writing to the TC within 30 days after the change has been made.

Training Center Positions

Training Center Regional Faculty

The primary RF resource person for the TC working with the TC Coordinator, is responsible for:

- Assuring the TC's fulfillment of its responsibilities.
- Assuring the TC's adherence to AHA Guidelines.
- Implementation of the current ECC Training Network for the program in which they are RF. This includes ensuring that instructors have a copy of and understand the current appropriate Network and have received all appropriate educational materials.
- Active participation in the TC's initial and annual/biennial site reviews.
- Complying with AHA procedures when working to resolve complaints/problems, which have been documented by AHA or Regional Staff Member, TC Coordinator, Training Site Coordinator, class participant, instructor, IT or Regional Faculty.
- Comply with and maintain Instructor status requirements.

Training Center Faculty

NLTFPD TC will have at least one Training Center Faculty member (TCF) for BLS, ACLS, and PALS. The TCF is responsible for providing ECC quality/performance improvement, updates, monitoring, and teaching Instructor courses. TCF members are recruited by the TC Coordinator and will have responsibility to and for the TC only. TCF members will serve as an expert resource on ECC issues and protocols to the TC, its Instructors, and staff. Training Center Faculty is a current AHA provider and instructor appointed by the TC to each discipline. The Training Center Faculty responsibilities include the following, but are not limited to:

- Serve as mentor and resource for TC.
- Conduct update courses for instructors.
- Teach instructor courses.
- Monitor instructor candidates.
- Assist with quality improvement of TC.
- Be an active Instructor (BLS, ACLS, or PALS) for a minimum of two years before appointment.
- Supports community Chain of Survival initiatives.
- Teaches at least one Instructor Course every two years, or receives a waiver from TCC.

TCF members report to the TC Coordinator for internal TC issues and Regional or National Faculty for program and/or science issues. There is a separate TCF card issued by the AHA. This is not an AHA appointed position. Training Center Faculty status automatically expires on the same date Instructor status expires.

Course Director (ACLS, ACLS-EP, PALS)

A Course Director is an AHA instructor appointed by the NLTFPD TC to be responsible for course content and faculty assignments. Course Directors should have either two (2) years experience as an Instructor or has taught at least eight courses and has been successfully monitored by an AHA Regional Faculty. Course Directors are not required to be on site throughout the course, but they must be readily available to answer questions. If a non-physician is a Course Director, an AHA physician Instructor must be readily available throughout the course either in person or by phone, fax or other means of communication. If a Course Director is not on site during the course, an AHA instructor must be designated Lead Instructor for the course. This is not an AHA appointed position. Course Director responsibilities include the following, but are not limited to:

- Assisting course coordinator in selecting course faculty.
- Monitoring appropriateness of educational presentations.
- Supervising student performance and evaluation by Instructor faculty.
- Monitoring Instructor performance.
- Following AHA guidelines and NLTFPD TC policies.
- Course Director status automatically expires on the same date that his or her Instructor status expires.
- There is NOT a specific Course Director card.
- Assisting course coordinator in selecting course faculty.

Lead Instructors (ACLS/BLS/PALS)

The Lead Instructor responsibilities include the following, but are not limited to:

- Working with the Course Director and staff of the sponsoring institution to ensure quality of the course.
- Selecting the course faculty and course site.
- Assembling the necessary equipment.
- Choosing the course materials.
- Approving all schedules for monitoring Instructor performance in addition to general supervision by the Course Director.
- Approving and finalizing course roster as per [Enrollware procedure](#).

The Lead Instructor and staff handle registration. The Lead Instructor is to be present throughout the course to answer questions and resolve logistical and equipment problems.

Instructors (ACLS/BLS/PALS)

This status is gained through successful completion of an AHA ECC program provider and instructor course. A completed Instructor Candidate form must be provided to the Course Director for approval before the Instructor course in order to apply. The instructor responsibilities include the following, but are not limited to:

- Responsibilities as stated in the corresponding Instructor's manual.
- A firm working knowledge of the current provider course materials, which is maintained by teaching on a regular basis.
- For ACLS and PALS Instructors, an in-depth knowledge of adult and/or pediatric ECC.
- Instructing students using the objectives of the entire program and evaluating students' progress toward the objectives.
- Training provider candidates according to AHA guidelines.
- Up-to-date knowledge of program discipline in accordance with current Instructor's manual and AHA requirements.
- Teaching at least one (1) course per year for their TC.
- If teaching for more than one TC, transmitting data regarding training activities to the NLTFPD TC for accurate record keeping.
- Adhering to policy and procedures, guidelines, and other requirements set forth by the AHA, NLTFPD TC and affiliated Training Sites.
- Approving and finalizing course roster as per enrollware procedure.
- Attending Instructor meetings and/or updates as required by the AHA, TC or affiliated Training Sites.
- Following the NLTFPD TC or affiliated Training Site guidelines for cleaning and decontamination of manikins.
- Keeping the NLTFPD TC informed of status change (i.e. name, address, phone number, email).

Policies

AHA Course Materials

In all AHA courses the student will have access to and be provided with a copy of the appropriate textbook beforehand. Materials should be available in the courses so that students retain a current edition of the appropriate course material for future reference and review because skills retention may be lost over a reasonably short period of time. Note: In renewal courses, the course textbooks need be provided only to those participants who do not already have the current edition(s). To help in the distribution of ECC materials, the AHA has partnered with several companies that provide the highest quality of customer service and support. Please contact any of these distributors for current materials and prices available. These distributor's phone numbers and addresses are on the back of ECC textbooks. Please refer to [Appendix 2: Distributors of AHA Materials](#) for a list of these distributors.

Course materials may be purchased through the NLTFPD TC to take advantage of volume discounts. Instructor materials and course completion cards are excluded. Course materials will be shipped to the Training Site address on record.

Reprinting AHA Materials

AHA textbooks and other ECC materials for CPR training are copyrighted by the AHA. They **MAY NOT BE COPIED**, in whole or in part, without the prior written consent of the AHA, National Center. Permission to reprint, copy or use portions of CPR textbooks or materials is to be obtained in writing from the Vice President of Communications at the AHA National Center. For further information on how to prepare such a request, please contact the AHA Regional office. Should permission be granted from the AHA National Center, a written letter of approval will be forwarded from the AHA indicating any conditions. Permission is granted to copy memos, flyers, notices, applications, etc..., that are issued from the AHA Regional Office. These items are for internal use and should be distributed to appropriate personnel.

AHA Trademarks

The AHA's stylized name and heart-and-torch logo are service marks of the American Heart Association, Inc. and are registered with the United States Patent and Trademark Office. These service marks may only be used by the AHA, and its' Regional (Affiliates) and licensees. These service marks symbolize the identity of the AHA and when placed on publications, materials, and other items serves to distinctly identify the materials as having originated from the AHA. In ECC training, the AHA stylized name and logo may appear only on training materials, including course completion and participation cards, and other ECC materials that have been issued or authorized by the AHA. The AHA name, in stylized format, and logo may not appear on advertising or announcements for courses conducted through AHA recognized TC's. Advertising and announcements may state that a specific course is an AHA course if the AHA Course Criteria are met. Advertising and announcements may not suggest or imply that the AHA sponsors, owns, or manages the TC. Instructors may not use their AHA Instructor title on business cards or other advertising materials.

Neutrality

Instructors 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 roles, instructors and Faculty should not be advocates for specific brand names or proprietary.

Furthermore, instructors should use caution when referring to others, particularly when referring to differences or negative descriptions of other professional individuals or organizations.

Replacement of Lost Cards

Replacement of lost or damaged cards will be issued directly to the student. To receive a replacement card the student must contact the NLTFPD TCC directly and request the card. The TC will verify the student's attendance on course roster prior to issuing a replacement card. The replacement card will be mailed/delivered to the student directly on receipt of payment for said card in accordance with [Appendix 1: NLTFPD Training Center Price List](#).

Issuing Provider Cards (ACLS/BLS/PALS)

AHA course completion and participation cards are to be distributed only by a TC holding a current signed TC contract with the AHA. These cards may not be altered in any way (including adding module numbers). Cards will be issued by the sponsoring TC and/or Training Site in accordance with NLTFPD TC policies and the AHA guidelines as described in the corresponding AHA Instructor's manual for each course. The renewal/expiration date is 2 years from the issue date. The Issue Date is to be stamped or typed with month/day/four-digit year. The recommended renewal or expiration date is to be stamped or typed with month/four-digit year.

An Instructor may teach courses for more than one TC. However, course completion cards are to be issued by the sponsoring TC/Training Site. It is the responsibility of each instructor to teach at least two courses per year for their assigned TC. This will ensure that they meet the minimum requirement for maintaining their instructor status.

Course completion cards will NOT be issued to learners until they are able to successfully complete the core skills and has demonstrated knowledge of core course content. There will be some rare instances where the student, regardless of how much help the instructor is willing to provide, will be unable to successfully complete the performance skills. Under these circumstances the student may NOT be issued a course completion card.

A course participation card may NOT be substituted. (See Instructor Manual for more information). BLS course cards may NOT be withheld from a course participant due to errors on the part of the BLS Instructor who was teaching the course. Should incorrect information or techniques be accepted by the instructor, the Lead Instructor or TC Coordinator is to process the cards and re-education of the instructor must occur. Documentation of this re-education will be maintained in the Instructor's file.

TC's may NOT issue course completion or participation cards for courses taught outside the region in which they are contracted to provide training courses and/or program management. AHA course completion or participation cards are NOT to be issued for courses taught outside the United States or Puerto Rico except by the Military Training Network in accordance with established procedures.

Course completion cards will be processed Monday through Thursday in accordance with the [Card Processing Procedure](#). Cards will only be processed once a roster is

finalized by the instructor per the [Roster Finalization Procedure](#). Cards will be mailed to the address of record for the Training Site unless otherwise noted. The cards may be sent to individual students for an additional fee ([See Fee Schedule](#)). NLTFPD TC is not responsible for roster errors which result in returned or missing cards. The Training Site will be invoiced for any fees resulting from roster errors.

Issuing Instructor Cards (ACLS/BLS/PALS)

Upon successful completion of the instructor course, the candidate must be monitored by a current Regional Faculty, Course Director or Training Center Faculty in the specific discipline while teaching his or her first provider course. An AHA Instructor completion card will be issued by the NLTFPD TC to the Course Director for his or her signature upon:

- Instructors must have completed an approved application and signed instructor alignment agreement with the TC.
- The TC reserves the right to accept or reject individual instructor affiliation as desired.
- Successful completion of the applicable instructor course
- Monitor Forms (if applicable)
- Completed Instructor (or Candidate Instructor) Information Sheet (if applicable)
- Receipt of payment for instructor course (if applicable)

Instructors

- The TC reserves the right to revoke the alignment of an instructor at any time for failure to comply with the TC or AHA guidelines and curricula, falsification of records, inappropriate activities, language, harassment, or conduct during courses or directed toward other Instructors, students, ECC staff or volunteers, or any other reason. Upon decision to revoke alignment, the TC will notify 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.
- All instructors must register for the AHA Instructor Network at <http://ahainstructornetwork.org>.
- Instructors will adhere to all AHA policies and guidelines outlined in the AHA's ECC Program Administration Manual and the current discipline-specific Instructor manuals.
- The TC will maintain instructor records as outlined in the Program Administration Manual, but it is the responsibility of the instructor to keep copies of ALL course documents (including rosters, evaluations, written examination answer sheets, skills testing checklists, grievance forms, etc.) and any other paperwork (ex. Instructor monitoring forms, renewal requests, etc.) submitted to the TC for three years from the date of the activity. The Training Site is not required to maintain any documentation submitted electronically when finalizing a roster. See the [Enrollware Roster Submission procedure](#) for more information.

- It is the responsibility of the instructor to submit renewal paperwork in a timely manner.
- Any instructors submitting their paperwork more than 30 days after the date of instructor card expiration may be asked to repeat the Instructor application process.

Instructor Renewal

There is no grace period for Instructor status. A grace period of ninety (90) days will be observed in the event of illness or active military duty. Documentation is required. All expired instructors will have to attend a full instructor course to regain their instructor status. All instructor renewal candidates must meet the following guidelines to renew their instructor status:

- Hold a current Instructor card (ACLS and PALS must also hold a current BLS Healthcare Provider or Instructor card.)
- Attend an Instructor Renewal course.
- Maintain a minimum score of 90% on provider and 84% on instructor written examinations.
- Evidence of teaching at least two (2) provider courses per year. (Four (4) courses in two (2) years).
- Evidence of attending any updates or meetings offered by the NLTFPD TC, AHA or affiliated Training Sites.
- Recognition as a current AHA Instructor is for two (2) years.

Card Security

Managing the distribution of all AHA course completion and participation cards is the responsibility of the TC through its TC Coordinator. Only the TC Coordinator or designee may keep the AHA course participation/completion cards, and it is the responsibility of the coordinator to distribute AHA course participation/completion cards to instructors. The TC Coordinator is required to account for cards ordered.

Test Security

- The AHA only issues written examinations to the Training Center Coordinator.
- Instructors can request copies of the tests from the TCC via email or mail.
- Printed tests should be kept under lock and key, electronic files should be stored on a password-protected computer.
- Written tests may be copied as needed for conducting courses.
- Tests may not be posted on Internet or Intranet sites accessible by persons not authorized to receive the tests.
- Each test should be accounted for and returned to the Instructor at the end of the test or course.

Equipment Rentals and Loans

The individual Training Sites may define their own policies on equipment rentals and loans. The policies must be in accordance with the NLTFPD TC Policies & Procedures as well as all policies & procedures as set out by AHA. Rental fees may be set by the TC or TS.

The NLTFPD Training Course Fees are noted in this document [Appendix 1](#). The Equipment Rental Agreement will be used for all equipment rentals from the NLTFPD Training Center. Employees of, or contracts for NLTFPD will have the equipment rental fees waived.

Training Site Application Process

1. The TC will send prospective Training Sites a Training Site Agreement that must be reviewed and signed by a representative with agreement-signing authority.
2. Upon receipt of the signed TS Agreements, the TC will schedule on-site administrative and course reviews.
3. TS provides documentation the Training Site has minimum \$1,000,000 liability insurance coverage for ACLS/PALS courses and \$300,000 general liability insurance coverage for BLS courses for the Training Site and its instructors.
4. Once the on-site reviews are successfully completed, the TC will sign the TS Agreement.
5. The applicant is designated a TS.

Training Site Renewal Process

1. Training Sites must renew their agreement with the TC every two years.
2. Prior to signing a renewal agreement, the TC must complete administrative and course reviews of the TS.
3. The TS must also submit a current certificate of insurance.

Geographic Territory

- The TC shall conduct courses and shall authorize Instructors and/or Training Sites to conduct courses only within the States of California and Nevada.
- 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 AHA requires special permission for issuing cards outside of the TC geographically area for more than 100 students instructed.
- AHA Instructors and TCs may not conduct training and issue AHA course completion cards outside of the United States and Puerto Rico unless the TC has first obtained approval in writing from the National ECC Training Department. Instructors should contact the TCC to begin this approval process.
- The TC reserves first right of refusal for all courses taught in the Incline Village and Crystal Bay areas. No courses shall be taught scheduled or otherwise administered in these areas without the consent of the NLTFPD TCC. This

includes courses taught elsewhere originating in the aforementioned areas. An example would be a business, individual or organization located in Incline Village and Crystal Bay having a course conducted by an instructor from another TS at a location outside of the aforementioned areas. If an instructor receives a request for such a class the requestor shall be forwarded to the NLTFPD TC.

- The NLTFPD TCC is responsible for resolving any geographical conflicts between the Training Sites and or instructors.

Manikin Decontamination Policy

- a. All Instructors and Training Sites are responsible for following 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.
- b. All Training Sites must have a documented decontamination policy and procedure. Please refer the [manikin decontamination procedure](#).

Grievances

- a. Grievances may be submitted in writing by:
 1. A student who attended the course in which the problem arose.
 2. An instructor, Course Director, training center faculty member, or Training Site Coordinator with information about the problem.
 3. An AHA volunteer or staff person with information about the problem.
- b. Grievances may be submitted on issues regarding compliance with the TC course guidelines or AHA ECC training program guidelines. This procedure may also be made to appeal any initial decision of the TC about instructor or training center faculty status or about a Training Site.
- c. The Grievance Form can be found in [Appendix 3](#).
- d. See the full [Grievance Procedure](#) for further information about the process once a grievance has been filed.

Quality Assurance Plan

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.

Quality control shall be maintained by adhering to the following:

1. All Training Sites and Instructors will adhere to all AHA policies and guidelines outlined in the AHA's ECC Program Administration and the current discipline-specific Instructor manuals.
2. Current AHA examinations are used in all completion courses that require testing for issuance of a course completion card. Examinations are available to each instructor via the TC. Instructors are responsible for ensuring that each student has the current appropriate textbook and accompanying CD readily available for

their individual use before, during, and after the course. See the Program Administration Manual for more information about this policy.

3. The TC will teach an adequate number of Instructor courses to ensure the development of new instructors.
4. The TC will provide TCF/RFs to monitor new and renewing instructors and to help facilitate updates.
5. All TC Updates, and necessary Instructor paperwork is available for instructors to read/download at the [TC website](#).
6. AHA core content will be taught in all TC courses.
7. Course cards and examinations are kept secure and issued according to AHA guidelines.
8. The TC has adequate resources to complete the contracted program requirements including staff, equipment and budget.
9. The appropriate course card is issued to every student.
10. The required equipment is used in every course and is clean and in good working order.
11. TC records are complete and filed properly according to the guidelines in the Program Administration Manual. Instructors and Training Sites are also responsible for keeping copies of instructor records and course records.
12. Course evaluations/course evaluation summaries will be reviewed by the TC to feedback and mentoring to Instructors as necessary with the guidance of TCF and RF.

The TC, Regional Faculty and Training Center Faculty have the right to attend any course taught by an AHA Instructor aligned with the NLTFPD Training Center. This is for the purpose of monitoring instructors, course content and student evaluations to ensure that the above guidelines are being followed. The TC will allow access to the AHA and RF to conduct course and administrative reviews as requested.

Additional Policies and Procedures

- a. The TC reserves the right to make changes to or to supplement these policies and procedures with TC Updates and AHA Updates that will be emailed to instructors and posted on the [TC website](#).
- b. Instructors are responsible for checking the email account on file with the TC and for periodically checking the TC website to ensure that they are aware of and adhering to all current policies and procedures.

Procedures

Manikin Decontamination Procedure

During class:

1. Put a clean face on each manikin.
2. Give all students a face shield.
3. Have each student write his or her name on the face shield.
4. Instruct students to keep the same side up each time they use their face shield.

After class:

1. Manikins should be taken apart as directed by manufacturer. Anyone taking apart manikins should wear protective gloves and wash hands when finished.
2. Remove all faces and lungs from manikins.
3. Wipe manikins (head, torso and chest skin) with a manikin wipe.
4. Dispose of lungs and replace lungs on adult manikins.
5. Wear rubber gloves to wash the faces.
6. Detach coupling from inside the face.
7. Clean and disinfect faces, coupling parts and face and pocket masks.
 - a. Wash with soapy warm water- scrub vigorously to remove dirt from interior surfaces.
 - b. Rinse with clean water to remove soap residue.
 - c. Disinfecting solution – to disinfect the manikin face, parts and masks (1 part liquid Household bleach to 100 parts tap water).
 - d. Place parts into solution for 10 minutes.
 - e. Rinse with clean water to remove disinfecting solution residues.
8. Set parts aside to dry.
9. Reassemble.

Grievance Procedure

A written and clearly spelled out grievance procedure informs every one of appropriate steps for resolving complaints within the Training Center (TC). In many cases, it may also prevent problems from becoming unmanageable.

All students should be made aware that complaints or problems which occur at a NLTFPD Training Center aligned Training Site during a CPR class (ACLS, BLS or PALS) should be handled at the Training Site. If the issue cannot be resolved at the Training Site, the Training Site Coordinator must turn over the dispute/complaint to the TC. The following procedure should be utilized to resolve any complaints made about American Heart Association (AHA) Courses, instructors, training center faculty and/or Training Sites.

1. Grievances may be submitted in writing by:
 - a. A student who attended the course in which the problem arose.
 - b. An instructor, Course Director, training center faculty member, or Training Site Coordinator with information about the problem.
 - c. An AHA volunteer or staff person with information about the problem.

NLTFPD Training Center Policies and Procedures

2. Grievances may be submitted on issues regarding compliance with the TC course guidelines or AHA ECC training program guidelines. This procedure may also be made to appeal any initial decision of the TC about instructor or training center faculty status or about a Training Site.
3. The grievance must be submitted in writing to the NLTFPD TC Coordinator and include the following information:
 - a. Name and address of person making complaint.
 - b. Name and address of the person and/or organization against which the complaint is made.
 - c. A detailed written description of the dispute, complaint or problem.
 - d. Reference to the appropriate rule, standard and/or guidelines related to the matter.
 - e. Copies of all related correspondence, records and other documentation.
 - f. Documentation on the attempts of the Training Site Coordinator to resolve the matter.
4. Resolution of the grievance may include one or more of the following:
 - a. Reprimand or letter of counseling that includes a statement of the correct procedure/action.
 - b. Agreement by the person/entity against which the complaint is made to take specific action.
 - c. A probationary period, including monitoring of course(s).
 - d. Revocation of instructor's alignment with Training Center, training center faculty status or termination of Training Site status.
 - e. Dismissal of the grievance.
5. Within 10 business days of receipt, the person who submitted the grievance and the person(s) who is the subject will be given an acknowledgement of receipt of the grievance. The subject of the grievance will be invited to submit information about the matter in NLTFPD writing to the TC Coordinator. Within 30 calendar days after receipt of the grievance, the TC Coordinator will review the grievance and any additional information submitted.
 - a. If the TC Coordinator decides to dismiss the grievance, a letter announcing its decision will be issued to all concerned parties.
 - b. If the TC Coordinator does not dismiss the grievance, one of the following options will occur:
 - i. **Option A.** A hearing will be scheduled within 30 days, inviting the affected parties to appear and provide additional information.
 - ii. **Option B.** A decision will be issued and the affected parties will be informed of their right to request a hearing for further resolution of the matter.
6. Any decision resulting in probation, monitoring or revocation of status may be appealed to the TC Coordinator.
7. Final authority regarding appeals to grievance decisions will be made by the Chairperson of the Regional ECC Committee.

The NLTFPD Training Center Grievance Form found in [Appendix 3](#) should be given to the individual for completion and then sent to the TC Coordinator for review. If after diligent efforts, the TC is unable to resolve the dispute/complaint after 30 calendar days after being made aware of the problem, the TC must send a description of the dispute/complaint to the Regional ECC Office for resolution.

Enrollware - Procedures General

This procedure is to ensure staff and instructors have access to and have a basic understanding of functions within the Enrollware system.

Access and Login

All Users

1. Gotowww.enrollware.com
2. Click on "Client Login" in the top right corner
3. Enter user name
4. Enter password
5. Click "Sign In"

Creating a User – Instructor

Training Center Coordinator and Training Site Coordinator

1. Login in to Enrollware
2. Click on the "Settings" tab
3. Click on "Users"
4. Click "Add User"
5. Enter first initial, last name, no spaces as "User Name"
6. Choose primary training site
7. Enter "First Name"
8. Enter "Last Name"
9. Enter complete name in "Name To Print On Card"
10. Enter "Email Address"
11. Enter initial "Password" as "welcome!"
12. Ensure "Status" box is checked
13. Choose "Roles" - Click "Instructor" and "Instructor-Assistant"
14. Add additional training sites. If the instructor is eligible to teach at more than one training site. If there is any question about an instructors eligibility set one TS and contact TCC.
15. Click "Update User"

Find an Upcoming Class

Instructors

1. Click on "Classes and Students"
2. Click on "Upcoming Classes"
3. Filter by "Instructor" or "Location" at the top if desired
4. Sort by column by clicking and header title

Add a New Class

Instructors

1. Click on "Classes and Students"
2. Click "Schedule a Class"
3. Choose course type
4. Choose correct location
5. Choose "Instructor" if assigned
6. Enter class dates and times. Add more if multiple day course
7. Enter "Max Students"
8. Click or unclick box to make class available in online course catalog (NLTFPD TC courses only.)
9. Add course hours
10. Enter notes if necessary
11. Confirm course price is correct or add if necessary
12. Confirm book price is correct or add if necessary
13. Select student to manikin ratio for the course
14. Click "Update Class"

Enroll a Student in Admin Section

Instructors

1. Click on "Classes and Students"
2. Click on "Upcoming Classes"
3. Find class using procedure above
4. Click "Action" icon for the class
5. Click "Add Student" (or Quick Add if appropriate)
6. Add all student information that is available
7. Add comments if necessary, note - comments will not show on roster
8. Enter discount code if necessary (NLTFPD TCC only.)
9. Click "Update Student"

Delete a Student

Instructors

1. Click on "Classes and Students"
2. Find course student is enrolled in using correct procedure
3. Click "Action" icon of desired student
4. At the bottom of student information, type DELETE in box
5. Click "Update Student"

Transfer a Student to Same Type of Class

Instructors

1. Click on "Classes and Students"
2. Find class student is currently enrolled in using correct procedure
3. Click "Action" icon for desired class
4. Find student in student list
5. Click "Action" icon for desired student
6. Choose new class from drop down menu "Reschedule To"
7. Note: this only works if transferring into the same type of class within the same TS.

Transfer a Student to a Different Type of Class

Instructors

1. Click on "Classes and Students"
2. Find the class
3. Click "Action" icon for desired class
4. Find the student in student list
5. Click "Action" icon of desired student
6. Click "Upcoming Classes"
7. Choose class that you are moving student to and click "Action" icon
8. Click "Add Student" in top right corner
9. Click "Copy From Student Name" in the top Right Corner
10. Click Update Student
11. If additional money needs to be collected, make a note or adjustment. (NLTFPD TC only)
12. If a refund is owed, print receipt and give to Training Center Coordinator (NLTFPD TC only)

Find a Student

Instructors

1. Click on "Classes and Students"
2. Click on "Student Search"
3. Choose search method (i.e. Last Name, First Name, Email, or Phone)
4. Enter search term
5. Click "Go"

Print a Student List - Upcoming Class

Instructors

1. Click on "Classes and Students"
2. Click on "Upcoming Classes"
3. Find class using procedure above
4. Click "Action" icon for the class desired
5. Choose "Student List" at the bottom of the Student List
6. Print

Find a Past Class

Instructors

1. Click on "Classes and Students"
2. Click on "Past Classes"
3. Enter date in the "Classes Since" box
4. Sort classes by clicking on headers
5. Search for class
6. Click "Action" icon for classes

Print a Student List - Past Class

Instructors

1. Click on "Classes and Students"
2. Click on "Past Classes"
3. Find class using procedure above
4. Click "Action" icon for class desired
5. Click "Student List" at the bottom of the Student List
6. Print

Printing a Roster from a Finalized Class

Instructors

1. Click on "Classes and Students"
2. Click on "Finalized Rosters"
3. Enter date for "Classes Since"
4. Sort by desired header
5. Find class
6. Click "Action" icon of desired class
7. Print

Cancelling a Class

Instructors

1. Login to Enrollware
2. Click on "Classes and Students"
3. Find the class you want to cancel and click on action icon
4. Ensure no students are enrolled. If necessary, transfer or delete students
5. In the "Max Students" box, change number to "0"
6. Uncheck the "Include in the online class catalog" box
7. Click "Update class"

Approved Course Titles

All Users

This procedure is to ensure all staff, faculty, training sites, and instructors are utilizing identical terminology when creating courses within Enrollware.

Approved Course Titles:

ACLS

ACLS Skills Session
ACLS Renewal
ACLS Instructor
ACLS EP
ACLS EP Instructor
Airway Management
BLS for Healthcare Providers
BLS for Healthcare Providers Renewal
BLS for Healthcare Providers Skills Session
BLS for Prehospital Providers (BLS PHP)
BLS Instructor
ECG & Pharmacology (ACLS Prep)
Family & Friends® CPR
Heartsaver® Bloodborne Pathogens
Heartsaver® CPR AED
Heartsaver® CPR AED Skills Session
Heartsaver® First Aid
Heartsaver® First Aid Skills Session
Heartsaver® First Aid CPR AED
Heartsaver® First Aid CPR AED Skills Session
Heartsaver® Pediatric First Aid CPR AED
Heartsaver® Pediatric First Aid CPR AED Skills Session
Heartsaver® Instructor
Heartsaver® Bloodborne Pathogens
PALS
PALS Skills Session
PALS Renewal
PALS Instructor
PEARS®
PEARS® Renewal
PEARS® Instructor
School-Community: HO CPR and AED Operation

Special Note: Training sites and private instructors may use this system to track other courses if they choose. NLTFPD TC will only issue course completions and certifications for courses the Training Site is authorized to teach under NLTFPD TC according to the current agreement on file.

Bulk Registration

All users

For courses not published for online registration the bulk registration tool can be used to allow the Training Site to enroll students into class. This feature will allow for students to be in Enrollware prior to the start of reducing the amount of time or necessity required for registration onsite.

1. To use this feature, begin by creating a class as directed in the class scheduling procedure. Once the class is created and saved, a "Bulk Registration Link" will appear in red in the "Class Details" section.
2. Copy this link and email it to the contact person for the class being offered. The contact person can use this link to register all of their students without having to pay and will also be able to remove students they enter if needed.
3. Each class has a unique link.

Special Note:

Use of the bulk registration option will shorten the amount of time instructors spend registering students and will eliminate the need to add this information later. This is an efficiency procedure and should be used as much as possible to reduce staff time and mistakes.

Enrollware - NLTFPD TC Management

Scheduling NLTFPD TC Classes

Training Center Coordinator

Multiple employees can use this procedure; however, primary responsibility for this procedure is assigned to the Training Center Coordinator. This procedure may be delegated as needed, however, ultimate responsibility remains with the position identified above.

The purpose of this procedure is to ensure offsite courses are scheduled correctly in the current enrollment software allowing for instructor and course tracking.

When a NLTFPD TC class is schedule is decided upon for the coming year or additional classes are added to the course offerings the following steps will be taken to schedule the class or classes in Enrollware.

1. Login to www.enrollware.com
2. Choose "Classes and Students"
3. Choose "Schedule a Class"
4. Choose the type of "Course"
5. Set the "Location" from the drop down.
6. Add the instructor if known. If instructors are not confirmed for the class, leave this option blank until confirmation is received. Once an instructor is confirmed for the course they must be added to the course information in Enrollware.
7. Enter the class date and times
8. Set the "Max Student" number
9. Check the "Include in the Online Class Catalog" box
10. Add "Total Hours"
11. Add "Assistants" if known

12. Enter notes if necessary.
13. Click "Update Class"

To search for a class:

1. Login to www.enrollware.com
2. Choose "Classes and Students"
3. Choose "Upcoming Classes"
4. Filter by Location, choose from drop down list
5. Classes are automatically sorted in date order
6. Click on a heading title to sort by "Course, Instructor, or Location"

NLTFPD TC classes should be added and made available online as soon as they are scheduled.

Finalizing Course Roster

Instructors

The purpose of this procedure is to ensure staff and instructors can utilize Enrollware before, during, and after class to access classes, submit exam scores, and print certifications.

(Perform the following prior to start of course)

Access and Login

1. Go to www.enrollware.com
2. Click on "Client Login" in the top right corner
3. Enter user name
4. Enter password
5. Click "Sign In"

Find Class Being Taught

1. Click on "Classes and Students"
2. Click on "Upcoming Classes"
3. Filter by "Instructor" or "Location" at the top if desired
4. Sort by column by clicking a header title
5. Click "Action" icon for desired class

Confirm Student List

1. Ensure the accuracy of the student roster.
2. Confirm the payment status of each student.
3. Collect any fees due.
4. Student rosters can be added at the time of the class if computer access is available; after the class entered from a sign-in sheet; or prior to class with online student self-registration.

(Perform the following at course completion)

Editing Scores and Status

1. When class is complete, click on "Edit Scores" at the bottom of student list
2. Change each student to the appropriate status from drop down menu
3. Enter written exam score for each student

4. Click "Save Changes"
5. Finalize Roster

Refund a Student

Instructors

1. Click on "Classes and Students"
2. Find the student using appropriate procedure
3. Click "Action" icon of desired student
4. Click "Receipt" on top right corner
5. Print receipt and write refund on the top
6. Give or send receipt to Training Center Administrative Assistant
7. Remove student from the course if necessary using "Delete a Student"

Attaching Associated Documents to a Course of Instructor file

Instructors and Training Site Coordinators and Training Center Coordinator

1. Select Course through above methods.
2. Towards the bottom of the screen you will see "Documents"
3. Scan the required documents with the file names "Evals", "Tests", and "Skills" in PDF format.
4. Select "Choose File", locate the scanned files and attach them to the course.
5. Update course

Utilizing Enrollware for Skills Verification Classes

Instructors

The instructor conducting the skills verification session will schedule the course, enter student information, and complete the skills testing and roster as outlined below.

1. Login to Enrollware
2. Choose "Schedule a Class"
3. Choose the type of "Course"
4. Set the "Location"
5. Add the yourself as the instructor
6. Enter the class date and times
7. Set the "Max Student" number to number of students you are evaluating
8. Do not check the "Include in the Online Class Catalog" box
9. Add "Total Hours" - usually 0.5 to 1.0 depending on skill being evaluated
10. Add "Assistants" if any
11. Enter notes if necessary.
12. Click "Update Class"

Enter student data

1. Choose "Classes and Students"
2. Choose "Upcoming Classes"
3. Find skills class that you scheduled in the list, click action icon

4. Click "Add Student"
5. Enter student data
6. Leave status as "Pending"
7. Click "Checked In" box
8. Click "Update Student"
9. Repeat for all students in skills session

Begin Skills Testing

1. Click "Forms" at the bottom of the student list
2. Check off skills using the correct skill sheet and student combination
3. Save form at the conclusion of each skills test
4. Repeat for all students

Complete Class and Roster

1. Click "Edit Scores" at the bottom of the student list
2. Change status to reflect correct selection
3. Type the word "pass" or "fail" in the score box
4. Click "Save Changes"
5. Finalize roster

Card Processing

Training Center Coordinator

More than one employee can use this procedure; however, primary responsibility for this procedure is assigned to the Training Center Coordinator. This procedure may be delegated as needed, however, ultimate responsibility remains with the position identified above.

1. Login to Enrollware
2. From the "Primary Site" select "Training Center"
3. Choose "Training Site Rosters" and the available rosters will appear.
4. Those rosters without a check mark next to them require cards be processed.
5. Click on the icon to "View Roster" on the far right.
6. View the roster and confirm all students are "Complete" and have a passing score entered.
7. Click "Print Cards" in the upper right.
8. Select the students to print by placing a check next to their name.
9. Select the card printing profile. If the cards are being delivered to the TS it may be easier to print on a 3 Card Sheet which does not have a mailing label. If the cards are to be mailed to the students Set the "Location"

Enrollware - Training Site Course Management

Training Site Coordinators and private instructors should review these procedures and begin by following the "Initial Settings" procedure the first time they access Enrollware. Once all settings have been updated, the Training Site should begin using Enrollware to enter all course rosters.

Training sites will enter all class and student information into the Enrollware system within seven days from the date of class. All paperwork associated with Training Site classes can be maintained per Training Sites policies or destroyed once scanned into the Enrollware system is complete and verified. Training Sites should maintain paperwork until course certifications have been received or they confirm that the roster has been received by NLTFPD TC.

All course evaluations must be sent to NLTFPD TC for review. Method of delivery is up to the Training Site, however, NLTFPD TC will accept paper copies, mailed, copies, electronic copies, scanned copies. Scanning the documents and attaching them to Enrollware is preferred.

Once a class has been entered it will be sent to NLTFPD TC automatically for processing. Although you retain the ability to edit course and student information, changes may not be reflected in certifications if processing has already begun. Communicate changes with NLTFPD TC immediately.

Initial Settings

1. Login to Enrollware
2. Click on "Settings"

Course Types - Use Approved Title List for AHA Courses

1. Choose "Course Types"
2. Review available course types, if none, add courses you teach
3. Add more if needed by selecting "New Course Type"
4. Enter "Course Name"
5. Choose correct "Discipline"
6. Enter a "Description" if desired
7. Place a Check next to:
 - Include student to instructor ratio on roster
 - Include student to manikin ratio on roster
 - Include electronic signature for AHA roster
8. Click "Update Course Type"

Locations

1. Choose "Locations"
2. Ensure the correct Training Site information is included
3. You are encouraged to use this as your only location

Appendix 1: NLTFPD Training Center Price List

These prices will be charged to the Training Site or Instructor for the listed cards and services. The individual TS and Instructors may set their own course fees in accordance with the NLTFPD TC policies.

Service	Fee
BLS for Healthcare Providers	\$5.00
Heartsaver® Card	\$5.00
ACLS/ACLS-EP	\$10.00
PALS	\$10.00
Instructor Cards	NC
Mail to Student Fee	\$2.00
Mail bulk cards to TS or Instructor	NC
Replacement Card	\$10.00
Mail returned card due to inaccurate roster	\$5.00
Equipment Rental	See Equipment Rental Agreement

Appendix 2: Distributors of AHA Materials

The AHA guidelines for materials require that all courses use AHA materials. All materials including books, posters, brochures, etc. are available through:

Channing L Bete

Address: One Community Place
South Deerfield, MA 01373-0200
Phone: 1-800-611-6083
Web: www.aha.channing-bete.com

Laerdal Medical Corporation

Address: 167 Myers Corners Rd
Wappingers Falls, NY 12590-8840
Phone: 1-888-562-4242
Web: www.laerdal.com

WorldPoint ECC, Inc.

Address: 1326 S Wolf Rd
Wheeling, IL 60090
Phone: 1-888-322-8350
Web: www.worldpoint-ecc.com

For more information on other American Heart Association programs:

Phone: 877-242-4277
Web: www.americanheart.org/cpr

Appendix 3: Training Center Documents

Unless otherwise noted these are the documents to be used for all internal and external use within the NLTFPD TC. If a Training Site utilizes other documents they must be submitted and approved by the TCC.

[ACLS Course Evaluation Form](#)

[BLS Healthcare Provider Course Evaluation Form](#)

[Heartsaver® Course Evaluation Form](#)

[PALS Course Evaluation Form](#)

[Equipment Rental Agreement](#)

[Grievance Form](#)

[Instructor Candidate Form](#)

[Instructor Monitoring Form](#)

[Instructor Record Transfer Form](#)

[Instructor/TCF Renewal Checklist](#)

[Instructor Alignment Agreement](#)

[Training Center Faculty Candidate Form](#)