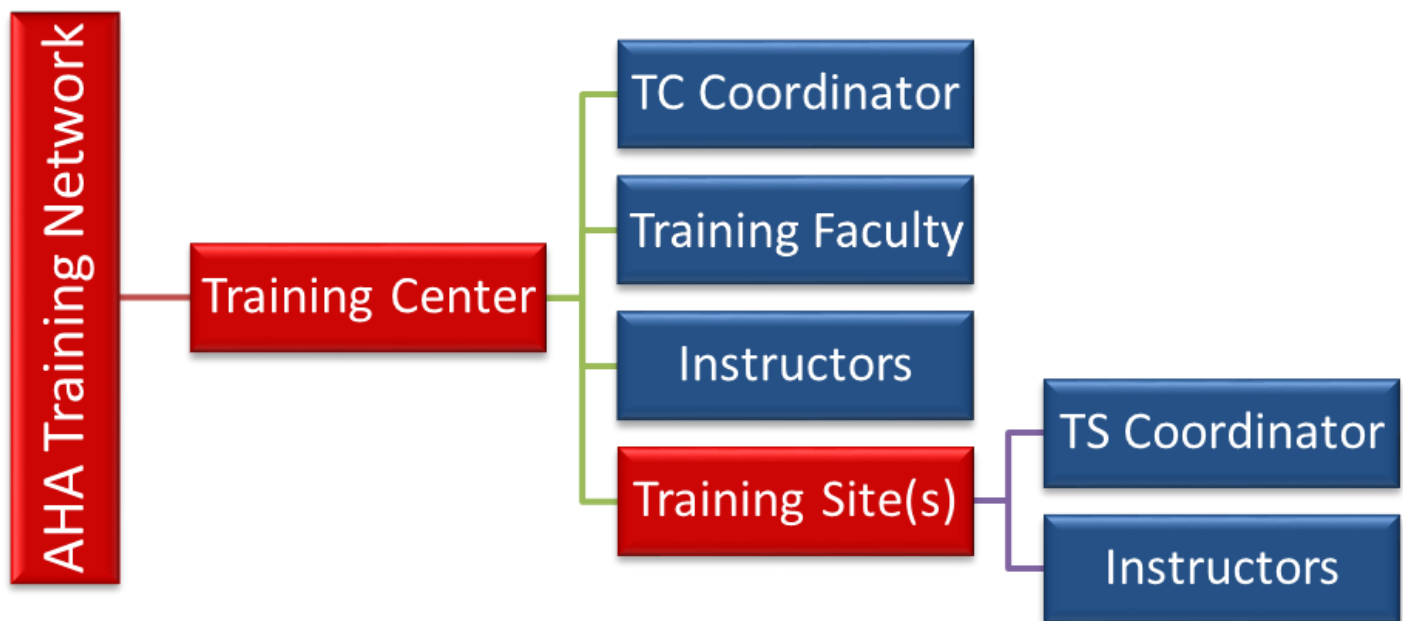


2023 Program Administration Manual

(PAM)

Structure of the AHA Training Network

The AHA Training Network includes TCs, Training Sites (TSs), TC Coordinators (TCCs), and instructors. The following image represents the structure of the AHA Training Network.



The Role of the TC

Effective January 31, 2019, US TCs are required to provide TS information in the Instructor Network (now Atlas).

TCs are responsible for

- All instructors whether directly affiliated with the training center or through their training sites.
- The administration and quality of all ECC courses, whether delivered directly by the TC or aligned TSs and instructors, regardless of the course location.

- Providing aligned instructors and TSs 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.

Faculty

TC Coordinator

The Training Center Coordinator (TCC)

- Represents the TC and is selected by the TC
- Serves as the primary contact between the TC and AHA ECC Programs
- Does not need to be an AHA ECC Instructor
- Has an understanding of ECC Programs
- Handles the management and storage of records
- Is responsible for the security and distribution of course completion cards
- Is responsible for the security and distribution of exams to instructors and TS
- Manages instructors and TS for the TC
- Manages instructor alignment on Atlas
- Appoints and manages all Training Faculty (TF) for the TC
- Ensures instructors are current with information from the AHA, including Science Updates, Training Memos, Bulletins, and the ECC Beat
- Must participate in a TCC orientation webinar offered by the ECC TCC orientation team within 20 days after their new appointment ([contact TCCOrientation@heart.org](mailto:TCCOrientation@heart.org))
- Ensures that instructor profiles are kept updated at all times
- For new TCCs: Are encouraged to participate in ECC's mentorship program
- For new TCCs: Must attend an eCard webinar

AHA Training Faculty (TF)

- Conduct Instructor Essentials courses and monitor, update, and coach instructors
- Ensure that the TC is capable of conducting quality Instructor Essentials courses, course monitoring, and instructor updates within the TC
- Each TC must appoint at least 1 TF in each discipline it teaches. Basic Life Support (BLS) TF can support both BLS Instructors and Heartsaver® Instructors; likewise, Pediatric Advanced Life Support (PALS) TF can support both PALS and Pediatric Emergency, Assessment, Recognition, and Stabilization (PEARS) Instructors.
- The recommended ratio is at least 1 TF per 8 to 12 instructors (in the same discipline) or at least 1 TF per TS if the instructor numbers are fewer than 12.
- TF status is a TCC appointment and is an internal position to that TC only. TF status does not transfer to other TCs. When a TF member transfers to another TC, it is as an instructor, not as a TF

Education Subcommittee Mentors

The Education subcommittee mentors bring a combination of skills, experience, passion, and knowledge, building resource capacity and improving the quality of AHA CPR training through mentoring new TCCs. The mentor or TCC must be an AHA Instructor and will be responsible for completing tasks outlined within the education mentorship program in a timely manner.

Training Center Policies and Procedures

Managing TC Agreement

The agreement will remain active until either party chooses to terminate the agreement with the required 60 days' written notice.

To ensure that each TC is meeting its contractual obligations, the ECC Quality and Compliance Team will conduct periodic reviews. All TCs should adhere to the terms of the agreement and AHA guidelines outlined in the PAM.

Course Monitoring

Course monitoring may be announced or unannounced. A TC's refusal to cooperate with or allow a course monitoring is grounds for termination of the TC Agreement.

The TCC must be available during a scheduled AHA Course Monitoring to answer any questions from reviewers and to ensure that the requirements are understood. Participation by TF is encouraged.

An unscheduled course monitoring may be conducted at the discretion of AHA Administration.

TCs using eCards have students complete the surveys that calculate a quality score. TCs have access to reports about their courses and instructors and are responsible for handling any issues that arise that reflect poorly on the quality of the course or instructor. The AHA reviews the scores quarterly and may contact a TC if improvement is needed.

If problems are identified during course monitoring or from student survey quality scores, the dispute resolution process will be initiated with the TC. [Refer to Dispute Resolution/Disciplinary Action.](#)

Transfer of TC Agreement

As stated in the TC Agreement, the agreement cannot be transferred or sold.

Adding a Discipline

TCs within the United States that wish to add or reinstate a discipline need to submit an application with appropriate attachments to the Account Lead.

Deleting a Discipline

The procedure for deleting a discipline is the same as for terminating a TC Agreement.

Terminating a TC Agreement

When a TC Agreement is terminated, the TC must perform the following steps:

1. All TC instructors must be notified in writing immediately. Copy Bonita Pete at tccsupport@heart.org on the email. If instructors wish to continue training, they must either receive a list of current TCs in the area or be directed to the AHA Atlas or the ECC Customer Support Center at 1-877-AHA-4CPR (1-877-242-4277).
2. The TC must ensure that its records are updated and complete and that they have issued all pending cards.
3. eCards are not transferable. Upon closure of the TC, any unissued eCards will no longer be available to the TC.

The ECC Customer Support Center will arrange reimbursement for current eCards according to the AHA's current policy on reimbursement. Refunds will not be issued for eCards until any outstanding balances are paid in full.

4. The TC may offer to hold instructor records (including course rosters and monitor forms) until new TCs have been designated; alternatively, the TC can inform instructors that their records are being sent to the ECC Customer Support Coordinator. Records must be sent to the new TC or to ECC within 30 days of the TC Agreement termination date. Instructor records may not be sent to individual instructors.
5. If the TC is requesting to terminate the agreement, they must submit the request on company letterhead and ensure that it is signed by the TC's signing authority.
6. The TC and TCC must deactivate all instructors aligned with the TC, eCard Locations, TC Admins, and TS. TCs can access this information by selecting the "My Courses" and "My Training Center" tabs on the TCC Atlas account.

Transitioning a TC to a TS

A TC must perform the following steps when transitioning from a TC to a TS:

1. The TCC must identify a TC that will accept the transitioning TC and its instructors as a TS. Instructors may select their own TC.
2. The TCC must notify all TC instructors of the closing or transition in writing at least 30 calendar days before the scheduled closing date; if the TC is closing with cause or the Agreement expires and either party chooses not to renew it, they must notify

instructors immediately. Copy [TCC Support@heart.org](mailto:TCC_Support@heart.org) on the email. If an instructor wishes to align with another TC, the transitioning TC will transfer the instructor's records to the requested TC after receiving a completed Instructor Records Transfer Request. Instructors must receive a current list of other TCs in the area (which can be found via the Find A Course tool).

3. The transitioning TC must ensure that all course and instructor records are updated and complete and that pending cards have been issued.
4. eCards are not transferable. Upon closure of the TC, any unissued eCards will no longer be available to the TC.

The ECC Customer Support Center will arrange reimbursement for eCards according to the AHA's current policy on reimbursement. Refunds will not be issued for course completion cards until any outstanding balances are paid in full.

5. The TC may offer to hold instructor records (including course rosters and monitor forms) until new TCs have been designated; alternatively, the TC can inform instructors that their records are being sent to the ECC Customer Support Coordinator. Records must be sent to the new TC or to ECC within 30 days of the TC Agreement termination date. Instructor records may not be sent to individual instructors.
6. If the TC is requesting to terminate the agreement, they must submit the request on company letterhead and ensure that it is signed by the TC's signing authority.
7. The TC and TCC must deactivate all instructors aligned with the TC, eCard Locations, TC Admins, and TS. TCs can access this information by selecting the "My Courses" and "My Training Center" tabs on the TCC Atlas account.

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:

- 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. [For more information please refer to Course Information Section](#)
- In support of the AHA ECC mission, the TC provides instructors with resources for obtaining equipment, marketing, or organizational support for courses.
- The TC conducts Instructor Essentials courses and provides updates to its instructors and TSs with the latest information on AHA courses, science guidelines, policies and procedures, the ECC Beat, and Training Bulletins and Memos. All updates must meet the timing requirements defined with each product or materials release.
- TC policies and procedures for instructors and administration of TSs cannot contradict AHA guidelines and policies as listed in the PAM.
- TC must prohibit smoking in classrooms and training facilities during all AHA ECC training programs.

- The AHA is an independent entity from any TC or TS. No TCC, TC, instructor, or other affiliated individual (employees, volunteers, or representatives) of a TC or TS may represent himself or herself as an employee of the AHA.
- TCs are responsible for ensuring that affiliated Individuals do not misrepresent themselves as AHA employees (eg, in their CV or LinkedIn profiles) if they become aware of such misrepresentation.

Liability Insurance for TCs

For the duration of its term as a TC, a TC must obtain and maintain at its expense general liability insurance from a carrier rated A, VII or better, with a limit equal to or greater than \$1,000,000, and a deductible no greater than \$25,000. This policy shall not be modified or canceled except after 30 days' prior written notice to the AHA. The TC must provide the AHA with a certificate of insurance to tc.tca.insurance@heart.org evidencing this coverage with its application and upon any insurance continuation of its TC status. This contractual requirement will be updated upon continuation of your TC Agreement.

Insurance Requirements

Before sending, please ensure that your document meets the following requirements:

- The legal name of your TC is listed within the "Insured" or "Description" section of the document, showing evidence that your center is included in the policy referenced.
- The "certificate holder" must reflect the following:

American Heart Association
7272 Greenville Avenue
Dallas, TX 75231

Certificate holder definition - certificate holder as indicated in the left-hand box at the bottom of the certificate is issued the document after making a request to either the policyholder or the insurance broker. Being a certificate holder means that the AHA was given proof that insurance is in effect. Additionally, if the policy is canceled, the insurance company will attempt to notify the AHA of the policy's cancellation.

- The document you are providing is a certificate of insurance. We cannot accept declarations or proposals, which do not provide proof that a policy was purchased.
- Your document provides proof of general liability insurance in the amount of \$1,000,000 if your center offers courses in Basic Life Support (BLS), Advanced Cardiovascular Life Support (ACLS), and Pediatric Advanced Life Support (PALS).

Self-Insurance Requirements

We require that a third-party issued certificate of self-insurance be provided to the AHA whenever a TC is requesting to substitute self-insurance for the insurance requirement. The following categories can be used in providing proof of insurance to the AHA. Please identify your category when forwarding a copy of the document via email or fax and include your TC ID number and TC name on the request.

1. Nongovernmental entities: Self-insurance certificates issued by third parties such as insurance carriers, state regulatory authorities, banks, etc, can be accepted.
2. Governmental entity or subdivision: A copy of the statute and reasonable proof signed by an individual with apparent authority to sign can be accepted, eg, a statement on letterhead stationery affirming self-insurance status.
3. Private hospitals, for-profit and not-for-profit: Provide a third party issued certificate of self-insurance. If not available, provide a copy of the statute and alternative proof of self-insurance.
4. Nonhospital and nongovernmental and no third-party-issued certificate available: Provide an alternative proof of self-insurance and any supporting materials available.

If you have any questions or need further assistance, please contact TCC Support by email at tccsupport@heart.org or by phone at 877-242-4277. We are open Monday - Thursday 8:00 a.m. to 5:00 p.m. CST and Friday 8:00 a.m. to 12:00 p.m. CST.

Managing Records

Overview

TCs may maintain hard copy or electronic records as long as all required records are available and can be provided to the AHA upon request. If the TC uses electronic records, it is recommended to back up the data with a data recovery system in case of a catastrophic loss of the hard drive. TCs must be able to print all electronic files.

Document Retention

- TCs must keep all required documents for at least 3 years after the date of action; for example, maintain records for 3 years past the last day of the course.
- A TC may store records at a TS as long as the records are available to the TC and accessible as requested by the AHA.

TC Documents

The TC must maintain the following required documents according to the retention policy stated above or its 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
- Agenda for each course provided by the TC
- The following written policies and procedures:
 - Equipment/manikin maintenance and decontamination
 - Internal TC dispute resolution policy
 - TS management/relations
 - Card maintenance and issuance

Course Files

TCs must maintain the following course records:

Provider Courses

- Completed course rosters
- Documentation related to dispute resolution (attach to course roster as indicated)
- Originals or a summary of course evaluations (used by students to rate the course and instructor)
 - *Note:* For facilities or TCs using eCards, the AHA no longer requires that course evaluations be on paper. (A student has the opportunity to complete an online course evaluation when claiming the eCard.) For facilities or TCs currently issuing paper course completion cards, the AHA still requires paper course evaluations.
- Original evaluations if there were problems with the course
- Student exam 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
- Skills Session paperwork for eLearning courses, including roster, certificate of completion for the online portion, and original or summary of course evaluations for the hands-on session

Instructor Essentials Courses

- Instructor Candidate Applications for all candidates in the course documenting that the candidate will align with a TC
- Completed certificate from Instructor Essentials online portion
- Completed course rosters for instructor led portion
- Documentation related to dispute resolution (attach to course roster as indicated)
- Originals or summary of course evaluations (used by candidates to rate the course and TF)
 - *Note:* For facilities or TCs using eCards, paper evaluations are no longer required. When issuing a printable course completion card, TCs must provide paper evaluations to students.
- 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

- All monitoring forms from the first class the candidate taught, which document that he or she did complete all the requirements for becoming an instructor
- All paperwork completed by a secondary TC must be sent to the primary TC. This is the instructor's responsibility.

Instructor and TF Records (All Disciplines)

The TC maintains files and documentation for all course activity for aligned instructors. The forms listed below can be found on atlas.heart.org.

- Instructor/TF Candidate Applications for all instructors aligned with that TC
- Instructor Monitoring Tool eForm
- Instructor/TF Renewal Checklists
- Instructor Records Transfer Requests
- Instructor/TF Teaching Activity Notice to Primary TC
- Documentation of administrative or disciplinary actions taken

Instructor Records Transfer

Instructor status may be freely transferred from one TC to another upon the instructor's request.

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

The original TC is required to notify the instructor of the process as listed below and to send whatever is on file in the instructor records.

Instructor records may not be sent to individual instructors.

The steps to transfer Instructor records from one TC to another are as follows:

- Instructor completes an Instructor Records Transfer Request, located on atlas.heart.org.
- The TCC of the TC where the instructor is transferring to signs the request and sends it to the instructor's original TC. Alternatively, the instructor may send the request to the original TC.
- The original TC sends complete, up-to-date, instructor records, or a list of all courses taught to the other TC within 30 calendar days after receiving the Instructor Records Transfer Request.
- Instructor records to include:
 - Instructor/TF Candidate Applications for all instructors aligned with that TC
 - Instructor Records Transfer Requests
 - Instructor Essentials Course Completion Notice to Primary TC
 - Documentation of administrative or disciplinary actions taken
 - Initial application form
 - Course monitoring
 - Renewal Forms

- Course Rosters (within the 3-year retention window for instructor records)
- Instructor/TF Monitor Forms
- Instructor /TF Renewal Checklists

Copies or originals are acceptable.

- Once original TC has sent requested instructor files, ***the accepting TC must verify that the instructor has been removed from the original TC Instructor List on Atlas***. The accepting TC will need to advise the instructor on how to complete alignment with his or her center on Atlas website.
- Upon verifying receipt of instructor records, and that the instructor has completed all necessary steps to hold current instructor status, the new TC accepts the instructor for listing on Atlas. At this time, the new TC must obtain the instructor card issued by the original TC and issue a new card for the instructor under new TC name.
- For an existing printed instructor card, the instructor card would be returned to the original Training Center that issued the card
- For an instructor eCard, the original issuing Training Center should reach out to the AHA via email at Atlas.support@heart.org to have the original instructor eCard deactivated. The following information is required to deactivate the instructor eCard:
 - Instructor First and Last Name
 - Instructor Email(the email associated with the eCard)
 - Instructor ID Number
 - Specific card to deactivate
 - Reason for request
- Once an instructor card is deactivated, that action cannot be reversed
- The deactivated Instructor eCard will not be returned to the Training Center's eCard inventory
- Accepting TC must
 - Complete a skills test
 - Conduct course monitoring
 - Verify required courses taught
 - Review any documentation related to administrative and disciplinary actions taken
 - Retain a copy of the Instructor Records Transfer Request

Interfacing With Instructors

Responsibilities of TCs to Instructors

The AHA recommends that TCs have written Alignment Agreements that ensure instructors meet all requirements. This might include, but is not limited to, having instructors sign a contract. At a minimum each TC is responsible for

- Ensuring that all instructors are aligned with the TC on Atlas
- Providing guidance and assistance to instructors as needed

- Maintaining a current list of instructor ID numbers from Atlas
- Providing instructors with notification of all ECC Training Bulletins, Training Memos, and issues of ECC Beat placed on Atlas
- Conducting instructor update courses as needed
- Maintaining complete and accurate instructor records
- Transferring instructor records to a new TC within 30 days after receiving an Instructor Records Transfer Request
- Ensuring that instructors use all current course materials

TCCs must inform their instructors of the requirement to comply with all AHA policies and Ethics/Code of Conduct. TCCs must also provide first-line support to their instructors.

Listing on My Courses

Each TC in the United States has the opportunity to list upcoming courses and skills sessions on the My Courses search engine. TCs can also grant permission for a TS or instructors to post course activity.

To be included on the My Courses search engine, TCs

- Provide current TC data (name, address, phone number, etc)
- Complete an online authorization form
- Post current course information and modify as needed

Each TC is responsible for ensuring that the TC data provided to the AHA are current. If the data are inaccurate and the AHA cannot obtain updated information from the TC, the AHA will remove the TC listing without additional notification to the TC or the TS.

Course Completion Card Management

Re-Routing of cards

An eCard that has been issued to a student but has not been claimed by that student may not be reclaimed by the TC or Instructor and re-issued to another student. Regardless of whether or not a student has claimed their eCard, the eCard must remain available to the student who successfully completed the course and was issued the eCard. The student may claim their eCard anytime during the two-year period following successful completion of their course. Any TC or Instructor who reclaims a student's eCard and re-issues that eCard to another student is out of compliance.

The edit function allows for a misspelled name or a change in business email of the original student.

Ordering Course Completion Cards

Only a TCC (or another authorized TC representative designated by the TCC) can use the confidential security ID to order eCards or course completion cards for approved

disciplines. The TCC must keep this security ID confidential. The TCC has final responsibility to the AHA for the security ID. The TCC must notify the ECC Customer Support Center at Atlas.support@heart.org or 877-242-4277 **immediately** if the security ID is suspected as lost, stolen, disclosed, or used without authorization. The AHA may change the security ID if deemed necessary to maintain the confidentiality of the security ID. Misuse of the confidential security ID could result in termination of the TC Agreement.

Course completion cards can be ordered only from an authorized distributor. The TCC or authorized designee must have a valid security ID.

On July 1, 2019, most AHA US-based TCs (including TSs and instructors) began purchasing AHA CPR and ECC training materials directly from the AHA. AHA customers can now order print materials, videos, eBooks, eLearning, CPR Anytime kits, and more through a new website and toll-free number. Students and others can also order from the new eCommerce site.

ShopCPR Customer Support

By Phone: 1-888-CPR-LINE (277-5463); available Monday – Friday, 8:00 a.m. – 6:00 p.m., Central Time

By Email: ShopCPR@email.shopcpr.heart.org.

Need Technical Support?

If you are experiencing technical issues with the website or a digital product please contact our technical support team.

AHA Technical Support

By Phone: 1-888-242-8883; available Monday – Friday, 8:00 a.m. – 5:00 p.m., Central Time

By Email: eLearning.help@heart.org

General AHA Vendor Information

Company Name: American Heart Association, Inc.

Street Address: 7272 Greenville Avenue

City: Dallas

State: Texas

Zip Code: 75231

Federal Tax Identification #: 13-5613797

Length of Years in Business: Incorporated in 1924

D&B (Dun & Bradstreet D-U-N-S® number): 073284507

EIN (Employer Identification Number): 13-5613797

Federal Tax Classification: 501 (c) (3) Exempt Org

While most of the AHA Training Network orders directly from the AHA, a small portion of our Training Network with different business needs purchases materials from a single distributor, WorldPoint.

WorldPoint will serve identified AHA TCs and their affiliated TSs and instructors whose primary business is providing training. All TCCs who fall into this category should have received advanced notification from both WorldPoint and the AHA. TSs, instructors, and students should connect with their TCs with any questions about their distribution channels. TCs that order from WorldPoint should visit worldpoint.com, contactcustomersolutions@worldpoint.com, or phone 888-322-8350 for more information and to place orders.

Issuing Course Completion Cards and Security

- | | |
|---|---|
| <ul style="list-style-type: none">• AHA eCards and course completion cards contain security features and have the AHA logo. For more information, please refer to the Course Card Reference Guide Updated 10/2023 located on Atlas. | <ul style="list-style-type: none">• TCs must never allow a course roster to be given to a provider in the place of a course completion card. Course rosters contain personal data of providers and must be protected. |
| <ul style="list-style-type: none">• Effective January 2018, use of Instructor eCards is mandatory in all disciplines. | <ul style="list-style-type: none">• The instructor's ID number (assigned by the IN) must be included on all provider cards. |
| <ul style="list-style-type: none">• Effective February 2021, use of Instructor eCards is mandatory in all disciplines. | <ul style="list-style-type: none">• TCs cannot sell or give course completion cards to other TCs or non-AHA organizations. |
| <ul style="list-style-type: none">• To verify an eCard, go to ecards.heart.org/student/myecards and enter the eCard code or scan the QR code on the student eCard. | <ul style="list-style-type: none">• TCs can only issue eCards or course completion cards to students who have successfully completed an AHA course through that TC. |

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- eCard: The TCC may allow an eCard location to issue eCards. However, the TCC has final responsibility to the AHA for all eCards, including those issued by an eCard location. The name of the TC will appear on the eCard.
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- Each student who successfully completes an AHA ECC course must be issued the appropriate course completion card.
 - AHA TCs issuing the Heartsaver for K-12 Schools eCards must obtain written approval from a parent/guardian before gathering data online from students under the age of 13. TCs may wish to consult legal counsel regarding the Children's Online Privacy Protection Act (COPPA) and other regulations.
-
- Advisor: BLS course completion cards accommodate students who pass the cognitive portion of the HeartCode® BLS Provider Course but cannot perform the physical skills of CPR. By successfully advising others how to perform CPR and use an AED, HeartCode BLS students with disabilities can receive an Advisor: BLS card. Students should check to make sure their workplaces will accept these cards. Advisor: BLS cards are available exclusively to authorized TCs for issuance in accordance with AHA policy.
 - K-12 cards may be issued for all Heartsaver courses taught in schools for kindergarten through 12th grade. This includes elementary, middle, junior high, and high schools. This card may be issued to the schools' students, faculty, and staff. "Faculty" refers to teachers and coaches; "staff" refers to an employee of a K-12 school or K-12 school system.
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- The TC of the instructor who conducts the provider course is responsible for card issuance and security. If an instructor is invited to teach at a second TC or with an instructor from another TC (the sponsoring TC), the course completion cards are issued by that sponsoring TC.
 - Heartsaver and K-12 courses provide both an e-card and paper card option. All other disciplines are e-card only.
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- Each TC must be able to document how it maintains card security and accountability. Only the TCC and persons he or she designates may have access to blank AHA course completion cards.
 - Paper card: The TCC has final responsibility to the AHA for all course completion cards, those issued to a TS. Before the TC distributes course completions cards to a TS or instructor, the name of the TC must always be printed on the course completion card. TCs may not release blank cards that do not contain the TC name to a TS or instructors.
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- All course completion cards must be in students' hands as quickly as possible but no later than 20 business days after the course completion date.
 - SMS Texting Feature Available for Students to Claim and View eCards. TCCs and instructors, please inform your students that they can opt in to receive text messages to claim and view their eCard by texting eCard to the number 51736.
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- o Note: For students to opt in to this service, an instructor or TC must first enter the student's mobile phone number in the eCards system (in the field marked Phone (optional)) when issuing an eCard. If a student attempts to opt in and his or her number is not in the system, he or she will receive a message that the phone number is not found.

For more information on course completion cards, [refer to the Course Card Reference Guide \(UPDATED 10/23\)](#) on Atlas.

Filling Out Course Completion Cards

Paper cards: The AHA requires the appropriate paper course completion cards be stamped, typed, or computer printed to reduce the risk of alterations. The information printed on the course completion cards must be complete and legible. It is permissible for the TC, TS, or instructor to legibly hand-write information required on the front of the card only (student name, issue date, and recommended renewal date). The handwritten information must be printed in blue or black ink. All information on the back of the card must be stamped, typed, or computer printed.

eCards: The TC name and ID number to be included on the eCard is automatically provided and the instructor name and ID number are provided via a dropdown box.

If requested, a TC will replace any paper course completion card that it or its TS produced that is inaccurate or illegible. The content of AHA course completion cards cannot be altered in any way.

The Atlas provides the instructor ID number that is required to go on course completions cards. All instructors must have only one instructor ID number.

[Refer to the Course Card Reference Guide \(UPDATED 10/23\)](#) on Atlas for further details on how to complete AHA course completion cards.

Course Completion Card Validity Period

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

The only exception is the Heartsaver Bloodborne Pathogens Course participation card. Per the Occupational Safety and Health Administration, this course participation card is valid for only 1 year.

For US TCs conducting courses outside the United States: If a government statute or requirement mandates a period other than 2 years, [contact ECC International at eccinternational@heart.org](mailto:contact_ECC_International@eccinternational@heart.org) for assistance and guidance.

Duplication/Replacement of Lost Paper Course Completion Cards

- A replacement course completion card received from a TC is as valid as the original course completion card.
- Use the same dates as the original course completion card.
- It is the TCs responsibility to issue a replacement course completion card if a card is lost, mutilated, or not filled out according to the guidelines [found in the Course Card Reference Guide \(UPDATED 10/23\)](#) on Atlas, or if it becomes otherwise unusable. In such cases, the instructor will advise students to contact the TC that issued the original course completion card.
- The TC may set a fee for reissuing a course completion card. The TC will verify course completion before issuing a duplicate course completion card.
- Do not refer students or instructors to the AHA for replacement course completion cards.
- Students can access their eCards at [www.heart.org/CPR/mycards\(link opens in new window\)\(link opens in new window\)](http://www.heart.org/CPR/mycards(link opens in new window)(link opens in new window)). All current and previously issued eCards are available in their student profiles.
- Students can now edit their own eCards. Previously, only the TCC or TC Administrator could make changes on behalf of students. Students can request changes from their eCards Student Profile page, and then the TCC will be alerted to accept or deny the changes.

Damaged Paper Course Completion Cards

- If course completion cards are damaged in shipment, the TCC should contact 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 course completion cards are damaged by the TC/TS during printing, printing errors, or other damage not related to shipping.

Course Fees, Materials, and Equipment

Course Fees

The AHA does not set or receive fees for courses offered by TCs or instructors. It is the responsibility of the TC and/or instructor to determine what fees, if any, to charge for their courses and to ensure that their billing practices comply with applicable laws.

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

The American Heart Association strongly promotes knowledge and proficiency in all AHA courses and has developed instructional materials for this purpose. Use of these materials in an educational course does not represent course sponsorship by the AHA. Any fees charged for such a course, except for a portion of fees needed for AHA course materials, do not represent income to the AHA.

Use of AHA Materials

Large Print

The AHA will provide PDF versions of our materials that allow the user to magnify to a larger print. All requests for PDFs must

- Come from the TCC of the campus where the student is taking the course
- Include the full title and AHA product number of all materials needed
- Include proof of purchase of the printed product (such as a receipt for the materials or a roster confirming the student's current enrollment in the course; the name of the student can be redacted, but the receipt must show the name of the course)

K-12 Libraries

Each student must have the current appropriate course textbook 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. Students may reuse their textbooks during renewals or updates until new science guidelines are published.

Employee Libraries

The **only exceptions** to all students having their personal/appropriate course textbook are as follows:

- TCs that are *hospitals, emergency medical services (EMS) agencies, law enforcement agencies, or fire departments* and that train only *their own employees* may establish a library of healthcare-level provider textbooks ("Employee Library") for the use of their employees in training and during working hours.
- The Employee Library must contain at least as many copies of the applicable textbook as the average number of employees trained in the given discipline during a 3-month period.
- Each copy of the textbook must be the current edition, in good condition, and include all original parts.

- The Employee Library must be open and textbooks available to the trained employees at their worksite during their working hours. This means that a TC that wishes to use the library exception with trained employees at several different facilities will need to establish an Employee Library at each facility. A trained employee is one who has completed an AHA course within the past 2 years.
- All other requirements for delivery of training must be met as defined in the appropriate Instructor Manual and training materials.
- The AHA recognizes the opportunity to support advocacy for CPR in schools, and it will allow a library of books for K-12 schools that meet these conditions:
 - Establishing a library of books should be considered for K-12 schools in areas where legislation mandates training or the school systems have no budget or sustainable resources for the training. K-12 schools should review local AHA advocacy efforts and request that the Community CPR managers provide resources where possible.
 - Library options are available only for Heartsaver and Family & Friends® CPR Courses in K-12 schools. If established, a library of books for a K-12 school must provide each student with a book to use before, during, and after the course.
 - K-12 schools with healthcare-related programs cannot use a library option for BLS Provider Manuals because of the nature of these programs; in these cases, each student must have his or her own book for the duration of the course.

TCs that fail to comply with the requirements may not issue eCards or course completion cards.

TCs using the Employee Library exception must have a written policy, that provides direction on how the library will be implemented and monitored.

At a minimum, the written policy will state how the TC determines the average number of books held in its library and how trained employees can access the library at any time before, during, and after an AHA course.

Core Curriculum

Each AHA course must follow the guidelines and core curriculum in the most current editions of the course textbook or Instructor Manual. Current editions of AHA course materials must serve as the primary training resource during the course.

Instructor Material Requirements

All AHA Instructors are required to have their own current copy of Instructor Manuals and Provider Manuals/Student Workbooks for each discipline they teach.

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 verify that the course equipment is clean and in working condition before the course
- Appropriate equipment is available in sufficient quantities (as outlined in the Instructor Manual) and in good working order at each course conducted by the TC and/or its TSs or instructors

Copyright of AHA Materials

Copyright/Copying of AHA Material

The AHA 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.

To request permission to reprint, copy, or use portions of ECC textbooks or materials, submit a written request to the AHA.

For more information, [see the copyright information page](#) on the AHA website.

Quality Assurance Plan

Quality Assurance

Quality assurance is the key to an effective ECC training program. The TC is solely responsible for the quality of the courses it provides and its compliance with AHA policies and guidelines.

Instructor Alignment

Requirements for Instructor Alignment

An instructor candidate must complete all requirements and align with an approved primary AHA TC that is authorized by the AHA to teach in that territory before teaching a course other than the initial monitored course. Only instructors aligned with a TC are authorized to teach courses and issue course completion cards.

The following are requirements for instructor primary alignment:

- 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 TCC may require a meeting with or monitoring of the instructor applicant before acceptance. The course monitoring will be done by designated TF. The TCC decides whether to accept the instructor for alignment. This decision is final.
- TCs may cancel the alignment (deactivate) of an instructor with their TC who fails to act in accordance with AHA course policy or TC policy.
- 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 may align with more than 1 AHA TC. The instructor may have to meet additional teaching and monitoring requirements as determined by each additional TC.
- The primary TC is responsible for instructors' adherence to AHA guidelines. This includes instructors with multiple alignments.

Responsibilities of TCs to Instructors

The AHA also encourages TCs to provide excellent experiences for their students in not only the quality of instruction, but also the environment in which classes are conducted. Students should feel safe, secure and comfortable. To ensure a safe and secure environment for students and instructors, each TC is expected to establish guidelines or requirements for its instructors to address these concerns. Such guidelines may include restrictions on location, time, and attendance, in addition to environmental concerns, such as being smoke-free, or managing heating, air conditioning, lighting, and odors.

Examples of quality environments includes:

- A smoke-free facility, including surrounding grounds, parking lots, and entrances
- A nonresidential facility, unless held in a public common area such as a fitness room of an apartment complex
- No fewer than 3 students in attendance at any given time
- A secure facility with sufficient restriction to access to prevent outside intrusions
- Heat and air conditioning set at a comfortable temperature in consideration of the physical activities involved in the class
- Clean tables, chairs and floor conducive to learning and comfort
- Start and end times scheduled and adhered to consistent with local workday and after-hour activity times
- Adequate lighting to facilitate the learning experience
- Absence of noises, odors, nonparticipants, and other disturbances/distractions that may negatively impact the students
- Respect for local customs

Instructor Deactivation Process

- For an existing printed instructor card, the instructor card would be returned to the original Training Center that issued the card.
- For an instructor eCard, the original issuing Training Center should reach out to the AHA via email at Atlas.support@heart.org to have the original instructor eCard

deactivated. The following information is required to deactivate the instructor eCard:

- Instructor First and Last Name
- Instructor Email (the email associated with the eCard)
- Instructor ID Number
- Specific card to deactivate
- Reason for the request
- Once an instructor card is deactivated, that action cannot be reversed.
- The deactivated Instructor eCard will not be returned to the Training Center's eCard inventory.

Instructor Status Revocation Process

Instructor Revocation is a decision of the American Heart Association.

Revocation of instructor status means the privilege of claiming Instructor status, aligning with a TC, and issuing AHA course completion cards is no longer allowed.

The following are key points on instructor status revocation in the United States:

- If an Instructor is no longer aligned with a TC, the Instructor card is surrendered to the primary TC if requested.
- The TC shall then report its decision to ECC by submitting the information to complianceadmin@heart.org.
- Once ECC finalizes its decision to revoke an Instructor's status, the Instructor card must be returned to the issuing TC or the AHA.
- Instructor status revocation does not revoke Provider card status.
- Where serious Instructor violations are confirmed, and the TC has not taken action, the AHA may take steps to revoke the Instructor status in an attempt to maintain the quality of the courses.

Reasons for Instructor Revocation

The following are reasons for revocation, but this list is not all-inclusive of reasons that can result in revocation:

- Falsification of class records
- Nonadherence to AHA guidelines and curricula
- Producing or issuing non-AHA course completion cards
- Continued instruction that is inconsistent with AHA standards for the course/program after remediation by the TCC, TF, and ECC staff
- Using non-AHA exams or breaching security of AHA exams
- Inappropriate activities, language, harassment, or conduct during courses or directed toward other instructors, students, ECC staff, or volunteers

Training Sites

Effective January 31, 2019, US TCs are required to provide TS information on the Instructor Network (now Atlas)

An AHA TS operates with the authorization of an AHA TC and meets the following minimum requirements:

- Has a business legal name
- Teaches AHA courses in accordance with the official AHA Guidelines for CPR and ECC
- Maintains at least five AHA Instructors who train more than a combined 250 people each year
- Owns and maintains all equipment needed for teaching AHA courses, including manikins that meet feedback device requirements (equipment may not be borrowed from the TC)
- Meets minimum technical requirements
 - Uses latest version of one of the top 3 or 4 Internet browsers by market share
 - Maintains knowledge of and effectively uses AHA Training Network applications, such as the AHA Atlas, eCards, eLearning, or eBooks

TS Responsibilities

A TS must

- Conduct AHA courses by following the guidelines outlined in the PAM and in the Instructor Manual for each discipline the TS is approved to teach
- Meet the same standards as TCs with regard to equipment and instructors in each discipline that the TS will teach
- Maintain course and instructor records meeting the same requirement and standards of the TC and submit reports as requested to the TC
- Appoint a coordinator who meets the defined position requirements and who is approved by the TCC. The TCC must designate TF for each discipline taught at the TS so that quality monitoring, mentoring, and evaluation of instructors will be met

Management of TS

It is the responsibility of the TC to ensure that its TSs comply with all policies and procedures outlined in this manual as well as with the TC's own policies and procedures and the TC Agreement. If a TS does not comply with the policies and procedures outlined in this manual, the TC Agreement may be terminated.

- The TC must have a signed letter of agreement/understanding on file with each TS that can be made available to the AHA upon request.
- The TCC ensures that appropriate equipment is available in sufficient quantity (as outlined in the Instructor Manual) and in good working order at each course

conducted by the TC and/or its TSs or instructors. This can be accomplished by visits to each TS and by regular course/skills session monitoring.

Boundaries and Recognition of Status

Training Boundaries

Within the United States

The TCs (including all affiliated instructors and TSs) may only offer their AHA courses in the geographic territory defined in their TC Agreement as the United States, excluding its territories. The excluded territories include American Samoa, Guam, Northern Mariana Islands, Puerto Rico, and the US Virgin Islands.

Training Outside of Home Country

The information below provides a process by which AHA Instructors can conduct courses and issue AHA cards outside of the country where their International TC (ITC) is based.

The AHA acknowledges that many AHA Instructors and TCs have ongoing relationships within the international medical and safety communities. Often these contacts request training outside of the country where the TC is located. Generally, a TC is approved to offer AHA training in only its country of incorporation. This will outline the process to obtain permission for these courses and to ensure the quality of international training.

Provider Training

The AHA's preference is to direct training to local TCs whenever possible. A local TC can follow up with provider course participants after 2 years to support ongoing training; the local TC can also select participants in its provider courses to enroll in future Instructor Essentials courses to further develop the Training Network.

If training is requested where there is a local TC, the AHA will direct training to a local TC, unless there is a compelling reason that the local TC cannot support the training. If there is no local TC, instructors can travel from a TC in a different country to offer provider training, after they have obtained approval from AHA's ECC International Department.

To obtain approval, an applicant must submit an International Training Application. The application must be filled out completely and submitted at least 6 weeks before the start of the proposed training. Approval is not automatic. The applicant must also submit a letter of support from his or her TC as well as copies of the AHA Instructor cards of all instructors participating in the training.

The [International Training Application \(PDF\) UPDATED 11/16/22](#) can be found on the AHA website.

AHA Instructors must comply with the standards in the current *Program Administration Manual—International Version* as well as the discipline-specific Instructor Manual, regardless of where the course is taught.

Instructor Training

Approval for instructor training follows the same process as approval for provider training, but with additional requirements. Because all AHA Instructors must be aligned with a local TC to be active as an instructor, any TC applying to offer Instructor training in a different country must have a plan for the potential instructors to align with a local TC before the training can be approved.

If the TC is planning to provide instructor training to an organization abroad that is applying for TC status, the organization must submit the application and receive initial approval before the instructor training can be approved. It is important that the TC planning to provide the training and the TC applicant be in contact with the AHA throughout the process. If you have questions about offering instructor training to a potential TC, [contact eccinternational@heart.org](mailto:contacteccinternational@heart.org) ([opens new window](#)).

Prohibited Countries List

As a US corporation, the AHA abides by the US government's rules and regulations that prohibit or restrict conducting business transactions with certain countries, individuals, and entities. All AHA TCs in the US, TCs, ITCs, and their sites must abide by the US government's directives on such transactions including:

- [Terrorist Designations and State Sponsors of Terrorism](#)([link opens in new window](#))
- [Foreign Corrupt Practices Act](#)([link opens in new window](#))
- [Denied Persons List/Unverified List/Entity List/Specially Designated Nationals List/Debarred List/Nonproliferation Sanctions](#)([link opens in new window](#))
- [Sanctions Programs and Country Information](#)([link opens in new window](#))

If you have questions, please contact AHA's ECC International Department at [contact eccinternational@heart.org](mailto:contacteccinternational@heart.org) ([opens new window](#)).

Recognition of Status

Overview

The AHA ECC Programs recognizes the mobility of its providers and instructors and encourages them to remain active in the ECC Training Network wherever they move. The list below details recognition of status in the ECC Training Network in the United States and Internationally.

Within the AHA

Provider

- Recognized by all AHA TCs worldwide

Instructor

- Recognized nationally and internationally
- An instructor card supersedes a provider card. Provider status (for the same discipline) is deemed current as long as the instructor card remains valid. The AHA does not require an instructor to have a valid provider card. However, policy from different agencies or regulatory bodies may make it a requirement.

TF

- A TF appointment is not transferable between TCs.
- A TF member who transfers to another TC will need to work with the new TC to establish TF status.

Heart and Stroke Foundation of Canada

The Heart and Stroke Foundation of Canada (HSFC) works closely with AHA ECC. **US TCs and instructors are not permitted to teach in Canada unless they are aligned with an HSFC training program.** The following list details recognition with the HSFC in the United States.

HSFC Provider card

- Recognized by the AHA
- Can be used for admission to an AHA provider renewal or Instructor Essentials course in the same discipline

HSFC Instructor card

- Recognized by an AHA TC in the same way as an instructor card issued by an AHA TC

International TCs

The role of the ITC and the US TC is the same. The AHA seeks consistency in training in all TCs, both in the United States and globally.

AHA course completion cards issued by any AHA TC should be considered equivalent, regardless of their country of origin.

Contact ECC International for questions about international recognition at ecc.international@heart.org[\(opens new window\)](#)[\(link opens in new window\)](#)

Recognition of Other Organizations Not Listed

For questions about AHA recognition of other organizations not listed above, contact the ECC Customer Support Center at Atlas.support@heart.org or 877-242-4277.

For questions about international organizations not listed, [contact eccinternational@heart.org](mailto:eccinternational@heart.org) ([opens new window](#)).

Course Information

For specific course information, please refer to the appropriate Instructor Manual

General Information

AHA ECC Classroom-Based Course Criteria

An AHA ECC classroom-based course must meet the following criteria before a course completion card may be issued and the course is 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. Specialty Faculty do not count in the required student-to-instructor ratio as outlined in the appropriate Instructor Manual.
- The course must be taught according to the guidelines and core curriculum set forth in the current editions of the AHA course textbook(s) and/or Instructor Manual(s). An instructor can add topics before or after the AHA core curriculum, so long as the addition of these topics does not interrupt the flow of the course or impact the instructional design of the course.
- Each student must have the current appropriate course textbook 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. [See Course Fees, Materials, and Equipment for more information.](#)([link opens in new window](#))([link opens in new window](#))
- The current edition of AHA course materials and exams must be used. Refer to the specific course Instructor Manual for the current edition of course materials.
- After successful course completion, the appropriate AHA course completion card must be issued. The course completion card must meet all AHA card issuance requirements.
- A course evaluation form must be used in each ECC course to obtain feedback from students on course content and instructors. The AHA strongly encourages the use of the AHA's course evaluation form on Atlas. If a TC elects to use its own evaluation form, the form must contain all the information on the AHA's course evaluation form. Note: For facilities or TCs using eCards, course evaluations are no longer required to be on paper.

Any changes or deletions to the core curriculum of each AHA Course Instructor Manual would cause the course to be out of compliance and an AHA course completion card cannot be issued.

Validation

After a student completes the online portion of an AHA eLearning course, an instructor for that course discipline can conduct the skills practice and testing.

To validate students' completion certificates,

1. Go to eLearning.Heart.org(opens new window)(link opens in new window)(link opens in new window)
2. On the home page, scroll down to "Verify a Certificate"
3. Click on "Verify Certificates"

Continuing Medical Education/ Continuing Education Units

Some AHA classroom courses provide continuing education (CE) credit. TCs are encouraged to offer CE credit whenever possible for ECC courses.

Some online AHA courses do qualify for CE, CE (CEUs), or continuing medical education (CME) credit for doctors, nurses, and EMS professionals. Access eLearning.heart.org for continuing education opportunities and Learn.Heart.org for additional professional education opportunities.

The AHA is contracted to offer EMS students Continuing Education Hours (CEHs) through the Commission on Accreditation for Pre-Hospital Continuing Education (CAPCE)* for several disciplines:

- ACLS
- ACLS Experienced Providers (ACLS EP)
- BLS
- PALS
- PEARS

**CAPCE accreditation does not represent that the content conforms to any national, state, or local standard or best practice of any nature.*

Note: EMS CE through CAPCE is available only for the US market. Due to contractual obligations for claiming CAPCE credit available to all EMS professionals, the TC is **required** to collect and submit information requested on AHA Atlas for every EMS professional who completes the activity.

The AHA does not require the student to accept the CE offering. The AHA recognizes that not all students will need the credit, and not all of their licensing agencies will accept the credit. However, when a provider completes one of these courses, the TC will report the credits to make them available to that provider, whether the provider needs them or not.

When a provider completes one of these courses, the TC will make these credits available to that provider.

Visit [Atlas.heart.org](https://atlas.heart.org) or contact the ECC Customer Support Center for more information.

Course Equipment

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.

Effective January 31, 2019, the AHA requires the use of an instrumented directive feedback device or manikin in all AHA courses that teach the skills of adult cardiopulmonary resuscitation (CPR). Specifically, an instrumented directive feedback device or manikin is one that, at a minimum, provides audio or visual (or both) feedback on the rate and depth of compressions during CPR training. This requirement will impact BLS, ACLS, ACLS EP, and Heartsaver® courses. In the future, as more devices become available for child and infant CPR, we will also require the use of feedback devices in courses that teach the skills of child and infant CPR.

With the increase in popularity and functionality of electronic tablets in the past few years, there has been a surge in development and use of tablet-based monitor/defibrillator applications.

Some of these tablet applications have the functionality of a monitor in which students can demonstrate that they know how to defibrillate, pace, or cardiovert by pushing the correct buttons.

For the tablet-based monitor simulator to be used as a monitor/defibrillator in advanced AHA courses, the student must be able to do the following with the tablet-based monitor:

- See the rhythm running on the monitor on the tablet screen
- Connect the tablet to the simulated patient with electrodes and defibrillator/pacing pads
- Physically push a button to charge and shock and sync if applicable
- Physically push buttons to set the rate and output while pacing

For the tablet-based monitor to be used as an automated external defibrillator (AED) trainer in AHA courses, it must meet the following requirements:

- The student must be able to connect the tablet to the simulated patient with defibrillator pads.
- The student must be able to physically push a button to charge and shock.
- The device must give the student step-by-step instructions consistent with standard AEDs and AED trainers.

Laws, Rules, and Regulations

Each TC is responsible for complying with all applicable laws, rules, and regulations including, but not limited to, the Americans With Disabilities Act (ADA). For more information on the AHA and ADA, refer to [Americans with Disabilities Act](#).

Use of *Healthcare Provider* Term in Advanced Courses

There is no limitation for current, active healthcare providers to attend AHA advanced courses or to be considered as instructor candidates for advanced courses. The AHA uses the term healthcare provider to be inclusive of any potential member of a resuscitation team. Because AHA's course materials are translated and used globally, the term is broad enough to account for the fact that certain professions outside of the United States do not require the same level of licensure.

Provider Courses

For descriptions of specific AHA provider courses, see the AHA website or the Instructor Manual for that course.

Several of the provider courses have prerequisites. For more information, instructors should refer to the discipline-specific Instructor Manual.

eLearning

The AHA eLearning programs offer instructors maximum flexibility in educating and training healthcare professionals and lay responders. The AHA offers a variety of web-based and personal kit programs.

- Instructors will perform skills practice and testing to complete the course as indicated.
- Instructors may offer remediation.
- These products may also provide CE opportunities for physicians, pharmacists, nurses, and EMS personnel.

To document the issuance of a course completion card, copies of the completion certificate for the online course and course roster must be completed and filed with the TC. Use the same procedures to file online course paperwork as for classroom-based courses.

For more information about AHA eLearning programs, visit [Atlas.heart.org](https://atlas.heart.org).

Provider Course Director

The following guidelines apply to Provider Course Directors:

- For instructor-led courses, each advanced life support provider course (ACLS, ACLS EP, PALS, and PEARS) must have a Course Director physically present on-site

throughout the course. For courses using blended learning, a Course Director is not a requirement. TCs can require Course Directors for blended-learning skills stations, if they choose.

- A Course Director for advanced courses must be appointed by the TCC. The Course Director may also fill the role of instructor in the course.

Provider Course Instructors and Specialty Faculty

The following guidelines apply to provider course instructors:

- AHA courses must be taught by AHA Instructors with current instructor status in their specific discipline.
- A Lead Instructor for nonadvanced courses must be assigned by the TCC.
- Course Directors are responsible for monitoring Specialty Faculty (eg, an anesthesiologist who teaches airway management) in every course they teach to ensure that they follow AHA guidelines.
- Specialty Faculty may assist in teaching advanced-level courses at the discretion of the TC and with the prior approval of the Course Director. Specialty Faculty must adhere to the core content.
- The total number of Specialty Faculty instructors may not exceed 50% of the total instructor staff. Specialty Faculty do not count in the required student-to-instructor ratio as outlined in the appropriate Instructor Manual.
- An AHA Instructor of the appropriate discipline must do the formal assessment or testing of students.

Provider Course Lead Instructor

The following guidelines apply to Lead Instructors for provider courses:

- Each basic life support provider course must have a Lead Instructor physically present on site throughout the course.
- The Lead Instructor can also fill the role of instructor in the course.
- The Lead Instructor is responsible for course logistics and quality assurance.
- The Lead Instructor is assigned by the TCC.

Provider Course Structure

The following guidelines apply to provider course length, Lesson Plans, agenda, and student-to-instructor ratios:

- The course educational objectives must be met according to the current guidelines in the course Instructor 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 Manual. Participants must attend all course sessions as established by the agenda for successful completion of the course.
- 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.

Provider Course Completion

To receive a course completion card, the student must complete the following as indicated in the course-specific Instructor Manual:

- Attend and participate in the entire course
- Pass required skills tests
- Pass required exams

The Course Director or Lead Instructor is responsible for verifying that the student has met all requirements for course completion.

AHA course completion requirements cannot be applied to future AHA courses. Content that a student covered in one course cannot be skipped in a different course later. Each AHA course has course completion requirements that must be met per the Instructor Manual for a course completion card to be issued.

Provider Course Student Assessment

Provider Course Exam

The following rules apply to the exam:

- Each AHA course must use the current version of the exam. All exams for instructor-led courses are placed on Atlas for TCCs to access at the Exams link. The only exception is the exam for Bloodborne Pathogens; this exam is located in its respective course section with the other course materials needed to teach the course.
- Exams are copyrighted; therefore, TCs may not alter them in any way or post them to any Internet or intranet sites. This includes Precourse Self-Assessments.
- Use of an altered exam or another exam 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.
- When an instructor administers the exam, the exam is administered in a proctored setting. In some eLearning courses, the exam is included in the software program, according to the policy for that individual course.
- As part of new education methodologies, the AHA has adopted an open-resource policy for exams administered online through an eLearning course and in a classroom-based course. *Open resource* means that students may use resources as reference while completing the exam. Resources could include the Provider Manual either in printed form or as an eBook on personal devices, any notes the student took during the provider course, the *2020 Handbook of ECC for Healthcare*

Providers, the 2020 Guidelines Update for CPR and ECC, posters, etc. Open resource does not mean open discussion with other students or the instructor.

Provider Course Skills Testing

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

Students may use the *Handbook of Emergency Cardiovascular Care for Healthcare Providers* and ECC algorithms for the Megacode Skills Test in the ACLS Course and the case scenarios in PALS Course at the discretion of the Course Director.

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

Students in advanced life support courses are not required by the AHA to have a current BLS Provider card, but they are expected to be proficient in BLS skills. TCs have the option to require a current BLS card.

The AHA no longer offers a “challenge” option, where students may complete course testing requirements without participating in an AHA instructor-led training or blended learning course. To demonstrate proficiency in knowledge and skills, all students must complete a provider course every 2 years to maintain their course completion card. Students who believe they have mastery of knowledge may wish to complete the blended learning version of the provider course or, for ACLS and PALS Courses, attend an instructor-led update version of the course.

Instructors are permitted additional flexibility options in the hands-on sessions, including:

- Breaking up the hands-on session agenda into subsets of (whole) lessons for shorter time segments
- Using a 1:1 student-to-manikin ratio to shorten practice sessions
- Using a 1:1 student-to-instructor ratio to shorten skills testing
- Using mock codes or taking a manikin to the floor to conduct the BLS high-performance teams activity
- Using as few as 2 participants for the BLS high-performance teams activity (only 1 needs to be a student); Megacode practice and testing for ACLS and PALS require 3 or more participants

Virtual Training Options for AHA Provider Courses

General Information

Effective **September 1, 2023**, for those AHA BLS Training Centers and Instructors who wish to continue offering a virtual skills option for BLS Provider Courses using HeartCode BLS.

Also, **effective September 1, 2023**, there will be no allowance for virtual skills for advanced healthcare provider courses (ACLS, PALS, PEARS, ACLS EP).

Virtual training will remain an option for Heartsaver-level courses, following the guidance outlined in the current (2020 Guidelines) Heartsaver Instructor Manual.

Instructor Guidelines for HeartCode BLS Virtual Skills

- AHA requirements for conducting BLS training, as described in the course Instructor manual and Training Center Agreement, must be fulfilled. Videos, hands-on skills practice, and testing are required as outlined in the HeartCode BLS Virtual Skills Agenda for Initial Providers and the HeartCode BLS Virtual Skills Agenda for Renewal.
- Class size should not exceed a ratio of 3 students to 1 Instructor. Combined courses are prohibited.
- Instructors cannot have in-person students at the same time as virtual students.
- Virtual skills testing must be done individually. One-to-one skills testing (1 Instructor:1 student) must be done via virtual breakout rooms or individual virtual testing appointments.
- The Instructor who is conducting BLS virtual skills training must be aligned with a Training Center and be current in BLS.
- Instructors teaching HeartCode BLS Virtual Skills must be monitored teaching at least 1 virtual course with each instructor renewal. This observation must be completed by the Training Center Faculty and can be done virtually. A monitoring checklist must be documented.
- Instructors teaching both in-person and virtual classes must be monitored both in person and virtually by a Training Center Faculty. A monitoring checklist must be documented for both types of courses.
- Instructors who teach only virtual skills classes will only be required to be monitored virtually.
- Upon request, the Training Center must provide course rosters to the AHA for all classes conducted with virtual training.
- Before taking HeartCode BLS Virtual Skills, the student must complete the HeartCode BLS online portion. The Instructor must see and confirm the student's HeartCode BLS online completion certificate before conducting HeartCode BLS virtual skills sessions with that student.
- It is acceptable for BLS courses to have only 1 student for activities that normally require 2 or more students. In this case, the student verbally provides instruction on what the second rescuer (or team members) should be doing in the scenario-based learning and testing stations specified in the course lesson plans.
- An AHA Instructor will observe skills practice and testing via live video.
- The sound and camera positioning for virtual testing must be adequate for the instructor to accurately assess high-quality CPR, including feedback from the feedback device, student hand position, manikin chest rise, and other required elements. Virtual skills testing should not be used if the Instructor is unable to adequately assess high-quality CPR skills performance. See Figure 1 for proper positioning.

- A sustained loss of Internet connection, visibility, and/or audio will require rescheduling the skills practice and testing. The required skills practice and testing must be completed or the session will need to be rescheduled.
- The student must have all the required equipment on-site for their virtual skills practice and testing. It is not acceptable for the Instructor to retain the equipment and ask the student to verbally describe the skills.

Equipment List for Students

Course Materials

- Course agenda (digital)

Checklists

- Skills testing checklists (digital)
- Course evaluation (digital)
- Reference Material
- *BLS Provider Manual*

Equipment

- AED trainer with adult pads and pediatric pads: 1 per student
- Adult manikin: 1 per student
- Infant manikin: 1 per student
- Child manikin (optional): 1 per student
- Pocket mask: 1 per student
- Disposable mouthpiece: 1 per student
- Bag-mask device (appropriate sizes for each manikin used): 1 per student
- Stopwatch: 1 per student
- Manikin cleaning supplies (eg, antibacterial wipes, alcohol pads)
- Smartphone, tablet, and/or laptop computer with camera
- Additional desktop or laptop computer
- Metronome, set at 110 beats per minute, on a separate device (available free online)

Equipment List for Instructors

Course Materials

- Course roster: 1 per class
- Course agenda: 1 per Instructor
- Lesson plans: 1 per Instructor
- Course video: 1 per class

Checklists

- Skills testing checklists: 1 each per student

Reference Materials

- *BLS Instructor Manual*: 1 per Instructor
- *BLS Provider Manual*: 1 per Instructor

Equipment

- Stopwatch: 1 per Instructor
- Smartphone, tablet, and/or laptop computer with camera: 1 per Instructor
- Additional desktop or laptop computer: 1 per Instructor
- Metronome, set at 110 beats per minute, on a separate device (available free online)

Helpful Tips and Tricks

- Students and Instructors should be in a quiet area with limited distractions.
- Students should position their manikins on the floor at an angle to the camera to allow the Instructor to see the feedback device, compression rate and depth, chest rise, and pulse checks. See Figure 1 for proper positioning.
- The student or the Instructor is required to use a metronome set at 110 beats per minute. The Instructor and the student must be able to hear the metronome. If you are using your phone for virtual skills, you will need a secondary device to use the metronome.
- Suggested platforms for virtual skills include but are not limited to GoogleMeet, Zoom, Microsoft Teams, and WebEx.
- For optimal viewing of virtual skills, double-click the video of the student who is testing to make the video image larger.
- Students and Instructors must adjust their audio settings for background noise suppression to ensure that they can hear the manikin clicks and the metronome. Set noise suppression to low or off. The following provides app-specific directions for how to do this:
 - Google Meet
 - Laptop/computer:
 1. Locate More options, which is indicated by 3 vertical dots.
 2. Select Settings.
 3. Click Audio.
 4. Make sure Noise cancellation is off.
 - iPhone/iPad:
 1. Tap the screen and select More options, which is indicated by 3 vertical dots.
 2. Tap Settings.
 3. Make sure Noise cancellation is off.
 - Android:
 1. Tap the screen and select More options, which is indicated by 3 vertical dots.
 2. Tap Settings.
 3. Make sure Noise cancellation is off.

- Zoom
 - Laptop/computer:
 1. Click on the ^ (up arrow) next to the microphone icon in the bottom-left corner of the Zoom Meeting window.
 2. Select Audio Settings.
 3. Locate Audio Profile.
 4. Set background noise suppression to low.
 - Phone/tablet:
 1. Tap the < (left arrow) button in the top-left corner of your phone screen.
 2. Select Meetings.
 3. Locate Use Original Audio and move the slider button to the right (the slider will be green when the setting is on).
- Microsoft Teams
 - Laptop/computer:
 1. Click on the More button in the top tool bar of the meeting window.
 2. Select Settings.
 3. Select Device settings.
 4. Locate Noise suppression.
 5. Set to Off.
- Phone/Tablet: Noise suppression is not available through the phone app.
- Webex
 - Laptop/computer:
 1. Click on the v (down arrow) next to the microphone Mute/Unmute button.
 2. Turn off Webex smart audio. You may need to click on Noise removal to disable.

- iPhone/iPad:



1. Tap the ellipsis for more options.
2. Locate Webex Smart Audio and move the slider button to the left. It should be gray to indicate that the setting is off. If it is blue, it is on.

- Android:



1. Tap the ellipsis for more options.
2. Locate Webex Smart Audio and move the slider button to the left to turn it off.

Figure 1. Proper positioning of the student and equipment during virtual skills



Provider Instructor Essentials Courses

Instructor Candidates

An AHA Instructor Essentials course teaches the methods needed to effectively instruct others in resuscitation courses.

The minimum age to become an AHA Instructor is now 18 years, and all AHA instructor candidates must be at least 18 years old to be accepted into an AHA instructor course. This update is due to the requirement that all instructors align with the AHA Atlas website, and the AHA cannot collect information on minors under the age of 18 years.

This information updates all previous materials for the age requirement to become an AHA Instructor, including the BLS and Heartsaver Instructor Candidate Workbooks and information in the core section of the BLS/Heartsaver Instructor Essentials Course. AHA Faculty must ensure that all instructor candidates are 18 years old before accepting them into an instructor course.

Current AHA Instructors under the age of 18 years are not affected.

The AHA has defined these 5 core competencies for all instructor candidates:

- *Skills*: Instructors need to demonstrate mastery in all skills for the courses they teach. This includes both the cognitive skills as well as the psychomotor skills.
- *Course delivery*: Instructors need to teach AHA materials correctly and as outlined in the appropriate Instructor Manual and Lesson Plans.
- *Testing*: Instructors must be able to test students effectively.
- *Professionalism*: Instructors need to maintain a high standard of ethics and professionalism when teaching AHA courses.
- *Program Administration*: Instructors need to be able to manage time, space, materials, and paperwork in compliance with AHA guidelines.

Instructor Essentials Course Prerequisites

The AHA has defined these Instructor Essentials course prerequisite requirements.

The Instructor Candidate must:

- Currently have or obtain a provider card in the discipline(s) for which he or she is interested in teaching and be proficient in all skills
- Identify TCs accepting new instructors before enrolling in an instructor program (the TC hosting the course may not necessarily be the same as the primary designated TC); Instructor Essentials courses/TCs may be located at www.heart.org/cpr
- Complete an Instructor Candidate Application to be on file with the accepting primary TC
- Successfully complete the appropriate discipline-specific online Instructor Essentials course with a certificate of completion brought to the classroom for a hands-on session conducted by TF. (An Instructor Candidate Workbook may be secured from the TF or from the online Instructor Essentials course at eLearning.Heart.org. Faculty may incorporate the cost of Instructor materials into the cost of the course, or the student may purchase materials separately from one of our authorized distributors)
- Meet all renewal requirements for instructor status renewal (they must teach the required minimum of 4 ILT or skills portions of a HeartCode course)
 - For 100% HeartCode facilities, a skills test may satisfy the monitoring of the instructor
- Register on atlas.heart.org and be accepted and approved by their primary Training Center for issuance of their Instructor ID number from the Network, which must be used to issue course completion cards/ecards;

Note: The instructor card issued by the primary TC is valid for 2 years.

Instructor Essentials Course Faculty

AHA Instructor Essentials courses are taught by TF members in that discipline.

TF members acting as Course Directors must be present throughout the entire Instructor Course. Additional Instructor Essentials course Faculty members must be, at a minimum, current AHA Instructors in the discipline being taught.

Instructor Essentials Course Completion

Instructor candidates must demonstrate:

- 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
- Understand and adhere to the AHA Instructor core competencies

Instructor eCard Issuance Requirements

The Instructor Manuals explain the requirements for instructor ecards for new and renewing instructors. Refer to the appropriate Instructor Manual. In addition to those details, the following requirements apply:

- The Instructor Monitor Form must be submitted within 10 business days after the monitored course.
- 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 allowed to demonstrate and teach the skill successfully during the same course or a future course. If needed, the Course Director or TF member may require the candidate to take an entire provider or provider renewal course before being monitored again.
 - For a deficiency in content knowledge, the instructor candidate may be remediated privately or asked to review the current Provider Manual, and then allowed to teach the content successfully during the same course or a future course. If needed, the Course Director or TF member may require the candidate to take an entire provider or provider renewal course before being monitored again.
 - For a deficiency in teaching ability or quality, the instructor candidate may be mentored while teaching with the Course Director or instructor/TF member and then monitored again in a future course. The instructor candidate may also be required to repeat the Instructor Essentials course before being monitored again. If needed, the Course Director or TF member may require the candidate to take an entire provider or provider renewal course before being monitored again.
- The instructor must register and align with a primary TC on [Atlas.heart.org](https://atlas.heart.org) to receive the instructor ID number that must be placed on the back of the instructor card.
- Within 10 business days after receiving the completed monitor form, the TC for the instructor candidate must issue an instructor card. The issue date of the card is the month and 4-digit year in which the course monitoring was successfully completed.
- Questions related to the receipt of an instructor card should be directed to the instructor's primary TCC.
- If the instructor candidate transfers to another TC before the initial monitoring takes place, the new TC may issue the instructor card after monitoring is completed but must have documentation of the Instructor Essentials course completion and other prerequisites.

Instructor Renewal Criteria

An instructor's status can be renewed only by TF. Criteria for renewal varies based on discipline. Refer to the appropriate Instructor Manual for the discipline-specific instructor renewal criteria.

Meet all renewal requirements for instructor status renewal (they must teach the required minimum of 4 ILT or skills portions of a HeartCode course)

Note: An instructor status stays the same regardless of professional status. Some states have scope of practice issues that are beyond what the AHA can determine.

The AHA is a global company and in some countries local laws and customs apply that are beyond the AHA's decisions.

Special Exceptions to Teaching Requirements

The requirement for instructors to teach a minimum of 4 courses in 2 years to renew instructor status may be waived or extended 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).
- 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 TCC, in consultation with the TF, 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 release of materials, 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.

Instructor Roles & Titles for Organizations participating in Resuscitation Quality Improvement RQI or HeartCode Complete HC

Qualifications

- Current Active AHA Instructor whose primary TC is participating in RQI or HCC.
- Assignment of roles aligned with either the Instructor-Quality Implementation or Instructor-Advanced Resuscitation Quality.
- If roles from each Title are performed by an Instructor, the TCC can determine which title is most appropriate based on priority time and focus.
- TCC or TF is responsible for tracking performance of Instructor roles as identified in the renewal criteria. Upon successful completion of renewal criteria for Instructor-Quality Implementation or Instructor – Advanced Resuscitation Quality, a new Instructor eCard for the Instructor-Quality Implementation or Instructor-Advanced Resuscitation Quality should be issued.
- An Instructor who is teaching classes and performing roles aligned with Instructor-Quality Implementation or Instructor-Advanced Resuscitation Quality can hold both an Instructor status as well as an Instructor-Quality Implementation or Instructor-Advanced Resuscitation Quality status. Renewal criteria for each status must be maintained every two years.
- A current Instructor-Quality Implementation or Instructor-Advanced Resuscitation with an expired Instructor status can no longer teach in a classroom. This ensures quality and consistency of educational content for classroom-based training. Both the Instructor status and the Instructor-Quality Implementation or Instructor-

Advanced Resuscitation Quality status must be maintained to continue teaching in the classroom.

- Instructor-Quality Implementation and Instructor-Advanced Resuscitation Quality status must be maintained in Atlas beginning in calendar year 2024. (Date TBD)
- Instructor-Quality Implementation and Instructor-Advanced Resuscitation Quality eCards will be available in calendar year 2024. (Date TBD)

Titles/Roles

Instructor — Quality Implementation

- Change agents – provide orientation to the vision
- Orient staff to the implementation of treatment protocols, standardized processes/systems, and credentialing requirements to support the vision
- “Go-to” support for front-line AHA digital education programs
- Identify concerns and work with Resuscitation Admin and other Champions to resolve
- Identify and manage resistance to change
- Additional Options:
 - Reporting—expiring certifications, incomplete assignments, etc.
 - Equipment checks
- Serves as a change agent to help steward the resuscitation quality evolution

Instructor —Advanced Resuscitation Quality

- Team training/improvement
- Implement Mock Codes based on performance results
- Prebriefing and debriefing based on educational events
- Recreate/debrief near miss and actual sentinel events
- Works with the Resuscitation Coordinator/Data Abstractor/Resuscitation Quality Administrator to analyze performance trends and craft remediation plans and activities to address areas of concern
- Implementation of the Get With The Guidelines®—Resuscitation
- Education on Get With The Guidelines—Resuscitation to all key stakeholders to be aware of the performance measures
- Get With The Guidelines—Resuscitation review and reporting of data trends for performance improvement

Renewal Criteria

Instructor — Quality Implementation

Renewal Timeline: Every two years

- Minimum of 4 executions of following options:
 - New staff orientations for the program, equipment, standardized processes/systems and credentialing
 - Maintain 90% compliance through department and individual cognitive and skills remediation

- Ensure proper functioning and cleaning of equipment
- Performance monitoring by TCC or Training Faculty (TF)

Instructor — Advanced Resuscitation Quality Renewal Timeline: Every two years

- Minimum of 4 executions of following options:
 - Mock codes, Team training or Team improvement Sessions based on performance results
 - Conduct Pre-briefing and Debriefing based on educational events
 - Recreate/debrief near-miss and actual sentinel events
 - Assist Program Leaders to analyze performance trends and craft remediation plans and activities based on data from Get With The Guidelines-Resuscitation implementation
- Performance monitoring by TCC or Training Faculty (TF)

Special Exceptions to Renewal Requirements

The requirement for instructors to renew instructor status may be waived or extended 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).
- Illness or injury that has caused the instructor to take a leave from employment or new Instructor duties.

The TCC, in consultation with the TF, may decide to waive the performance requirements. Consideration should be given to the amount of time an instructor is away from normal employment. 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

Due to the intensive nature of the ACLS EP Instructor Essentials Course, an ACLS EP Instructor must:

- Exemplify integrity, demonstrate strong ethics, communicate clearly, and model a dedication to quality training
- Be proficient in the skills of ACLS as an ACLS Instructor or as an advanced practitioner who treats patients in a critical care setting (such as field, emergency department, intensive/critical care unit, surgery). Advanced practitioners must have ACLS Provider status or pass the ACLS skills test before the ACLS EP Instructor Essentials Course. *Note:* Advanced practitioners will not receive an ACLS course

completion card for simply passing the ACLS skills test, because they must complete all course completion requirements to be issued a provider card.

To become an instructor for the ACLS EP Course, instructor candidates must:

- Be accepted by an AHA TC before enrolling in the ACLS EP Instructor Essentials Course and have a completed Instructor Candidate Application on file with that TC
- Successfully complete the ACLS EP Instructor Essentials Course
- Be successfully monitored teaching their first course within 6 months after completing the ACLS EP Instructor Essentials Course (TCCs can require additional monitoring if needed)

For current AHA Instructors:

- The AHA does not require ACLS EP Instructors to complete the new ACLS EP Instructor Essentials Course to maintain their instructor status.
- TCCs can require current ACLS EP Instructors to complete the new ACLS EP Instructor Essentials Course to ensure consistency within the TC.

ACLS EP Course Director Requirements

To become an ACLS EP Course Director, a candidate must:

- Be a current, active ACLS EP Instructor
- Be a current ACLS Course Director
- Be proficient in teaching at least 2 of the 4 ACLS EP Learning Stations.

The Course Director must be present throughout the course.

The ACLS EP Course Director does not need to be a physician.

PEARS Course Requirements

Provider Course

- PEARs or PALS Instructors can teach the PEARs Provider Course.
- Each PEARs Course must have a Course Director who does not have to be physically present but must be reachable at any time for questions during the course.
- A qualified PEARs Instructor can be appointed as Course Director.

Instructor Essentials Course

- The PEARs Instructor Essentials Course can be conducted by PALS or PEARs TC, TF.
- The PALS or PEARs TF must be present throughout the entire Instructor Essentials Course.

Instructor Candidate

- Be accepted by an AHA PALS TC before enrolling in a PEARS Instructor Essentials Course and have a completed Instructor Candidate Application on file with that TC
- Have current AHA provider status in BLS and either PEARS or PALS provider status, and be proficient in all the skills of those disciplines
- Successfully complete the PEARS Instructor Essentials online module and print the completion certificate
- Successfully complete the classroom PEARS Instructor Essentials Course
- Be successfully monitored teaching their first course within 6 months after completing the classroom PEARS Instructor Essentials Course (TCCs can require additional monitoring if needed)

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 orientation helping the instructor conduct a successful course, its goal is to ensure that the Course Director can accurately instruct, evaluate, monitor, and mentor instructors/instructor candidates in their teaching and in their proficiency in a particular discipline.

Method

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

- A formal presentation
- Self-paced instruction
- Audio or video 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 Manual
- Review of course requirements in accordance with the current 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
- Development of remediation skills for instructors/providers
- Development of debriefing skills
- Review of the TC policies and procedures manual, including dispute resolution procedures and responsibilities
- Review of this manual
- Course Director competencies

Conflicts of Interest and Ethics Information

Conflict of Interest

Conflict of Interest Policy

The AHA has established a [Conflict of Interest Policy](#) that applies to all AHA leaders. Throughout the course of performing duties associated with the ECC leadership role, all ECC leaders must comply with these policies.

The AHA, its affiliates and components, and all officers, directors, delegates, and council and committee members scrupulously shall avoid any conflict between their own respective personal, professional, or business interests and the interests of the AHA in any and all actions taken by them on behalf of the AHA in their respective capacities.

In the event that any officer, director, delegate, council, or committee member of the AHA shall have any direct or indirect interest in, or relationship with, any individual or organization which proposes to enter into any transaction with the AHA, including but not limited to transactions involving

- 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 AHA

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 AHA or its components to affect a decision to participate or not participate in such a transaction.

Regional Application of the Statement of Conflict of Interest

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 recorded into appropriate venue minutes, and there may be a need for the leader to excuse himself or herself from the decision-making process.

Ethics/Code of Conduct

Overview

The AHA has established an [Ethics Policy](#) that applies to all AHA leaders, TCs, and instructors. These positions hold a responsibility to exhibit a high standard of conduct.

ECC Leadership Code of Conduct

All persons in AHA ECC leadership are expected to conduct themselves with honesty, integrity, and a commitment to the goals of the AHA and ECC Programs. 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.

Conduct Competence

- ECC leaders must demonstrate 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.

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 and 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 Programs, 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 must 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 must not be advocates for specific brand names or proprietary products outside of AHA recommendations.
- Furthermore, instructors and Faculty, while in their volunteer roles, must use caution when referring to others, particularly when referring to differences or negative descriptions of other professional individuals or organizations.

Legal Aspects

Americans With Disabilities Act

Each TC is responsible for complying with all applicable laws, rules, and regulations including, but not limited to, the ADA of 1990, as amended.

The AHA cannot provide guidance to a TC or instructor on the specific requirements for providing accommodation for the disabled. The AHA recommends that TCs consult an attorney and/or risk manager for additional information.

The ADA requires that “any private entity that offers examinations or courses related to applications, licensing, certification, or credentialing for K-12 schools, secondary or postsecondary education, professional, or trade purposes shall offer such examinations or courses in a place and manner accessible to persons with disabilities or offer alternative accessible arrangements for such individuals.” (*ADA Amendments Act of 2008 [P.L. 110-325]*)

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

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

Note: This law is only applicable to the United States. For ITCs, consider local laws about providing courses to people with disabilities.

Trademarks

The AHA's stylized name and heart-and-torch logo are trademarks of the American Heart Association, Inc, and are registered with the US Patent and Trademark Office. Only the AHA may use these trademarks.

The trademarks symbolize the identity of the AHA, and when placed on publications, materials, and other items, serve to distinctly identify the materials as having originated from the AHA.

The AHA has a TC 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 TC Seal - Guidelines for Use](#) located on Atlas for TCCs. 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 AHA's 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 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 AHA 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 or her ECC leadership role that was issued to him or 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

Disputes Involving TCs, Sites, or Instructors

It is the responsibility of the TC to manage and resolve any disputes, complaints, or problems that arise from activities conducted by a TC's staff, TS, and aligned instructors. The expectation is that TCs, sites and instructors inform their students of their process and all complaints and/or disputes are managed proactively by the TC.

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

The AHA will investigate when 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 (Note: The AHA is not obligated to use this dispute resolution process if the TC is in breach of the TC Agreement. In that case, the matter is handled according to the terms of the TC Agreement.)

AHA Dispute Resolution Process for TCs, Sites, and Instructors

1. Upon receipt of a written complaint, the appropriate staff will begin an investigation.
2. The ECC Compliance Administrator will contact the TCC, explain the matter and begin the dispute resolution process.
3. After the call, an email will be sent to the TCC detailing the issue(s), expectations, and the agreed upon timeline for resolution.
4. Within 5 days after receipt of the email, the TCC is required to provide a written Action Plan that details his or her plan to investigate the complaint.
5. Within the defined timeline, the TCC is required to provide a final report that summarizes the investigation and resolution.
6. If the matter is not resolved by the TC within the timeline, then the TC will be considered in breach of contract and the matter will be escalated to the ECC Quality and Compliance Manager for further action.

All complaints or problems need to be documented and filed for future reference should other similar instances occur. If a TC has a risk manager or legal counsel resource, it is the responsibility of the TCC to consult that resource.

Disputes About AHA Regional Volunteers

The AHA is ultimately responsible for decisions surrounding its volunteers. The AHA reserves the right to appoint, not appoint, or remove volunteers at its discretion.

Complaints against AHA Regional Volunteers (ECC Regional Committee and its members) must be submitted in writing to the appropriate committee or entity with authority over that individual.

- The Leadership Development Committee is responsible for the Regional ECC Committee, subcommittees, working groups and their members.
- The AHA Volunteer Team is responsible for the Leadership Development Committee Chairperson. The ECC International Team is responsible for international and volunteers.
- It is the responsibility of the Leadership Development Committee to manage and resolve any disputes, complaints, or problems that arise from an issue involving ECC Regional Volunteers.

1. All complaints must contain the following information:
 - a. The name and address of the person making the complaint ("Complainant"), the AHA will not permit the individual(s) making the complaint to remain anonymous.
 - b. The name and address of the person and/or organization about which the complaint is made ("Respondent")
 - 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
2. The appropriate committee chair, with assistance from the AHA Senior Volunteer Manager, will ask a subset of leadership volunteers to review the written complaint and request additional information as appropriate. The committee chair and volunteer manager must be careful to avoid conflicts of interest on the part of any leadership volunteers. The volunteer manager will notify the volunteer of the complaint, and the volunteer has 30 days to respond. The leadership volunteers will review all documents, render a decision, and share that decision with the volunteer manager and the responsible committee chair. The volunteer manager will then notify the volunteer of the decision. If the volunteer appeals the decision, it will be referred to the ECC Quality and Compliance Manager.

Reference and Resources

Acronyms

This is a list of the American Heart Association Acronyms.

A - C Acronyms

ACLS - Advanced Cardiovascular Life Support

ACLS EP - ACLS for Experienced Providers

AED - Automated External Defibrillator

AHA - American Heart Association

BLS - Basic Life Support

CE - Continuing Education

CEH - Continuing Education Hours

CEU - Continuing Education Units

CME - Continuing Medical Education

CPR - Cardiopulmonary Resuscitation

E - P Acronyms

ECC - Emergency Cardiovascular Care

EMS - emergency medical services

HBS - Healthcare Business Solutions

HSFC - Heart and Stroke Foundation of Canada

ITC - International Training Center

PALS - Pediatric Advanced Life Support

PAM - Program Administration Manual

PEARS - Pediatric Emergency Assessment, Recognition, and Stabilization

R - T Acronyms

RQI - Resuscitation Quality Improvement program

TC - Training Center (see Instructor Alignment (opens new window) or details on primary and secondary TCs)

TCC - Training Center Coordinator

TF - Training Faculty

TS - Training Site

US AHA Phone Numbers

The following table lists AHA phone numbers and the resources available in the United States:

877-242-4277: For TC-related inquiries only

888-4-STROKE (888-478-7653): Answers to stroke inquiries and general educational materials for stroke survivors and caregivers

800-AHA-USA1 (800-242-8721): Answers to general inquiries, requests to send educational materials, registration for Heart Walks, etc.

888-242-8883: eLearning.Heart.org: Provides access to ECC eLearning courses

Resources

atlas.heart.org: All instructors are required to be aligned on Atlas, and a user agreement is required during registration. The AHA reserves the right to delete or reject alignments on Atlas.

- Is available to all TCs and instructors
- Provides up-to-date resources and reference information about ECC Programs and science
- Requires password for access
- Periodically offers surveys and electronic submission of reports
- Provides a section for TCCs to manage instructors and resources
- Provides the instructor ID number required on course completions cards

My Courses (for instructors)

eCards (for TCs and instructors)

atlas.heart.org

- Provides TCC and TCAs with the ability to manage eCards and the issuance of eCards to eCard locations, instructors and students.
- Allows instructors to manage issuance of eCards to students.
- Is available for US instructors and courses only

eCards (for students)

www.ecards.heart.org/student/myecards

- Provides access to all current and previously issued eCards in their student profile

- Allows students to print copies of eCard in either full size or wallet sized options
- Is available for the US only

eCards (for TCs and employers)

www.Heart.org/CPR/mycards

- Allows TCs to verify an eCard

Information for students

ACLS and PALS student website

www.Heart.org/eccstudents

- Allows students to complete the Precourse Self-Assessment before attending an ACLS or PALS classroom course
- Requires the access code from the appropriate Provider Manual for each course

International Training

eccinternational@heart.org

- Is the primary public email for the Training Network outside the United States

ECC Beat

The ECC Beat is an eNewsletter published by the AHA for the AHA Training Network and volunteers. The ECC Beat provides information on the latest ECC science, training, program administration, campaigns, events, and news.

The AHA strongly encourages TCs and instructors to read the ECC Beat to stay updated on useful information from ECC volunteers, committees, and other ECC professionals. To access the ECC Beat newsletter, visit Atlas.

It is the responsibility of the TCC to ensure that all instructors aligned with the TC are aware of the ECC Beat.

Resources for PAM

PAM Forms

The following PDF forms can be filled out electronically or printed and filled out by hand.

- [Instructor Candidate Application \(PDF\)](#) UPDATED 10-6-22
- [Training Faculty Candidate Application \(PDF\)](#) UPDATED 10-6-22
- [Instructor Records Transfer Request \(PDF\)](#) UPDATED 10-6-22

- [Instructor/Training Faculty Renewal Checklist eForm \(PDF\)](#) UPDATED 10-6-22
- [Instructor Monitoring Tool eForm \(PDF\)](#) UPDATED 9-2022
- [Instructor/TF Teaching Activity Notice to Primary TC eForm \(PDF\)](#) UPDATED 10-6-22
- [ACLS for Experienced Providers Learning Station Feedback Tool \(MS Word\)](#)