



## Southern Regional AHEC CTC

1601 Owen Dr  
Fayetteville, NC 28304  
910-678-7286

Subject: Southern Regional AHEC CTC Card Maintenance and Issuance Policy

1. General
  - a. Instructors must obtain their eCards from the Training Center (TC) that they are aligned with.
    - i. Instructors cannot purchase eCards from AHA vendors.
    - ii. Instructors cannot receive eCards from TCs they are not aligned with.
  - b. All students who successfully complete an AHA course must be issued the appropriate AHA course card.
  - c. Not issuing cards, issuing certificates instead of cards, or withholding cards due to nonpayment is not allowed.
  - d. All eCards must be issued to students within 20 business days of course completion.
  - e. All eCards must go to the student's email, not an employer.
  - f. If students do not receive their eCard in their email, lose their eCard, or an employer wants a copy of the eCard, send them to [AHA eCards verification \(heart.org\)](https://www.heart.org).
    - i. Students will type in their information to retrieve the card.
    - ii. Give the employer the eCard code so that they can view a copy.
  - g. eCards cannot be reclaimed by the instructor.
2. Instructor / Training Site
  - a. Instructors
    - i. Instructors must submit a Product Order Form (red button) attached to their roster in Enrollware. Orders sent unattached (TC Product Orders) will be cancelled.
    - ii. All payments will be made electronically via the Enrollware system.
    - iii. Instructors cannot preorder cards except in special circumstances that must be approved in advance by the TC.
  - b. Training Sites (TS)
    - i. TSs may preorder up to 4 months' worth of cards as determined by past teaching patterns.
    - ii. TSs may not issue cards to instructors teaching courses outside of the parameters of the TSs MoU.
3. Payment
  - a. The Training Center does not accept cash.
  - b. There is a \$25 charge for returned checks.
  - c. Minimum Invoice amount is \$50.
  - d. All instructors not aligned with a TS will have to pay via credit/debit card.
4. Security
  - a. Instructors should not let anyone other than themselves have access to their username, password, or AHA Instructor Network account.
  - b. TS Admins and Coordinators are the only individuals authorized to issue cards from their card banks.
  - c. Instructor accounts will be periodically reviewed to ensure that eCards are being issued appropriately, claimed, and not reclaimed.
5. Additional
  - a. [Course Card Information | American Heart Association CPR & First Aid](#)