



This guide has been organized following the Five Steps of the American Heart Association (AHA) Instruction Cycle. Its purpose is to provide a quick reference to the key steps necessary to conduct courses in the way they are intended. It provides key insight into processes that the Training Center (TC) has identified instructors having misunderstandings with. It is not all inclusive and should be read in conjunction with the Mandatory Reading outlined in the Prepare section. This also serves to ensure one standard is being exercised throughout the TC.

## Prepare

- Mandatory Reading.
  - [ECC Leadership Code of Conduct | AHA.](#)
  - [Relationship Disclosure and Conflict Resolution Policy | AHA.](#)
  - [Conflict of Interest Policy | AHA.](#)
  - [Ethics Policy | AHA.](#)
  - [Program Administration Manual | AHA.](#)
  - [SRAHEC Policies and Procedures \(this\).](#)
  - [SRAHEC Maintenance & Decontamination Policy.](#)
  - [SRAHEC Dispute Resolution Policy.](#)
  - [SRAHEC TS Management/Relations Policy.](#)
  - [SRAHEC Card Maintenance/Issuance Policy.](#)
  - [SRAHEC Exams Guidelines & Security Policy.](#)
  - Instructor/Faculty Manuals for specific discipline.
- Marketing.
  - The AHA fee disclaimer must be printed on all 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.*
  - Request your Training Seal from the Training Center.



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- Facilities.
  - All AHA courses are to be conducted in a smoke-free facility.
- Equipment.
  - All adult manikins must have feedback devices.
    - Minimum standard.
      - Instrumented, auditory and/or visual feedback on rate and depth of compression.
    - Optimum Standard.
      - Meets the minimum standard and includes auditory and/or visual feedback on recoil and didactic(s) for proper hand placement.
    - A metronome and/or your eyes do NOT meet feedback requirements.
  - Exams, videos, and course material must be 2020 guidelines.
  - All forms must be current editions.
    - [AHA Training Center Forms – Southern Regional AHEC](#)
  - All students must have a student manual before, during, and after the course.
- Student Ratios.
  - A minimum of 3 participants must be available to conduct ACLS Megacodes and PALS Core Case Scenarios.
    - Participants must be students or instructors.
  - HS and BLS classes can have no more than 9 students per instructor (6:1 is ideal).
  - ACLS and PALS classes can have no more than 8 students per instructor (6:1 is ideal).
  - Instructor courses can have no more than 7 students per faculty.
- Instructor Courses (Training Faculty Only).
  - Student must be aligned with a TC.
  - Student must have an Instructor Candidate Application on file with their TC.
  - Student must have an unexpired AHA provider card in the discipline they are taking an instructor course.
  - Student must have completed the discipline specific Instructor Essentials.

## Teach

- Must follow AHA agendas and timelines found online and in instructor manuals.
  - [Heartsaver First Aid CPR AED \(HS\)](#).
  - [Basic Life Support \(BLS\)](#).
  - [Advanced Cardiovascular Life Support \(ACLS\)](#).
  - [Pediatric Advanced Life Support \(PALS\)](#).
  - [Pediatric Emergency Assessment Recognition & Stabilization \(PEARS\)](#).
- Must use 2020 guidelines videos and instructor manual/faculty guide.

## Test & Remediate

- Questions on different exams are worth different amounts.
  - $Score(\%) = \frac{\text{Number of Questions Correct}}{\text{Total Number of Questions}} * 100$
- 84% is minimum passing score on all AHA exams, including optional ones.
- Only Heartsaver exams are optional, all other disciplines require a written exam.

- Exams for instructor courses are DIFFERENT than exams for provider courses.
- All exams and skills checklists must be 2020 edition.
- AHA exams are copyrighted and cannot be placed on any inter- or intranet server.
  - Do not email exams/answer sheets.
  - Do not place exams/answer sheets on share drives (Google Drive, iCloud, etc.).
- Exams should not be used as precourse material.
- Exams must be proctored.
- Exam questions may not be incorporated into a “study guide”.

## Close

- Secure all exams.
  - If any exams are missing, immediately notify the Training Center.
- Decontaminate all equipment per manufacturer guidelines.
- Complete a Course Reporting Form and Roster in [Enrollware](#).
  - Select Add a Class (top right of screen).
  - Choose Course.
    - Courses will only appear here if they have been added under Settings > Course Types.
  - Instructor.
    - Select the person who was the lead instructor for the course.
  - Location.
    - Name of place is preferred, if not named, list address. Do not simply put city or state. The TC is required to ensure that all facilities taught in meet certain requirements.
    - Do not put SRAHEC as your location if you are not physically teaching at our site.
  - Options.
    - This will appear if you select any of the Heartsaver courses.
    - Select the modules that were taught, not selecting these will not give your student credit form them.
    - See Course Pathway ([HS](#) / [HS Ped](#)) if you are not sure of what is required to meet each option standard.
  - Time.
    - Select course dates and times.
    - Course times and dates should align with those on your course agenda.
  - Assistant.
    - Only select assistant instructors if multiple people taught the class.
    - Do not put the lead instructor as an assistant instructor.
  - Student/Manikin ratio.
    - Although the system goes to 9:1, AHA guidelines prevent ratios higher than 3:1.
  - Select Update Class.
  - Add students to the roster by typing their information into the Quick Add Student section.
    - First name, Last name, and email are required (must be the student’s email, not an employer’s).

- Phone number is recommended.
  - Score and status are left blank until the student completes the course.
  - Push Add Student to add student to the roster.
- Select Edit Scores when course is complete.
  - Change student status to reflect if they have successfully completed the course or not.
  - Add Score/Certificate #.
    - For in person courses, put a test score (numerical not pass/fail).
    - For hybrid courses, put the test certificate number.
    - For courses where the optional Heartsaver exam is not given, put n/a.
  - Push Save changes.
- Add Documents.
  - Every roster requires a course agenda.
    - Course times and dates should be the same as on the roster.
    - All required modules should be included in agenda.
    - All optional modules not taught should be removed from the agenda.
    - Options in roster should match options on agenda.
  - For Heartsaver Online or Heartcode BLS/ACLS/PALS courses, the online certificate must be included.
  - If teaching with an assistant instructor that is not aligned with the SRAHEC, Instructor eCard code (not instructor ID) or copy of card must be uploaded.
  - If a student fails skills or written exam and no card will be issued, these documents must be submitted to the Training Center.
- Complete a Product Order Form.
  - Use the red Product Order Form button inside of the roster.
  - Card order number must match the number of students in that roster. You may not order multiple rosters worth of cards in one order.
  - Do NOT use the TC Product Order form button on the left side of Enrollware to order cards. This will result in the order being cancelled.
  - Individual instructors cannot preorder cards, except where preauthorized.
  - Only Training Sites can preorder and bulk order. Bulk orders should be placed using the TC Product Order Form button. Do NOT bulk order cards inside of a roster.
- Instructor Signature.
  - Type name into signature box.
- Submit Roster.
  - When everything is complete, push the Finalize button. Once this is done, the roster will lock, and you will no longer be able to edit it. It is like sending an email or putting an envelope in the mail.
- All Courses must be submitted (finalized) to the Training Center within 10 business days of course completion.
- Orders received after 20 business days and orders not complete after 20 business days due to instructor error and/or failure to communicate will be invalidated.

- Invalidated orders will result in no credit for courses taught and the student will receive an email informing them that their course does not conform to AHA standards and they should take another course.
- Maintain all course rosters for at least 3 years.
- eCards.
  - Your roster will be reviewed by the Training Center and either accepted or rejected.
    - Accepted.
      - You will receive an email saying that your order is complete.
      - Once you receive this email, the cards have been issued to the students.
    - Rejected.
      - You will receive a notice letting you know that you have Unfinalized rosters.
      - Check the bottom of the roster to see what is required for it to be accepted.
  - All students who successfully pass an AHA course, must be provided an AHA course completion card.
  - eCards cannot be reclaimed by the instructor EVER. Once assigned, they belong to the student.
  - If students do not receive an eCard in their email or an employer wants a copy of their eCard, send them to [AHA eCards verification \(heart.org\)](https://heart.org).
    - Students will type in their information to retrieve the card.
    - Give the employer the eCard code so that they can view a copy.
- Instructor Courses (Training Faculty Only).
  - In addition to putting the course into Enrollware as outlined above, instructor courses must also be put into [Atlas](#).
    - Select Training Center.
    - Select Classes | Teach.
    - Select Add a Class.
    - Input all required options.
      - Course.
      - Class Format.
      - Class Language.
      - Exam (select Offline).
      - Proof of Completion.
      - Private Class (if applicable).
      - Location.
      - Seats available for this Class.
        - Must conform to the Faculty:Student ratio of instructor courses.
        - Only SRAHEC Faculty will count toward ratio.
      - Class Date.
      - Time.
      - Instructor.
      - Supporting Instructor (if applicable).

- Enrollment Model.
- Select Create (once selected the course cannot be deleted, only cancelled).
- Add Students.
  - Find course in Class List.
  - Select three dots under Action.
  - Select View/Edit.
  - Select Add Student.
  - Input information.
  - Repeat for all students.
- Once all students are added, select Finalize Roster.
  - This action cannot be undone.
  - Student information cannot be edited once finalized.

### **Keep Current**

- Instructor Renewal.
  - Teach 4 courses in a two-year time frame.
  - Be monitored teaching a course.
    - Must be done by SRAHEC Faculty.
    - The date of monitoring will be the date the new instructor card is issued.
    - Must be an actual card producing course, mock sessions are not allowed by the AHA.
  - Demonstrate proficiency of provider level skills.
    - Must be assessed by SRAHEC Faculty.
    - Skills exam (must pass first time).
    - Written exam (90% or higher).
  - Successfully pass a 2-year review of instructor's teaching history.
    - Quality score of 80% or higher.
    - Review of timeliness of submissions.
  - Have 2020 Updates on file with Training Center.
  - Signed Renewal Checklist on file.
  - Signed Instructor Contract on file (within 90 days of renewal).
  - Membership dues paid.
- Faculty Renewal (in addition to Instructor Renewal Requirements).
  - Teach 1 instructor course OR monitor an instructor for renewal (instructor renewal course).
  - Have 2020 Instructor Essentials on file with Training Center.
    - Note: BLS Faculty must complete BLS and HS IE.
  - Quality score of 90% or higher.
  - Demonstrate proficiency in provider level skills.
    - Written exam (96% or higher).
    - Faculty Exam (84% or higher).

- Failure to have all renewal requirements complete and documents submitted within 10 days of monitor session will result in having to be re-monitored and may result in instructor expiring and having to retake an instructor course.

## **Communication**

- All communication should be sent to (communications sent elsewhere will not be considered).
  - [trainingcenter@sr-ahec.org](mailto:trainingcenter@sr-ahec.org).
  - Southern Regional AHEC ATTN: Training Center 1601 Owen Dr Fayetteville, NC 28304.
  - 910-678-7286.
- Instructors will receive a 90-, 60-, and 30-day notice of expiration via email to discuss.
  - Missing documents.
  - Number of courses needed to renew.
  - Scheduling a monitor session.
- All requests for information should be responded to in 10 business days.
  - If the TC cannot contact the instructor within 20 business days, they will be placed in a deactivated state.
- Documents submitted to the TC should only be sent via one method – email, fax, or mail. Submitting through multiple methods slows the system down and will result in your order being delayed.
  - Email is the fastest form and primary method of communication for the TC.
- Please allow 24 hours after submission of your order before contacting the TC.
- Instructors are to always demonstrate professionalism and respect. Rude or offensive communication will be saved to your permanent file and considered as a potential violation of the AHA's Code of Conduct when renewing instructor status.

## **Disciplinary Action**

- Failure to follow AHA or SRAHEC guidelines will result in the following:
  - First Offense: Written Warning with corrective action plan from the TC.
  - Second Offense: 30-day suspension with remedial training plan for instructor.
  - Third Offense: 6 Month Deactivation with remedial training plan for instructor.
  - Fourth Offense: Removal from Training Center / Blocking of Instructor Status at the AHA level.
  - The TC reserves the right to skip any of these steps and impose maximum disciplinary action in the event of certain egregious behavior.