



## Southern Regional AHEC CTC

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

Subject: Training Site (TS) Management/Relations Policy

1. Purpose
  - a. This memorandum does not create any contractual obligations between either party. The intent is to ensure a TS understands how to operate within AHA & SRAHEC guidelines. A TS cannot operate on its own. Failure to adhere to guidelines will result in the SRAHEC removing sponsorship.
2. Criteria
  - a. Has a business legal name.
  - b. Maintains at least 5 AHA instructors training 250+ students annually.
  - c. Owns and [maintains](#) all equipment needed for teaching AHA courses.
  - d. A TS can only be aligned with one Training Center (TC).
3. Responsibilities
  - a. Training Site Coordinator (TSC)
    - i. Represents the TS and is selected by the TS.
    - ii. Serves as the primary contact between the TS and TC.
    - iii. Understands SRAHEC and Emergency Cardiovascular Care (ECC) Programs and [rules](#).
    - iv. Is responsible for the [security and distribution](#) of exams to instructors.
    - v. Manages instructors for the TS.
    - vi. Appoints and manages all Training Faculty (TF) for the TS.
    - vii. Ensure instructors are current with information from the AHA and TC.
    - viii. Reports changes in instructor and TF lists promptly.
    - ix. Handles [disputes](#) that arise within the Training Site.
    - x. New coordinators must attend orientation with the TC before being accepted as a TS.
  - b. Training Site Administrators (TCA) (duties can be performed by TSC)
    - i. Checks rosters for accuracy before they are finalized in Enrollware.
    - ii. [Issues cards](#) to students that successfully complete courses within 20 days of course completion.
    - iii. Keeps enough cards in inventory to ensure all students receive cards within AHA regulations; invoice requests should be sent no less than 20 days before cards are needed.
    - iv. Ensures that instructor profiles are always kept updated.
  - c. Training Faculty
    - i. Teaches instructor courses to ensure TS has enough instructors to provide courses.
    - ii. Monitors TS instructors for renewal.
    - iii. Training Faculty are not authorized to monitor instructors who are not primary aligned with the SRAHEC.
  - d. Instructors
    - i. Teaches provider level courses in compliance with the terms of their [instructor affiliation agreement](#).
    - ii. Does not teach courses outside of the TS without TS consent.
      1. TS Coordinator should request a separate account for instructors teaching outside of their TS.
      2. TS inventory cannot be used for courses outside of the TS.
    - iii. Unaffiliated instructors



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1. Instructors not aligned with the SRAHEC must be preapproved before teaching a course.
2. Instructors not aligned with the SRAHEC cannot be lead instructors.
4. Privileges
  - a. Authorized to request payment by invoice.
    - i. Terms are net thirty (30) days.
    - ii. A TS with an outstanding balance will not be able to order additional cards until the balance and late fees are paid.
    - iii. Cards cannot be refunded or transferred.
    - iv. The minimum invoice amount is \$50.
  - b. Authorized to use official AHA TS seal.
  - c. Authorized to prebuy cards in bulk and store them for future classes.
  - d. Authorized to issue cards to students that successfully complete courses.
  - e. Training Sites may receive discounted costs. Discounts are subject to yearly review. Notification of change will be sent 30 days before implementation. Discount amounts are based on
    - i. Facility Type
    - ii. Community Outreach (Section 5 a & b).
    - iii. Monthly Audit Results (Section 6).
5. Special Situations
  - a. Training Sites may occasionally be asked to monitor community instructors but are not obligated to do so.
  - b. Training Sites may occasionally be asked to assist with or host community CPR programs but are not obligated to do so.
  - c. Training Sites may train instructors that will not work for their facility with permission from the TC.
6. Audits
  - a. All TS paperwork will be reviewed monthly for accuracy. If errors are found, the TSC will be notified and should correct deficiencies within 10 days of notification.
7. Site Fees
  - a. Current Member – Yearly.
  - b. New Member - At time of application.
  - c. Site Fee – Based on facility type.
8. Separation
  - a. Training Sites should give 30 days' notice of discontinuing affiliation with SRAHEC.
  - b. Training Site records will be kept on file for 3 years after separation.
  - c. Training Sites cannot be transferred between TCs, only individual instructors.
    - i. An Instructor Records Transfer Request must be filed for each instructor transferring.
    - ii. Records will be sent to the new TC within 30 days of all outstanding items being collected.