

Training Center

Quality Assurance – Course Administration Policy

1. American Heart Association (AHA) courses will follow the curriculum as outlined in the appropriate instructor manual. The most current editions of the course textbook and instructor's materials must serve as the primary instructional resource during the course. Courses that do not teach the core content are not recognized by the Training Center.
2. The TC coordinator needs to approve any variation in course agendas prior to the course.
3. Adding non-AHA content to the course is not advisable. Any additional information should be added at the beginning or end of the course. The Instructor must inform students of any information that is from non-AHA sources, and such material must be clearly labeled as not being AHA approved.
4. Each participant must have access to the appropriate textbook before, during, and after the course. A library/archive for healthcare professionals is acceptable but does not meet the requirement for lay programs. (See AHA Training Memo: ECC Training Center Employee Library Policy-July 2012)
 - The library must be accessible and open with textbooks available to the trained employees at their worksite during their working hours.
 - The 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 site is responsible to implement/monitor textbook library usage.
5. All AHA Instructors are required to have their own current copy of Instructor Manuals and Provider Manuals/Workbooks for each discipline they teach.
6. Current AHA examinations are used in all BLS for Healthcare Providers, ACLS, PALS, and PEARS courses.
7. The appropriate course completion cards are issued to each participant that successfully completes the course. No AHA course completion card is issued without hands-on manikin testing by either an AHA instructor or an AHA-approved computerized manikin in an AHA eLearning course.
8. Students must complete all remediation sessions, including test and skill stations, within 30 days of the course.

9. Students who present an expired Provider card or do not possess a Provider card may be allowed to take a renewal course but will not be given the option of remediation. These students will need to complete the entire Provider Course if they cannot successfully meet the course completion requirements when tested. (This does not apply to AHA Online courses.)
10. Students that choose to participate in an AHA Online course and fail the online exams (2) can be remediated by an instructor and will be allowed to take one additional written exam with the instructor prior to skills testing. Students can be remediated if they miss 1 - 2 questions too many; however, if the student fails the written exam, skills practice will not be completed and the student should be referred to a traditional classroom style provider course.
11. Instructors securely maintain cards and written examinations.
12. Instructors maintain the appropriate instructor to student ratio for the course as outlined in the instructor manual.
13. Instructors maintain the correct equipment as listed in the instructor manual. Equipment should be decontaminated according manufactures recommendations or the UnityPoint Health-Des Moines Training Center Decontamination Policy. Equipment must be in proper working order and in good repair.
14. A Course Director (for Advanced Courses) is an experienced Instructor of the discipline they are overseeing. They are responsible for the overall quality of the course and be able to monitor the Instructor's delivery of content and adherence to the course guidelines in the stations. They do not have to be actually teaching the course, yet should be able to fill in as needed or answer questions that the instructors may not be able to fully respond to. Course Directors do not have to be Training Center Faculty (TCF). The TCF are responsible for monitoring the Instructors for renewal purposes of their instructor status. The Course Director, if not a TCF would not have this responsibility.
15. The following disclaimer must be printed on all promotional brochures, announcements, agendas, 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 material 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 material, do not represent income to the AHA.
16. The American Heart Association owns the copyrights to the AHA textbooks, manuals, and other training materials. These materials may not be copied, in whole or in part, without the prior written consent of the AHA. Permission to reprint, copy, or use portions of the ECC textbooks or materials must be obtained in writing from the the

AHA National Center. See Copyright Permission Policies on the AHA Instructor Network.

17. Course paperwork is to be submitted to the Training Center within two weeks of the course.

Instructors, who fail to abide by the above policy, will be issued a written warning for the first offense. If the instructor fails to comply with the above policies after a written warning is issued, the UnityPoint Health-Des Moines Training Center may terminate alignment of the instructor.

Date last review:	3/2008	3/2009	3/2010	11/2011	1/2013	12/2014		
Reviewer initials:	wg	dd	dd	dd	dd	ctc		
Changes made:	yes	yes	yes	yes	yes	yes		

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