



Emergency Cardiovascular Care

Program Administration Manual

Guidelines for Program Administration and Training

United States Version

Effective March 29, 2018

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Preface

Welcome to the seventh edition of the *Program Administration Manual* (PAM). This latest edition of the PAM reflects the recent changes of the Emergency Cardiovascular Care (ECC) Programs.

This manual includes sections that will assist the AHA in the management of ECC Programs. It has been organized to give the user concise access to rules affecting the ECC Training Network, Training Centers (TCs), volunteer organization and management, ethics, and dispute resolution procedures.

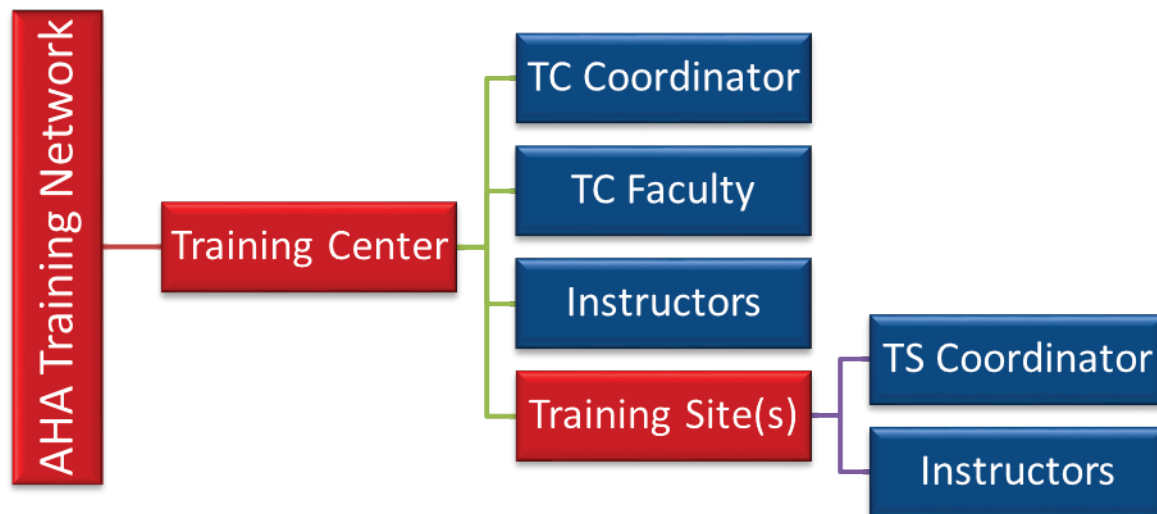
This manual includes information for US ECC operations and TC administration. Information for ECC courses and chapters on organizational ethics and legal considerations are included.

The PAM is intended to augment other ECC information and training materials, not replace them. Because of the rapid pace at which course improvements and changes may occur, this manual will never be able to answer all questions that may arise about ECC Program Administration. New policies and changes in the current PAM policies are announced in Training Bulletins. Training Bulletins issued after the effective date of this manual supersede the related information in this manual and become the new policy. Training Memos clarify current policies and introduce new educational materials and programs and changes to existing programs. For the most current information on ECC Program Administration, please visit the AHA [Instructor Network](#). The PAM is updated as needed.

1 – TC Organization

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

TCs are responsible for

- 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

TC Criteria

Establishment and renewal of TC contracts are at the sole discretion of the AHA. The AHA makes these decisions based on its ability to support all TCs effectively and efficiently.

The AHA considers each of these factors when approving or renewing a TC contract:

- The establishment of a TC supports the AHA mission.
- The training needs of a given area are based on geography, population, corporate/community needs, and the healthcare environment.
- The relationship of the TC with the AHA does not place the AHA in a conflict of interest.
- The TC's aligned instructors meet the established criteria and are eligible to fulfill the role.
- The TC meets the general liability insurance requirements outlined in the [Liability Insurance for TCs](#) section of this manual.
- The TC maintains Internet access and a current active email address.

Faculty

TC Coordinator

The 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 TC 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 the Instructor Network
- Appoints and manages all TC Faculty (TCF) for the TC
- Must notify the ECC Customer Support Center at tccsupport@heart.org or 888-277-5463 of any changes to TCC, phone, and email address within 72 hours after the change

- Ensures that 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 Customer Support Center within 30 days after their new appointment (contact tccsupport@heart.org or 888-277-5463 for more information)

TC Faculty

AHA TCF

- 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 TCF in each discipline it teaches. Basic Life Support (BLS) TCF can support both BLS Instructors and Heartsaver® Instructors, but if the TC has only Heartsaver Instructors, it can also appoint Heartsaver TCF; likewise, Pediatric Advanced Life Support (PALS) TCF can support both PALS and Pediatric Emergency Assessment, Recognition, and Stabilization (PEARS®) Instructors, but if the TC has only PEARS Instructors, it can also appoint PEARS TCF.

The recommended ratio is at least 1 TCF per 8 to 12 instructors (in the same discipline) or at least 1 TCF per TS if the instructor numbers are fewer than 12.

TCF status is a TCC appointment and is an internal position to that TC only. TCF status does not transfer to other TCs. When a TCF member transfers to another TC, it is as an instructor, not as a TCF.

Regional Faculty

AHA Regional Faculty (RF) are appointed volunteers assigned to TCs by Regional ECC Committees for course monitoring and mentoring opportunities. The AHA reviews RF assignments to avoid conflict of interest. The AHA has final authority in the decision of the assignment.

AHA RF

- Conduct a course monitoring on a routine basis and as requested by the AHA
- May monitor, update, coach, and mentor TCF and instructors upon request of the assigned TC

An RF member *cannot*

- Conduct a course monitoring for any TC he or she is aligned with as an instructor or a TC that may be perceived as a competitor because of conflict of interest
- Receive payment for monitoring or mentoring activities while acting in the role of RF
- Hold a paid position within the AHA

2 – TC Policies and Procedures

Renewing a TC Agreement

TC Agreement Renewal Process

The Customer Support Coordinator will notify the TCC of the TC's upcoming renewal by email notification 90 days before the renewal date. Instructions and any additional information needed to complete the renewal will be included.

Reminders are sent at 60, 30, and 15 days. Failure to complete the renewal by the expiration date may result in suspension of the TC's security identification (ID) or nonrenewal.

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.

Course monitoring is conducted by an assigned RF member who uploads the Course Monitoring Report to the AHA. The TCC must be available during a scheduled TC course monitoring to answer any questions from reviewers and to ensure that the requirements are understood. Participation by TCF 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

Status as a TC may not be assigned, sold, licensed, sublicensed, or transferred without the prior written consent of the AHA.

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

TCs may be closed in 1 of 4 ways:

- Either party may, at its discretion, terminate the TC Agreement by providing the other party with 60 calendar days' notice without further explanation or justification.
- Either party is free to choose not to renew the TC Agreement at renewal without giving advance notice, further explanation, or justification to the other party.
- Either party may terminate the TC Agreement if the other party breaches the TC Agreement and does not cure the breach within 10 business days after receiving written notice of the breach.
- The AHA may terminate the agreement and close a TC without any prior written notice if it determines, in its sole discretion, that the TC performs any activities that pose a legal or business risk to the AHA.

A TC must perform the following steps within **30 calendar days** before the expiration or termination of the TC Agreement unless indicated otherwise:

Step	Action
1	The TC notifies all instructors in writing of the TC closing.
2	Instructors access My Courses to receive a current list of other TCs in the area.
3	The TC ensures that its records are updated and complete and that all pending cards have been issued.

Step	Action
4	<p>eCards and course completion cards are not transferable. Upon closure of the TC, all unissued eCards will be unavailable to the TC.</p> <p>The TC returns all blank AHA course completion cards to the ECC Customer Support Center. It will arrange for reimbursement for current, blank course completion cards or eCards. Only course completion cards purchased from an authorized AHA distributor will be considered for reimbursement.</p>
5	<p>The TC offers to either</p> <ul style="list-style-type: none"> • Hold instructor records (including course rosters and monitor forms) until new TCs have been designated <i>or</i> • Inform instructors that their records are being sent to the ECC Customer Support Center <p>Records must be sent to the new TC or to the ECC Customer Support Center within 30 calendar days after the TC Agreement termination date. Instructor records may not be sent to individual instructors.</p>

Transitioning a TC to a TS

To transition from a TC to a TS, the TC needs to complete the following steps at least 30 calendar days before the transition.

Step	Action
1	The TCC identifies a TC that will accept the transitioning TC and its instructors as a TS. Instructors may select their own TC.
2	The TC notifies all instructors affiliated with the TC that is closing or transitioning at least 30 calendar days before the scheduled date. If an instructor wishes to align with another TC, the transitioning TC will transfer the instructor's records to the requested TC on receipt of a completed Instructor Records Transfer Request.
3	The transitioning TC ensures that all course and instructor records are updated and complete and that pending cards have been issued.

Step	Action
4	<p>eCards and course completion cards are not transferable. Upon closure of the TC, all unissued eCards will be unavailable to the TC.</p> <p>The TC returns all blank AHA course completion cards to the ECC Customer Support Center. The ECC Customer Support Center will arrange for reimbursement for current, blank course completion cards or eCards. Only course completion cards purchased from an authorized AHA distributor will be considered for reimbursement.</p>

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 [Use of AHA Materials](#).
- 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.

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 evidencing this coverage with its application and upon any renewals of its TC status. This contractual requirement will be updated upon renewal of your TC Agreement.

Insurance Requirements Upon Renewal

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: *The 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 Advanced Cardiovascular Life Support (ACLS), BLS, and 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 888-277-5463, **option 1**. TCC Support is available by phone Monday through Friday from 8:00 AM to 5:00 PM 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.

Managing Records: 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	<ul style="list-style-type: none">• 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)<ul style="list-style-type: none">– <i>Note:</i> 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• 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
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Instructor Essentials Courses	<ul style="list-style-type: none"> • Instructor Candidate Applications for all candidates in the course documenting that the candidate will align with a TC • Completed course rosters • 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 TCF) <ul style="list-style-type: none"> – <i>Note:</i> 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.
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Instructor and TCF Records (All Disciplines)

The TC maintains files and documentation for all course activity for aligned instructors. The forms listed below can be found on the [Instructor Network](#).

- Instructor/TCF Candidate Applications for all instructors aligned with that TC
- Instructor Monitoring Tool eForm
- Instructor/TCF Renewal Checklists
- Instructor Records Transfer Requests
- Instructor Essentials Course Completion Notice to Primary TC (*Note:* Instructors are responsible for submitting proof of training to their 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:

Step	Action
1	Instructor completes an Instructor Records Transfer Request, located on the Instructor Network .
2	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.
3	<p>The original TC sends complete, up-to-date instructor files, instructor records, or a list of all courses taught to the other TC within 30 calendar days after receiving the Instructor Records Transfer Request.</p> <p>Instructor records include</p> <ul style="list-style-type: none"> • Instructor/TCF Candidate Applications for all instructors aligned with that TC • Instructor/TCF Monitor Forms • Instructor/TCF Renewal Checklists • 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) <p>Copies or originals are acceptable.</p>
4	Once original TC has sent requested instructor files, <i>the accepting TC must verify that the instructor has been removed from the original TC Instructor List on the Instructor Network</i> . The accepting TC will need to advise the instructor on how to complete alignment with his or her center on the Instructor Network website.

Step	Action
5	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 the Instructor Network. 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 the new TC name. New TC must return the original instructor card to the original TC for destruction or notify the TC that card destruction is complete.
6	Accepting TC must <ul style="list-style-type: none"> • 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 the Instructor Network
- Providing guidance and assistance to instructors as needed
- Maintaining a current list of instructor ID numbers from the Instructor Network
- Providing instructors with notification of all ECC Training Bulletins, Training Memos, and issues of *ECC Beat* placed on the Instructor Network
- 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

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

Issuing Course Completion Cards and Security

- 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](#) located on the Instructor Network.
- Beginning in January 2018, use of eCards will become mandatory.
- To verify an eCard, go to www.heart.org/CPR/mycards and enter the eCard code or scan the QR code on the student eCard.

- 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.
- Paper card: The TCC may allow a TS to issue course completion cards. However, the TCC has final responsibility to the AHA for all course completions cards, including 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.
- Each student who successfully completes an AHA ECC course must be issued the appropriate course completion card unless prohibited by local or state statutes or regulations.
- 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.
- 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.
- All course completion cards must be in students' hands as quickly as possible but no later than 20 days after the course completion date.
- 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.
- The instructor's ID number (assigned by the Instructor Network) must be included on all provider cards.
- TCs cannot sell or give course completion cards to other TCs or non-AHA organizations.
- TCs can only issue eCards or course completion cards to students who have successfully completed an AHA course through that TC.
- If a provider receives remediation, the course completion card will have the remediation date for the issue date.
- 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.

For more information on course completion cards, refer to the [Course Card Reference Guide](#) on the Instructor Network.

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 handwrite 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 Instructor Network 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](#) on the Instructor Network 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 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 TC's 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](#) on the Instructor Network, 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. All current and previously issued eCards are available in their student profiles.

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, 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

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, 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 with legislation that mandates training and in school systems that have no budget or sustainable resources for the training. K-12 schools should review local AHA advocacy efforts and consult the CPR in schools' managers or Community CPR managers to 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.

3 – 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 TCF. The TCC decides whether to accept the instructor for alignment. This decision is final.
- TCs may revoke the alignment privilege of any instructor 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.

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.

Requirement examples

- 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 Status Revocation

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.
- ECC will review information and determine whether the instructor is eligible for active status or should have his or her instructor status revoked. Instructor records cannot be transferred until a final decision is made.
- 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.

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, TCF, ECC staff, or RF
- 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

4 – Training Sites

TSs are generally training locations that operate under a TC in separate locations.

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 TCF 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 or approved TCF designee visits and monitors each TS at least once every 2 years to ensure that the site complies with the AHA and TC policies.
- The TC maintains documentation of these visits for at least 3 years.
- 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.

5 – 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.

Upon renewal of the TC Agreement, the geographic boundary will be updated.

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](#) 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, please contact AHA's ECC International Department at eccinternational@heart.org.

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 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](#)
- [Foreign Corrupt Practices Act](#)
- [Denied Persons List/Unverified List/Entity List/Specially Designated Nationals List/Debarred List/Nonproliferation Sanctions](#)
- [Sanctions Programs and Country Information](#)

If you have questions, please contact AHA's ECC International Department at eccinternational@heart.org.

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 table below details recognition of status in the ECC Training Network in the United States and internationally.

Within the AHA

Status	Description
Provider	<ul style="list-style-type: none">Recognized by all AHA TCs worldwide
Instructor	<ul style="list-style-type: none">Recognized nationally and internationallyAn 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.
TCF	<ul style="list-style-type: none">A TCF appointment is not transferable between TCs.A TCF member who transfers to another TC will need to work with the new TC to establish TCF status.
RF	<ul style="list-style-type: none">An RF appointment is not transferable outside of the region or state where it was issued.An RF member who moves to another region should contact the Volunteer Support Specialist for specific information about applying for RF appointment in the new region.Internationally, for RF information, contact eccinternational@heart.org.

Military Training Network (United States Only)

Since 1984, the AHA has recognized the Military Training Network (MTN) for Resuscitative Medicine Programs.

The MTN coordinates resuscitative medicine programs for the uniformed services. The Department of Defense Health Council at the Uniformed

Services University of the Health Sciences established these programs for the uniformed services.

The table below describes recognition of status with the MTN:

Status	Description
MTN provider certificates/cards	<ul style="list-style-type: none"> • MTN provider cards for AHA courses are the equivalent of the corresponding AHA provider card (MTN uses the AHA curricula). These certificates/cards also <ul style="list-style-type: none"> – Are recognized within the Department of Defense – May not bear the AHA logo – Should be recognized by AHA TCs and TSs when renewing <i>Department of Defense personnel</i> • The MTN may issue AHA Provider cards. • Someone with a current MTN Provider card may attend a discipline-specific AHA renewal course. <p>For more information, visit Military Training Network.</p>
MTN instructor cards	<ul style="list-style-type: none"> • The MTN issues AHA instructor cards. • MTN Instructors who wish to teach outside the MTN must align with a civilian TC and meet its affiliation requirements. These instructors will have dual instructor status and alignment and will issue cards appropriate to their audiences. • MTN instructors must meet all TC and MTN training requirements to maintain their status. All courses may count toward teaching requirements in both systems. It is the instructor’s responsibility to ensure that the MTN site and the TC are provided with course rosters.

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 table details recognition with the HSFC in the United States.

Status	Description
HSFC provider card	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Recognized by an AHA TC in the same way as an instructor card issued by any 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 eccinternational@heart.org.

Recognition of Other Organizations Not Listed

For questions about AHA recognition of other organizations not listed above, contact the ECC Customer Support Center.

For questions about international organizations not listed, contact eccinternational@heart.org.

6 – 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 [Use of AHA Materials](#) for more information.
- The current edition of AHA course materials, DVDs, and exams must be used. Using the course DVDs is mandatory in classroom courses.
- 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 Course Evaluation Form on the Instructor Network. If a TC elects to use its own evaluation form, the form must contain all the information on the Instructor Network form.
- After successful course completion, the appropriate AHA course completion card must be issued. The course completion card must meet all AHA card issuance requirements.

Any changes or deletions to items set out in the core curriculum of each AHA course Instructor Manual should be considered fundamental changes to the course and may not be made in a course for which an AHA course completion card is issued.

Validation

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

To validate students' completion certificates,

1. Go to OnlineAHA.org or eLearning.heart.org
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 units (CEUs), or continuing medical education (CME) credit for doctors, nurses, and EMS professionals. Access OnlineAHA.org or 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 for Experienced Providers (ACLS EP)
- BLS
- Heartsaver
- 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 the AHA Instructor Network 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 the Instructor Network or contact the AHA 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.

By January 31, 2019, the AHA will require 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 the AHA Instructor Network.

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 the Instructor Network 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.
- Requests to administer the exam via an online education platform should be sent to the ECC Customer Support Center.
- 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 *2015 Handbook of ECC for Healthcare Providers*, the *2015 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 ECC 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.

For blended-learning students who come to the hands-on session prepared to demonstrate mastery of the skills associated with high-quality CPR and ACLS, instructors may use the Accelerated HeartCode BLS and ACLS Competency Agendas. These agendas offer greater flexibility in the requirements to complete the instructor-led hands-on session and allow a learner to immediately demonstrate his or her mastery and thus potentially shorten the time required to complete the hands-on session. The adaptable design allows instructors and students an opportunity to demonstrate competency in a strategic learning environment that is adjustable to all learners. Those students who demonstrate skills well in practice immediately move into skills testing, and those who may still require additional knowledge have an opportunity to review cognitive content before moving into skills testing. When using the competency agenda, the instructor must ensure that the student is demonstrating performance at the required level by using an instrumented directive feedback device or manikin during the instructor-led, high-quality BLS skills lesson and testing.

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 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

Provider Instructor Essentials Courses

Instructor Candidates

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

The AHA requires that instructors be at least 16 years of age for Heartsaver Instructor Essentials and BLS Instructor Essentials Courses. ACLS, ACLS EP, PALS, and PEARS Instructors must be at least 18 years of age and be licensed or credentialed in a healthcare occupation where the skills are within the provider's scope of practice.

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 TCF (An Instructor Candidate Workbook may be secured from the TCF or from the online Instructor Essentials course at OnlineAHA.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.)
- Successfully be monitored teaching within 6 months after successful completion of the appropriate Instructor Essentials course with a Course Monitor Form documented by TCF (TCs may require additional monitoring, if needed)
 - For 100% HeartCode facilities, a skills test may satisfy the monitoring of the instructor.
- Register on the [Instructor Network](#) and be accepted and approved by his or her primary TC for issuance of an instructor ID number from the Instructor 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 TCF members in that discipline.

TCF members acting as Course Directors must be present throughout the entire Instructor Essentials 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
- Mastery of the AHA Instructor core competencies

Instructor Card Issuance Requirements

The Instructor Manuals explain the requirements for instructor cards 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.
 - 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.
 - For a deficiency in teaching ability or quality, the instructor candidate may be mentored while teaching with the Course Director or instructor/TCF 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.
 - For a deficiency in content knowledge or skills performance, the Course Director, TCF member, or RF 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 the [Instructor Network](#) 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 TCF. Criteria for renewal varies based on discipline. Refer to the appropriate Instructor Manual for the discipline-specific instructor renewal criteria.

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); monitoring during duty may be waived if MTN Faculty members are not available
- 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 assigned RF and TCF, 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.

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
- Successfully be 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

PEARS	Description
Provider Course	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • The PEARS Instructor Essentials Course can be conducted by PALS or PEARS TC, TCF, or RF. • The PALS or PEARS TCF must be present throughout the entire Instructor Essentials course.
Instructor candidates	<ul style="list-style-type: none"> • 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 • Successfully be 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 TCF 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

7 – Conflict of Interest and Ethics Policies

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	Description
Competence	<p>ECC leaders must demonstrate a competent knowledge relative to their assigned specific area of responsibility.</p> <p>Leaders must maintain all prerequisites for the position and participate in required educational or informational sessions.</p>
Respect for others	<p>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.</p> <p>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.</p>

Conduct	Description
Integrity	<p>ECC leaders must conduct themselves with honesty, fairness, and trustworthiness and must not make statements that are false, misleading, or deceptive.</p> <p>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.</p>
Neutrality	<p>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.</p> <p>Specifically, whenever possible, generic names for drugs and devices should be used.</p> <p>While in their volunteer roles, instructors and Faculty must not be advocates for specific brand names or proprietary products outside of AHA recommendations.</p> <p>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.</p>

8 – 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, 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 the Instructor Network 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 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 (RF, ECC Regional Committee and its members) must be submitted in writing to the appropriate committee or entity with authority over that individual.

- The Regional ECC Committee is responsible for the RF and Regional ECC Committee, subcommittees, working groups, and their members.
- The Volunteer Team is responsible for Regional ECC Committee chairs. The ECC International Team is responsible for international RF and volunteers.

It is the responsibility of the Regional ECC 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 the assistance of AHA staff, will appoint a quality assessment/quality improvement subcommittee to review the written complaint and/or appeal, obtain additional information as appropriate, and render a recommendation to the responsible committee about the dispute. Due attention must be paid to avoid conflicts of interest on the part of any member of the quality assessment/quality improvement subcommittee.

The volunteer/instructor has 30 days to respond to the written complaint. A final decision will be made by the Director of Field Operations within 30 calendar days after the volunteer/instructor’s response.

9 – Reference and Resources

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
CEU	continuing education unit
CME	continuing medical education
CPR	cardiopulmonary resuscitation
ECC	Emergency Cardiovascular Care
EMS	emergency medical services
HSFC	Heart and Stroke Foundation of Canada
ITC	International Training Center
MTN	Military Training Network
PALS	Pediatric Advanced Life Support
PAM	<i>Program Administration Manual</i>
PEARS	Pediatric Emergency Assessment, Recognition, and Stabilization
RF	Regional Faculty
RQI	Resuscitation Quality Improvement® (RQI®) program
TC	Training Center (see Instructor Alignment for details on primary and secondary TCs)
TCC	Training Center Coordinator
TCF	Training Center Faculty
TS	Training Site

Resources

The following resources are available to the ECC Training Network:

Resource	Description
<p>AHA Instructor Network: ahainstructornetwork.org: All instructors are required to be aligned on the Instructor Network, and a user agreement is required during registration. The AHA reserves the right to delete or reject alignments on the Instructor Network.</p> <p>877-242-4277</p>	<ul style="list-style-type: none"> • 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
<p>TCC Support: tccsupport@heart.org</p> <p>1-888-277-5463</p>	<ul style="list-style-type: none"> • Provides assistance and answers to questions for TCCs
<p>My Courses (for instructors): ahainstructornetwork.org</p> <p>877-242-4277</p>	<ul style="list-style-type: none"> • Allows instructors to list courses and skills sessions for practice and testing • Can be used to issue eCards • Is available for US instructors and courses only
<p>Information for students: cpr.heart.org</p>	<ul style="list-style-type: none"> • Offers students the ability to search for ECC courses in a specific city or zip code with Find a Course • Provides information about eLearning, course cards, and eBooks • Provides information about ECC regional conferences • Is available in the United States only

Resource	Description
eCards (for TCs and instructors): www.ahainstructornetwork.org 877-242-4277	<ul style="list-style-type: none"> • 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.heart.org/CPR/mycards	<ul style="list-style-type: none"> • 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-size options • Is available for the United States only
eCards (for TCs and employers): www.heart.org/CPR/mycards	<ul style="list-style-type: none"> • Allows TCs to verify an eCard
AHA eLearning websites: OnlineAHA.org eLearning.heart.org 888-242-8883	<ul style="list-style-type: none"> • Provides access to ECC online courses
ACLS and PALS student website: www.heart.org/eccstudent	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Is the primary public email for the Training Network outside the United States

Resource	Description
AHA website: www.heart.org	<ul style="list-style-type: none"> • Provides AHA-related issues from Advocacy to Science and Research • Lists AHA events happening in your area, including fundraising events • Provides information about prevention education, diet, blood pressure, physical activity, and nutrition • Provides general information about AHA programs and services

US AHA Phone Numbers

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

AHA Toll-Free Phone Number	Available Resources
888-277-5463	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

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 the Instructor Network.

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