

CGP218

American Heart Association Training Center Policy and Procedures

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1. POLICY INTRODUCTION

This policy establishes an effective, accountable and transparent framework for outline and provide guidance for the management of the Training Center to include enrollment and performance of American Heart Association (AHA) courses.

Revisions to this document have been made based on sixth edition of the Program Administration Manual (PAM). This latest edition of the PAM reflects the recent changes of the Emergency Cardiovascular Care (ECC) Programs updated and effective November 1, 2018. This document is designed to supplement the PAM. The PAM is the ultimate source for guideline information and supersedes this document if there is a difference of opinion.

2. SCOPE

Training Center Faculty, Staff, Educators, and Instructors.

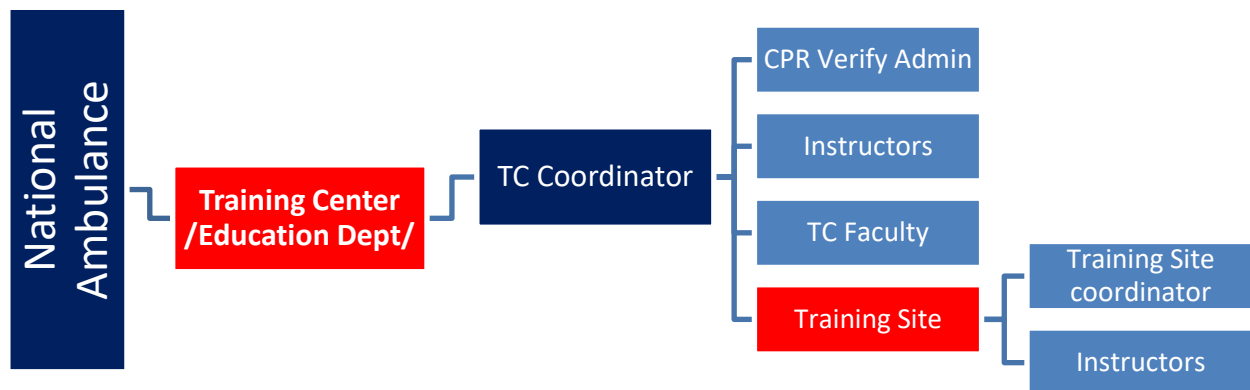
3. ROLES AND RESPONSIBILITIES

National Ambulance Training Center ("TC"): It is able to conduct independent and self-sustaining AHA training program. The Training Center must have the following:

1. Training Center Coordinator
2. Training Center CPR Verify Administrative
3. Training Center Faculty
4. Course Director (Advanced Life Support)
5. Medical Director (Advanced Life Support)
6. Instructors / Educators
7. All required teaching materials including eBooks
8. All required teaching equipment as listed in the individual Instructor manuals
9. Adequate classroom space including secure equipment storage space

Structure of the NA AHA Training Network

The National Ambulance AHA Training Network includes Training Sites (TSs), ITC Coordinators (TCCs), ITC Faculty (TCF), and instructors. The following image represents the structure of the National Ambulance AHA Training Network.



3.1. NATIONAL AMBULANCE TC

The Training Center role is to train persons in Emergency Cardiovascular Care (ECC) programs and strengthen the Chain of Survival

3.1.1. TC is responsible for providing the following ECC programs:

- Basic Life Support (BLS) for Healthcare Providers and subordinate courses
- BLS Instructor
- All Heartsaver courses
- Advanced Cardiac Life Support (ACLS)
- ACLS Instructor
- Pediatric Advanced Life Support (PALS)
- PALS Instructor
- Pediatric Emergency Assessment, Recognition, and Stabilization (PEARS)

3.1.2 Create and implement specific, policies that address the following comply with AHA policies and standards:

- I. Equipment decontamination
- II. Quality Assurance Plan (to include course and instructor monitoring)
- III. Internal Training Center (TC) dispute resolution policy.
- IV. Administrative records maintenance to include instructor folders and course reports
- V. eCard and Test security
- VI. Management of instructor communication and updates

3.1.3. The administration and quality of all ECC courses, whether delivered directly by the ITC or aligned TSs and instructors, regardless of the course location

3.1.4. Providing aligned instructors and TSs with consistent and timely communication of any new or updated information about MENA and ITC policies, procedures, course content, or course administration that could potentially affect an instructor in carrying out his or her responsibilities

3.1.5. Serving as the principal resource for information, support, and quality control for all AHA ECC Instructors aligned with the ITC

3.1.6. The day-to-day management of the ITC, TSs, and instructors

3.2. NA TC COORDINATOR

- TC Coordinator is an experienced Training Center Faculty (TCF)
- TCC is the primary point for all TC correspondence
- TC Coordinator is appointed by the Manager, Education Department.
- Responsible for all aspects of the AHA program at the TC
- Implements and manages the TC in accordance with AHA guidelines
- Creates course agendas tailored to TC requirements that include all core AHA content.
- Ensures the appropriate records and reports are maintained at the Training Center as required
- Responsible for completing the "Semi-Annual/Annual" Report and submitting it to Manager, Education Department and Training Center.
- Notifies AHA of problems, disputes or other concerns
- Secures adequate training resources (e.g. class space, eBooks and equipment).
- Shares responsibility and accountability for AHA eCards and test materials with the Program Administrator (PA).
- Reviews the files of all newly assigned TCF and instructors.
- Provides TC specific orientation (i.e. Course Director Orientation for guidelines) and coordinates for the monitoring of newly assigned TCF and instructors at first teaching.

- Appoints and revokes TCF and instructor status when necessary.
- Conducts course monitoring reviews at any course that falls under the responsibility of the TC to ensure quality assurance.
- Teaches Instructor/Provider courses and fulfills instructor renewal requirements
- Completes and files in the Instructor folder an "Instructor Renewal Checklist" for each instructor renewing their instructor status.

3.3. CPR VERIFY ADMINISTRATOR (CVA)

- CVA is appointed by the Manager, Education Department
- Ensures the records and reports are maintained at the TC
- Set up courses on LMS Website, scheduling and enrolls students into courses
- Posts Courses on LMS and Outlook training calendar
- Signs out/in course material and collects deposits for such material
- Maintains adequate training resources par levels as set by the TC Coordinator (e.g. eBooks, equipment, and supplies).
- Shares responsibility and accountability for AHA eCards and test materials
- Assists TC Coordinator with maintaining records in Training Center Manager software/web (CPR verify)

3.4. TRAINING CENTER FACULTY (TCF):

- The TCF are subject matter experts for their Emergency Cardiovascular Care Program
- The TC Coordinator appoints the TCF. Candidates must be highly motivated, well trained, and an experienced instructor
- TCF lead training activities and are specifically charged with training, mentoring and evaluating course instructors.
- Facilitates program planning, implementation and quality assurance.
- Teaches Instructor and Provider Courses
- Monitors and evaluates instructor's teaching performance during Provider courses

3.5. COURSE DIRECTOR/ MEDICAL DIRECTOR, ACLS/PALS (INSTRUCTOR):

- Selected by TCF and appointed by TC Coordinator
- Active Instructor (taught at least eight (8) course) in the same discipline as the Course Director's appointment
- Course Directors/medical director are members of the TC's faculty
- Complete Course Director /medical director orientation; a formal presentation, self-paced instruction or one-on-one mentoring can be used to accomplish the orientation
- Course Directors/ Medical Director are required to be on-site/ on phone/ zoom call throughout the course
- Supervises student performance and evaluation by instructors
- Monitors Instructors and candidate Instructors performance
- Remediate or oversees remediation of students during the course.
- Serves as an Instructor

3.6. COURSE INSTRUCTOR:

- Teach course in discipline adhering to AHA policies, Instructor manual and guidelines and TC policy
- Prepare, conduct, update, close, evaluate and Remediate students during the course.

- Submit to TC the roster and course paperwork copies of other NA TC requirements
- All instructors should maintain the AHA instructor status from National Ambulance Training Center must teach a minimum of four (4) courses per calendar year. Instructors who fail to meet this minimum standard will have their names to be removed from Instructor portal (e.g. CPR Verify, AHA Instructor Network, etc)

4. COURSES DOCUMENTATION

4.1. INSTRUCTOR FOLDER MAINTENANCE:

- 4.1.1 Instructor folders will be located with Training Center Coordinator
- 4.1.2 Instructor folders will be maintained according to Training Center policies
- 4.1.3 A commercial electronic database will be used to track Instructor history for the below:

- Instructor/TCF Candidate Application Form
- Instructor Essentials Certificate (Online)
- Instructor Essentials Course Completion Notice to Primary ITC
- Instructor/TCF Monitoring Form
- Instructor/TCF Renewal Checklists: along with the provider course's written & skills testing for the instructor.
- Instructor Records Transfer Requests: when applicable
- Teaching Activity
- Instructor/ TCF Cards Copy: Current and Valid
- Instructor Update Evidence: when applicable
- Documentation of administrative or disciplinary actions taken (if any)

4.2. COURSE FOLDER MAINTENANCE

- 4.2.1 Course folders will be archived digitally with the TC.
- 4.2.2 At a minimum each Course will have the following:

- Sign-in Sheet: For both participants and instructors handwritten not typed, if electronic then require having electronic signature
- Course Roster: All fields must be filled out, see sample, First Page: Course type, ITC information, location of course, Instructors (including guest instructor). Second Page: student Full Name, Email, Mobile, results, etc.
- CPRVerify Course Roster: "Final Locked" course roster from the CPRVerify to be included
- Course Agenda: Start and end time should always be written
- Heartcode Part 1: Copy of the HC Part one certificate needs to be included for all participants as a proof that they have completed Part 1 before enrolling in the Part 2.
- Pre-Course Self-Assessment for Advanced Course: Needs to be kept with score >70%
- Skill Testing Checklists: All sheets must be kept, passed, remediated and incomplete. Fully completed and signed by the instructor
- Written Exam: All sheets must be kept, passed, remediated and incomplete. Need to see how the correction been followed
- Course Evaluation and Summary: Either to use the AHA standard format, see sample, or the center's own customized form, as long as it incorporates the AHA questions within and the individual instructor evaluation form as part of the TC QA
- Dispute Resolution documentation:

- a. Complaints about issues may be submitted to the NA Training Center in writing by:

- A student who attended the course in which the problem arose.
- An instructor, course director, program director, TCF.
- Any staff member with information about the problem.

b. All complaints must contain the following information:

- i. The name and address of the person making the complaint. Complainants may not remain anonymous.
- ii. The name and address of the person and/or organization against which the complaint is made.
- iii. A detailed written description of the dispute, complaint, or problem (who, what, when, where, and why). For Training Center related issues, the complaint will contain information on attempts of the Training Center to resolve the matter.
- iv. Reference to the appropriate rule, standard, and/or guidelines related to the matter.
- v. Copies of all related correspondence, records and other documentation

4.3. CPR VERIFY MAINTENANCE

TC should fully utilize CPRverify for maintaining course records, managing instructors, and accessing course information and exams. Users have the following access, depending on their role:

- The TCC can add, edit, and deactivate, CPRverify Admins, Training Site Administrators, and instructors. TCCs can access all course resources and exams, can add and edit rosters, and manage eCards
- CPRverify Admin appointed for the TC. This user has the same access as the TCC, except they cannot access the exams.
- Training Site Administrator can add and deactivate instructors, and manage rosters for their site, but cannot access rosters and instructors that are not association with their training site.
- Instructors' access allows them to add or edit rosters for classes, as well as accessing course resources.

4.4. COURSE COMPLETION ECARD MANAGEMENT

4.4.1. ORDERING COURSE COMPLETION eCARDS

- Only a TCC can use the confidential security code to order eCards or course completion eCards for approved disciplines.
- The TCC must keep this code confidential. The TCC has final responsibility to the AHA for the security code. The TCC will notify the AHA immediately if the security code is suspected as lost, stolen, disclosed, or used without authorization.
- According to AHA PAMS misuse of the confidential security code could result in termination of the ITC Agreement.

4.4.2. ISSUING COURSE COMPLETION eCARDS AND SECURITY

- AHA eCards and course completion eCards contain security features and have the AHA logo.
- To verify an eCard issued in the U.S., go to <http://www.heart.org/CPR/mycards> and enter the eCard code or scan the QR code on the student eCard. For eCards issued outside of the U.S., go to CPRverify.
- Each student who successfully completes an AHA ECC course must be issued the appropriate course completion card unless prohibited by company, local or regulations

- All course completion eCards must be in students' hands as quickly as possible. TC must issue eCards or course completion cards within 20 business days after receipt of completed paperwork.
- TC never allow a course roster to be given to a provider in the place of a course completion card since course rosters contain personal data of providers and must be protected.
- TC will not sell or give course completion eCards to other TCs or non-AHA organizations.
- TC can only issue eCards or course completion eCards to students who have successfully completed an AHA course through NA TC.
- If a provider receives remediation, the course completion eCard will have the remediation date for the issue date.
- All AHA course completion eCards are valid for 2 years through the end of the month in which the course completion eCard was issued.

4.5. WRITTEN AND SKILLS TESTS

NA TC will use only current written exams and skills tests, issued by the AHA, are used to determine successful course completion. Use of any other written exam to determine a student's completion of an AHA ECC course will jeopardize the NA TC Agreement, the instructor's status, or both.

4.6. EXAM SECURITY

- TCCs receive exams from CPRverify/ AHA eLearning
- TCCs are ultimately responsible for the security of the exams
- NA TC ensuring that instructors use current versions of each exam/eExam as appropriate
- NA TC maintaining exam/eExam security within the TC records and through all instructors who issue exams
- Each exam/eExam will be accounted for and returned to the instructor at the end of the exam. Exams will be stored in a securely locked location and will not be distributed without a clear set of guidelines for their use
- TCC sends exams/eExam electronically to an instructor, the TCC will protect the security of the exams by sending to an email address that is accessible only by that instructor.
- NA TC is responsible for ensuring that the exams are not edited, and only AHA-translated exams are used.

4.7. HEARTCODE SKILLS TESTS FOR AHA eLEARNING OR CLASSROOM COURSE COMPLETION

NA TC using the eLearning methodology that available in the AHA Training Central by ensuring the below:

- That the student has completed the eLearning online portion of the course for which the student will be tested
- That a skills practice session has been conducted and that both the student and instructor feel confident that the student is ready for testing before skills testing begins according to the instructor manual.
- Using the authorized skills testing sheets, critical skills description sheets, and lesson plans as described in the curriculum.
- Completed skills testing sheets for students who have not yet succeeded in performing the skill will be kept in the course file.

4.8. COURSE FEES, MATERIALS, AND EQUIPMENT

4.8.1. COURSE FEES

NA TC create a price list for the external client with indication of the required disclaimer as indicated in the international version of PAM as below:

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.

4.8.2. USE OF AHA MATERIALS

- eBook or Student Manual
- 1. NA TC provide each student with the current, appropriate course eBook/ Heartcode of their own readily available for use before, during, and after the course.
- 2. NA TC provide the educational materials as described in the instructor manual through the Training Central portal.
- 3. NA TC and current training site will **not be permitted to maintain libraries of AHA manuals to rent or loan out to students.**

- Instructor Material Requirements

NA TC will provide the required AHA instructor eManual and provider eManual/Student Workbooks for each discipline we teach.

- Managing Equipment

NA TC responsibility to ensure that:

1. Instructors follow the appropriate decontamination of equipment according to the manufacturer's instructions
2. All students will use face shields/mask mouth pieces with all manikins used during the hands-on training and testing.
3. Manikins will be cleaned after every course. The TC Coordinator/Course Director or the Lead Instructor will be responsible for making sure that the manikins are cleaned. (per MANIKIN CLEANING POLICY)
4. Appropriate equipment is available in sufficient quantities (as outlined in the Instructor eManual) and in good working order at each course conducted by the TC and/or its TSs or instructors.

4.9. QUALITY ASSURANCE PLAN

The NA TC is responsible for the quality of the courses it provides and its compliance with AHA policies and guidelines. The components of the Quality Assurance program include but are not limited to:

- i. Compliance with AHA policies and guidelines.
- ii. Course agendas include all AHA core content.
- iii. Records and files are complete and properly maintained.
- iv. Follow AHA guidelines for developing, monitoring, renewing, and updating instructors.
- v. Use evaluation of courses, instructors, and program administration to ensure a quality program to AHA standards.
- vi. Management of instructor communication and updates:
 - NA E-mail is the primary means of communication.
 - All NA instructors are encouraged to go to "AHA Instructor Network Home" webpage at <http://ahainstructornetwork.americanheart.org> and "CPR Verify" https://www.cprverify.org/users/sign_in and AHA's "CPR and Emergency Cardiovascular Care" webpage at http://www.heart.org/HEARTORG/CPRAndECC/CPR_UCM_001118_SubHomePage.jsp monthly to stay updated on all ECC issues.

5. COURSES PROCEDURES

5.1. PRE-COURSE PROCEDURES

- 1) NA TC Coordinator will announce each available course 30 days prior to date. (monthly base or based upon company training needs)
- 2) NA TC Coordinator will inform instructors of course dates and confirm their availability for individual course days/times seven (7) days prior to course. The actual course agenda will be decided by the TC Coordinator and the Course Director. Individual teaching assignments will be made and sent by email to the confirmed instructors with all other course information. TC Coordinator will ensure instructors/instructor candidates have any necessary course materials related to their teaching. A sufficient number of instructors must be available to meet the required student-to-instructor ratio.
- 3) NA Training Center Faculty must be available to monitor the teaching performance of renewing instructors or candidates who have completed the instructor course either physically or virtually.
- 4) Program / CPR Verify Administrator will put together and issue out course packets for each student, which will include as a minimum instructor welcome letter and proposed course schedule.
- 5) TC Coordinator/Course Director/ Lead Instructor will reserve course site. Also, according to course and class size will ensure that: audio-visual equipment is available and working; the appropriate manikins and clinical equipment (e.g. defibrillators) are available, clean, and good working order; sufficient clinical supplies are available. TC Coordinator/Course Director/Lead Instructor will set up course site in preparation for course.

5.2. CONDUCTING THE COURSE:

- 1) NA TC Coordinator will coordinate the course together with the Course Director if applicable.
- 2) NA TC Coordinator will meet with Course Director and instructors as necessary before start of course and at times during the course for communication of faculty issues. (virtually/ F2F/ phone etc.)
- 3) Register students by sign-in sheet, LMS and obtain expiration date of Provider ecard. Provide students with any additional documentation required during the course (Sign in Sheet, course roster, CPR verify code sheet, Skill testing sheets, evaluation forms). Collect Heartcode Part 1 certificate and pre-tests if necessary.
- 4) Any student that arrives 10 minutes late for a course will not be allowed to attend. The student will have to contact the Education Manager/TCC.
- 5) The Course Instructors have the responsibility for signing-in on the course roster. Failure to sign-in will result in the instructor not receiving credit for teaching the course.
- 6) Instructors and Course Director will identify students needing extra teaching and perform this during the course. Students who fail their initial practical evaluation, but pass the written test, will be retested by another instructor if available. Those failing the written test but passing the practical evaluation will review the test answers with the Course Director, and then be retest on different version of the test. At the discretion of the Program Director, those who initially fail both the written and the practical evaluation will be asked to retake the entire course. (Remediation will be done once) (follow NA testing score and remediation guidelines)
- 7) NA TC Coordinator and/or Course Director will assign personnel to proctor and score the written examination and collect the performance documents. TC Coordinator and/or Course Director will monitor the practical evaluation phase for quality assurance meeting AHA standards.

- 8) CPR Verify / Program Administrator will collect skills check off sheets and give successful students their provider ecards if available at the time by using CPR Verify (within the next 48hrs).
- 9) For Instructor Courses, candidates must follow up with teaching at a provider course while being monitored twice (if required) by a Training Center Faculty / Territory Faculty / Regional Faculty. Once this is successfully completed and fully documented, they will receive an instructor ecard.
- 10) NA TC Coordinator will meet with the Course Director to confirm final status of each student and to identify any participants who may have the potential to become instructors. Reschedule any unsuccessful students for the next available class.
- 11) Clean and pack up equipment and supplies, as necessary. Make note of equipment that may need repair or replacement of supplies than need replenishing and notify Program Administrator.

5.3. POST-COURSE PROCESS:

- 1) By using CPR Verify prepare and distribute provider or instructor ecards, if not already completed.
- 2) Inform individuals who were designated to have the potential to become instructors of the dates of the next Instructor Course. (by education manager/ TCC)
- 3) Ensure that Instructor Monitoring Forms or other instructor forms are complete, signed appropriately, and filed in the individual instructor file. Update the electronic database with teaching history.
- 4) Make plans to replenish course materials, equipment, or supplies as needed.

6. INSTRUCTOR COURSES

An AHA Instructor Course teaches the methods needed to effectively instruct others in resuscitation courses. The NA ITC requires that Instructors be at least working in healthcare facility for Heartsaver Instructor and at least healthcare provider for BLS Instructor courses. ACLS and PALS Instructors must be licensed or certified in a advance healthcare occupation (RN, Paramedic, EMTI and Physicians) where such skills are within the provider scope of practice.

6.1. INSTRUCTOR CANDIDATE SELECTION

- is motivated to teach
- is motivated to facilitate learning
- is motivated to ensure that students acquire the skills necessary for successful course completion
- is supporting the chain of survival and community awareness support
- comply with NA Education Department instructor alignment form

6.2. INSTRUCTOR COURSE PREREQUISITES

- have current Provider status in the discipline they wish to teach
- have competed the instructor essential in the discipline they wish to teach
- have completed an Instructor Candidate Application

6.3. INSTRUCTOR COURSE FACULTY

AHA Instructor Courses are taught by TCF/TF/RF members in that discipline. TCF members and/or discipline-specific Regional Faculty members acting as Course Directors teach ACLS, PALS, Heartsaver, and BLS Instructor courses and must be present throughout the entire Instructor Course. Additional Instructor Course Faculty members must be, at a minimum, current AHA Instructors in the discipline being taught.

6.4. INSTRUCTOR COURSE CONTENT/ MATERIALS

All Instructor Course candidates must own the most current edition of the required AHA Provider textbooks/eBook and Instructor's manuals for the courses they wish to teach. Candidates are required to use Instructor's manuals during the Instructor Course. The TCF member who conducts the course follows the discipline specific TC Faculty guide for conducting the instructor course.

6.5. INSTRUCTOR COURSE COMPLETION

- 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.

6.6. INSTRUCTOR ECARD ISSUANCE REQUIREMENTS

- Within 6 months of successfully completing the Instructor Course, the candidate successfully demonstrates his or her teaching skills while being monitored during a Provider or Provider Renewal Course. A TCF/TF can extend the time requirement to 1 year if there are extenuating circumstances. (e.g CORONA etc)
- Aligns with NA ITC, which issues the Instructor card. A current AHA BLS Regional Faculty/TCF member must monitor new BLS and Heartsaver Instructor candidates. ACLS or PALS Instructor candidates will be monitored by a Course Director, TCF member, or Regional Faculty member in the appropriate discipline.
- The person who monitored the candidate must complete the Instructor Monitor Form. 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 successfully demonstrate and teach the skill during the same course or a future course.
 - For a deficiency in content knowledge, the candidate may be remediated privately or asked to review the current Provider's manual and then successfully teach the content during the same course or a future course.
 - For a deficiency in teaching ability or quality, the candidate may be mentored by teaching with the Course Director or Instructor/TCF/TF member and then monitored again in a future course. The candidate may also be required to repeat the Instructor Course before being monitored again.
 - For a deficiency in content knowledge or skills performance, the Course Director, TCF member, or Regional Faculty member may require the candidate to take an entire Provider or Provider Renewal Course before being monitored again.
- Within 30 days of receiving the completed monitor form, the Instructor candidate's TC must issue an Instructor card. The issue date of the card is the month and 4-digit year in which the Instructor Course was completed.
- The card will expire 2 years from the issue date.

6.7. INSTRUCTOR RENEWAL CRITERIA

- 1) Maintain current Provider status as evidenced by current Provider card OR demonstration of acceptable Provider skills and successful completion of the Provider written examination.
- 2) If the Instructor chooses the demonstration route, successful completion must be documented on the Instructor/TCF Renewal Checklist. A new Provider card may be issued at the discretion of the TC or on request of the renewing Instructor.
- 3) Attend updates as required within the previous 2 years. Updates may address new course content or methodology and review TC, regional and national ECC information
- 4) Instructor Essentials course completed if applicable.
- 5) Teach a minimum of 4 classroom provider courses in 2 years.
- 6) Be monitored teaching a regular or renewal course in the preceding 2 years. The first monitoring after the initial Instructor Course does not satisfy this requirement.
- 7) Adhere to administrative review of AHA Conflict of Interest and Code of Conduct.
- 8) Maintains proficiency in provider-level cognitive and psychomotor skills; fulfills requirements for initial or renewal instructor certification

7. ALIGNMENT WITH TRAINING CENTER NA

An Instructor Candidate must complete all requirements and align with National Ambulance ITC before teaching a course other than the initial monitored course. An Instructor who is not aligned with a TC is not authorized to act as an AHA Instructor.

7.1. INSTRUCTOR ALIGNMENT

- No fees are paid to the AHA for this alignment
- There is a fees required to align with NA Training center for non-employee NA instructor
- The TC Coordinator will require a meeting with or monitoring of the Instructor applicant before acceptance. The TC Coordinator decides whether or not to accept the Instructor for alignment. This decision is final.
- NA Training Center will revoke the alignment privilege of any Instructor who fails to act in accordance with NA and AHA course policy.
- An Instructor (NA employee) may teach with aligned Training Site.

7.2. INSTRUCTOR STATUS REVOCATION

The following are key points on Instructor status revocation:

- If NA Training Center revokes an Instructor's alignment, then NA Training Center will report its decision to the AHA MENA.
- Instructor ecards are the only acceptable documents for proof of eligibility to conduct courses and issue course completion cards. Instructor cards must be returned to NA Training Center if Instructor alignment privileges are revoked.

7.3. GROUNDS FOR REVOCATION

Instructor status may be revoked by the NA TCC. Revocation may occur as a result of the findings of a Dispute Resolution. The following are reasons for revocation, but this list is not all-inclusive of infractions that can result in revocation:

- Falsification of class records
- Non-adherence to AHA guidelines and curricula
- Continued instruction inconsistent with AHA standards for the course/program after remediation by NA Training Center, or Territory/Regional Faculty
- Using non-AHA examinations, inappropriate activities, language, harassment, or conduct during courses or directed toward other Instructors, students, staff, or volunteers

8. RELEVANT LEGISLATION

International, federal or local legislation and circulars relevant to this Policy. Full detail on this legislation can be found in QHP109 Legal Register.

Code, Name of Legislation	Jurisdiction
Program Administration Manual International November 1, 2018	UAE

9. RELATED POLICIES AND FORMS

List related policies and procedures to the created/updated policy.

Policy & Procedure /Form
CGF193 AHA Course Evaluation

10.FEEDBACK

Any feedback or suggestions for improvement to this Policy, Processes or Procedures can be submitted to qhse@nationalambulance.ae

11.DOCUMENT CONTROL AND OWNERSHIP

A review and update of this document will take place as necessary, when changes occur that identify the need to revise this Policy such as changes in roles and responsibilities, release of new legislative or technical guidance, or identification of a new policy area.

This document ownership for editing is identified as:

- Education Manager

This controlled document is managed / overseen by [Procurement and Tendering Committee and/or Audit and Risk Management Committee and/or HR and Compensation Committee].

Change Brief

Version No.	Date	Change
1	April 2021	New Document

CEO Approval

Board Member Verification