

Program Administration Manual (PAM) Overview:

1. Training Center Organization

2. TC Policies and Procedures

a. Managing Records:

- i. *“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.”*

b. Instructor Transfer

c. Course Completion Cards:

- i. **Appropriate Course Completion:** *“TCs can only issue eCards or course completion cards to students who have successfully completed an AHA course through that TC.”*
- ii. **Timeframe:** *“All course completion cards must be in students’ hands as quickly as possible but no later than 20 days after the course completion date”*
- iii. **Replacement Cards:** *“Students can access their eCards at www.heart.org/CPR/mycards([link opens in new window](#))([link opens in new window](#)). All current and previously issued eCards are available in their student profiles. Students can now edit their own eCards. Previously, only the TCC or TC Administrator could make changes on behalf of students. Students can request changes from their eCards Student Profile page, and then the TCC will be alerted to accept or deny the changes.”*

- d. **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. 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.”*

3. Instructor Alignment

- a. **Accepting Instructors:** *“The TCC may require a meeting with or monitoring of the instructor applicant before acceptance. The course monitoring will be done by designated TF. The TCC decides whether to accept the instructor for alignment. This decision is final.”*
- b. **Alignment with more than one Training Center:** *“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.”*
- c. **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.”*

4. Training Sites

“An AHA TS operates with the authorization of an AHA TC and meets the following minimum requirements:

- *Has a business legal name*
- *Teaches AHA courses in accordance with the official AHA Guidelines for CPR and ECC*
- *Maintains at least five AHA Instructors who train more than a combined 250 people each year*
Owns and maintains all equipment needed for teaching AHA courses, including manikins that meet feedback device requirements (equipment may not be borrowed from the TC)
- *Meets minimum technical requirements*
- *Uses latest version of one of the top 3 or 4 Internet browsers by market share*

- *Maintains knowledge of and effectively uses AHA Training Network applications, such as the AHA Instructor Network, eCards, eLearning, or eBooks”*

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. The excluded territories include American Samoa, Guam, Northern Mariana Islands, Puerto Rico, and the US Virgin Islands.”*
- Recognition of Status: Within the AHA:** *“An 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.”*

6. Course Information

- AHA ECC Classroom-Based Course Criteria:**
 - Guidelines:** *“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.”*
 - Materials:**
 - “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.”*
 - “The current edition of AHA course materials, DVDs, and exams must be used. Using the course DVD is mandatory in classroom courses.”*
- Course Equipment:** *“Effective January 31, 2019, the AHA requires 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.”*
- Provider Course Structure**
 - 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”
 - Test Security:** *“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...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 2020 Handbook of ECC for Healthcare Providers, the 2020 Guidelines Update for CPR and ECC, posters, etc. Open resource does not mean open discussion with other students or the instructor.”*

- iii. **Provider Course Skills Testing:** *“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.”*

7. Conflict of Interest and Ethics Policies

- a. **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.”*

8. Legal Aspects

- a. **Americans with Disabilities Act**
- b. **AHA Trademarks**
- c. **Dispute Resolution/Disciplinary Action**
 - i. *“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.”*

9. Reference and Resources

- a. **Acronyms, Resources, AHA Phone Numbers**

10. Resources for PAM

- a. **PAM Forms**