



Interior Region Emergency Medical Services Council, Inc.

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Training Center Policy and Procedures

Courses

1. Course Rosters must be finalized within 5 working days of the course date. Cards must be picked up from IREMSC within 10 working days. Cards must be distributed within 20 days.
2. All course rosters must list the full name, complete home address, zip code and email of participants. The roster must reflect whether the course is online or a full course. (Contact TC if you do not have the correct course options)
3. Course rosters must include information demonstrating appropriate instructor to student, student to mannequin ratios and adequate time frames. BLS requires 1 mannequin to every 3 students. BLS, ACLS, PALS and PEARS: 6 students to 1 instructor.
4. Course rosters must be properly completed in Enrollware, and submitted with the students names correctly spelled and capitalized. Cards will be printed exactly as entered into Enrollware. If data entry mistakes are made, the instructor will be responsible for paying for the replacement cards.
5. Payment for cards is required with finalization of the roster. Payment may be made online using Enrollware unless the instructor has previously set up a charge account or made other arrangements.
6. **Cards will not be issued without prior payment.** It is our policy to deal with instructors **only** for payment. Students will not be allowed to pay for initial cards. If the student is paying for the card, the **instructor must collect** the payment from the student.
7. Evaluations **must** accompany ALL rosters. Attach them to Enrollware, email them, or bring them to the office. The current evaluations are available on www.iremsc.org.

*Please note: these paper evaluations are different than the online ones
when claiming the eCards*

8. A lead instructor, or course director must be affiliated with the IREMSC TC and sign all rosters.
9. It is the responsibility of lead instructors to ensure that assisting instructors hold valid American Heart Association Basic Life Support Instructor, Advanced Cardiac Life Support Instructor, Pediatric Advance Life Support cards. All lead instructors MUST be aligned with IREMSC.
10. All Healthcare Providers, which includes BLS, ACLS and PALS, must take the final written exam and this score must be recorded on the rosters. Please remember that passing score is 84%.
11. Compliments and complaints about instructors, TC Faculty or the TC should be in writing and directed to the Training Center Coordinator. Complaints may also be documented on the student evaluation comment form and sent directly to IREMSC TC. Comments about performance of instructors and suggestions are encouraged. All information is confidential.
12. Course fees and advertising must be in accordance with current American Heart Association guidelines. A disclaimer must be put in the pre-course material.
13. Replacement course completion cards are issued on request. A fee will be charged to replace cards. Replacement fees must be paid prior to printing card. Instructors and students must contact IREMSC TC directly.
14. Instructors must have access to the Internet and an email address. All instructor information must be kept current with the TC. Instructors must update any personal information with the TC within 5 working days.

Instructor Responsibilities

1. Responsibilities as stated in the corresponding instructor manual.
2. Instructors are required to have an instructor manual and provider/student manual for each discipline they teach.
3. Instructors must have a firm working knowledge of the current provider course materials, which is maintained by teaching on a regular basis and attending instructor updates as offered.
4. ACLS and PALS instructors must have an in-depth knowledge of adult and/or pediatric ECC.
5. Instructors must instruct students concerning the objectives of the entire program and evaluate students' progress toward objectives.
6. Instructors must train provider candidates according to AHA guidelines.
7. Instructors must teach at least four classes in two (2) years. ACLS and PALS instructors will participate in at least four courses in two (2) years (minimum of 4 hours per class).
8. If the instructor teaches for more than one TC, the instructor must submit data regarding training activities to the primary TC.
9. Instructors must maintain TC's equipment properly and returns equipment promptly after course completion.
10. Instructors must ensure that the course location is safe and has an environment, which is non-hostile and is free of intimidation.

New Instructors First Monitored Course

1. Set a date for your class. There is a maximum of 6 students for the first course taught.
2. Contact a Training Center Faculty (TCF) member and arrange for them to monitor you. IF you are teaching a BLS provider course ask the monitor to bring the exams with them. Give them plenty of advance notice. They are volunteers. Do not expect them to drop everything to monitor you.
3. Contact IREMSC to ensure Enrollware is set up **prior to your class**. At this time you will be given your log on information to Enrollware.
4. Teach your course according to AHA & TC guidelines.
5. Have your monitor sign the form, and you sign the monitoring form. Your monitor or you will bring the form to IREMSC.
6. Ensure you have attached the required course evaluations (NOT the evaluation done when the students claim their card).
7. Complete your roster on Enrollware, put necessary documentation in the notes and finalize the roster.
8. The cards will be emailed directly to the students.

Requesting and Receiving AHA eCards

AHA eCards may be purchased from the IREMSC Training Center only by IREMSC AHA affiliated Instructors, Training Center Faculty and Regional Faculty who have copies of an appropriate current Instructor Card on file with IREMSC.

The card request in Enrollware must be accompanied by

- A completed course roster & course evaluations
- A method of payment

The roster must be submitted via Enrollware. It is preferred that evaluations are scanned and attached. If the instructor is unable to scan, they must be routed to IREMSC and include the instructor name and date of class.

Instructors are responsible for the payment of cards. The cards will NOT be issued without a payment method identified. Instructors may pay via Enrollware, or put on an existing charge account (with approval from company that has the charge account). Instructors may also choose to have a credit card on file. **IREMSC will not bill the student directly.**

Please allow 3-5 business days turnaround following submission of the roster in Enrollware. Arrangements may be made to have cards mailed to students or organization for a fee.

Renewal Completion Requirements

1. Instructors must teach 4 courses of each discipline they instruct. The teaching requirement may be waived by the Training Coordinator under the following circumstances:
 - a. The instructor was called to active military duty.
 - b. The instructor was ill or injured in such a way that it has caused the instructor to take a significant leave from employment or teaching duties. The instructor will need to get medical documentation to confirm this.
 - c. There were a limited number of courses offered in an area because of lack of audience or delay of course material.
2. The instructor renewal checklist must be completed and turned in to the Training Center. Renewal paperwork is located on IREMSC's website.
3. The instructor must have their skills verified and pass the provider test or have a current CPR card for their level of instructor card.
4. All instructors must be monitored once, every two years, for each of the disciplines they teach. The instructor must be monitored for renewal in the last year of their certification cycle.
5. Attend all Instructor updates.
6. The instructor has a total of 3 months to renew their instructor card after the date of expiration.
 - a. **One month after their instructor card has expired.** The instructor may schedule a class during that month in order to get monitored but may not schedule any other new classes. They may follow the regular renewal process for either taking a refresher course or being monitored by a Training Center Faculty Member.
 - b. **Three months after their instructor card has expired.** The instructor may not teach any AHA classes. They must attend a BLS Instructor Refresher course and may not be monitored by a Training Center Faculty Member.
 - c. **Failure to meet renewal standards.** After 3 months if the instructor has not met all of the renewal requirements, the instructor must retake the BLS Instructor Initial Course.

If an instructor cannot meet the requirements due to extraordinary measures they will be reviewed on a case by case basis by the IREMSC Training Coordinator.

Training Center Faculty

1. Training Center Faculty (TCF) positions are filled by invitation only, usually after a recommendation has been made by a course director/TCF. Contact Training Coordinator for more information on becoming TCF.
2. TCF are able to monitor new instructors and teach instructor courses.
3. TCF are oriented by TC Staff, covering the Program Administration Manual (PAM), IREMSC's Policy and Procedures and all paperwork.

Guidelines for Equipment Use

Please Contact Abigail Duffield @ 907-456-3978

A limited supply of mannequins and teaching aids are currently available for rent from IREMSC. Instructors wishing to use these resources must plan well in advance.

1. Instructors are responsible for arranging equipment rentals at least 5 working days prior to the class, preferably 10 working days prior. (Less notice and your equipment needs may not be met.)
2. Equipment will be available for pick up 1 day in advance of the class at IREMSC's office unless other arrangements are made in advance.
3. Equipment may be picked up and dropped off 8:00 AM – 5:00 PM at IREMSC's office.
4. Equipment will be returned the first working day following the completion of the class, unless other arrangements are made in advance.
5. The instructor will be held accountable for loss or damage through his/her negligence.
6. The instructor will not be responsible for normal wear and tear on the equipment.
7. Failure to return equipment in proper condition and in a timely manner may result in loss of rental privileges.

IREMSC Training Center Grievance Process

The instructor or training site is responsible for managing and resolving all disputes that arise out of AHA classes they teach.

Interior Region Emergency Medical Services Council (IREMSC) serving as a Community Training Center (CTC) for the American Heart Association (AHA) is only responsible for classes that are taught or contracted by our employees. IREMSC will not become involved in the resolution of any disputes, complaints or problems arising from courses taught by other instructors or training sites with the exception of those that involve:

1. Course content for curriculum
2. Instructor qualifications
3. Equipment
4. Training Center administrative policies and procedures
5. Instructor or Training Site Memoranda of Understanding

In addition, IREMSC will consider the above types of matters only if they involve instructors or training sites that are registered with us.

Complaints regarding these issues must be submitted in writing and may be made by any of the following:

1. A student who attended the course in which the problem arose.
2. An Instructor, Instructor Trainer, Course Director, TC Faculty, or CTC with information about the problem.
3. An AHA volunteer or staff person with information about the problem.

The person making the complaint must provide IREMSC with a statement containing:

1. A detailed description of the dispute, complaint, or problem.
2. What attempts he/she has made to resolve the matter.
3. Any related correspondence, records and other documents
4. The signature of the person or persons making the complaint.

Once IREMSC has received a complete written complaint involving the matter listed above, the Community Training Center Coordinator will respond in writing to the complainant informing him/her of the findings and outcome of the complaint.

Important Contact Information

Interior Region EMS Council, Inc. Training Center

Phone: 907-456-3978

Fax: 907-456-3970

www.iremsc.org

Ashley Christenson, Training Coordinator
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AHA Cards, Enrollware, Instructor Records
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**American Heart Association
Instructor Network**
www.ahainstructornetwork.org

Enrollware
www.enrollware.com