



INTERIOR REGION EMERGENCY MEDICAL SERVICES COUNCIL, INC.

2503 18th Avenue • Fairbanks, Alaska 99709
Phone (907) 456-3978 • Fax (907) 456-3970

Training Center Policy and Procedures

Courses

1. Course Rosters must be finalized and paid within 5 working days of the course date. Cards will be distributed electronically within 1-20 days of receiving payment for a finalized roster.
2. Finalized rosters with future dates are not permitted. Rosters should only be finalized after the class has been conducted.
3. All course rosters must list the full name, complete home address, zip code, and participants' email. The roster must reflect whether the course is a blended course (*online certification plus skills check*) or an entire course. Contact the TC if you need the correct course options.
4. Course rosters must include information demonstrating appropriate instructor-to-student, student-to-mannequin ratios, and adequate time frames. BLS requires 1 mannequin for every 3 students. BLS, ACLS, PALS, and PEARS: 6 students to 1 instructor.
5. Course rosters must be properly completed in Enrollware and submitted with the student's 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.
6. Payment for cards is required with the finalization of the roster. Payment may be made online using Enrollware unless the instructor has previously set up a net 30 charge account or made other arrangements.
7. **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.
8. 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*

9. A lead instructor or course director must be affiliated with the IREMSC TC and sign all rosters.
10. lead instructors are responsible for ensuring that assisting instructors hold valid American Heart Association Basic Life Support Instructor, Advanced Cardiac Life Support Instructor, and Pediatric Advance Life Support cards. All lead instructors MUST be aligned with IREMSC.
11. 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 the passing score is 84%.
12. 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 the performance of instructors and suggestions are encouraged. All information is confidential.
13. Course fees and advertising must be in accordance with current American Heart Association guidelines. A disclaimer must be put in the pre-course material.
14. Replacement course completion cards are issued on request. A fee will be charged to replace cards. Replacement fees must be paid before the card can be issued. Instructors and students must contact IREMSC TC directly.
15. 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 regularly 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 abide by the current IREMSC Rental Policy.
10. Instructors must ensure that the course location is safe and has an environment that is non-hostile and 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 **before your class start date**. At this time, you will be given your login information to Enrollware.
4. Teach your course according to AHA and the TC's 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 and the instructor course evaluation completed by the students.
7. Complete your roster on Enrollware, put the 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 and course evaluations
- A method of payment

The roster must be submitted via Enrollware. It is preferred that evaluations be scanned and attached. If the instructor cannot scan the required paperwork, they must be routed to IREMSC and include the instructor's name and date of class.

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

Please allow a turnaround of 1-20 business days following submission and payment of the roster in Enrollware.

Renewal Completion Requirements

1. Instructors must teach 4 courses of each discipline they instruct. The Training Coordinator may waive the teaching requirement 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 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 a lack of audience or a delay in the course material.
2. The instructor renewal checklist must be completed and submitted 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 2 years for each discipline 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 must renew their card before expiration to remain eligible to teach AHA classes. There is no grace period for renewal.
 - a. **For instructors whose certification has not yet expired:** They must schedule a course no later than within the final month of their certification period for monitoring. They may choose to follow the regular renewal process, either by taking a refresher course or being monitored by a Training Center Faculty Member.
 - b. **For instructors whose certification has expired and failed to meet renewal standards:** They must retake the BLS Instructor Initial Course. They are no longer eligible for monitoring by a Training Center Faculty Member and cannot teach until they have completed the initial instructor course again.

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 course director/TCF has made a recommendation. Contact the Training Coordinator for more information on becoming TCF.
2. TCF monitor new instructors, monitor renewing instructors, and teaches 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 email resources@iremsc.org

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 2 weeks before the class start date, including your preferred pickup date (Less notice and your equipment needs may not be met.)
2. Equipment will be available for pick up 1 day before the class at IREMSC's office unless other arrangements are made in advance keeping in mind the of the 2 week notice.
3. Equipment may be picked up and dropped off 9:00 AM – 5:00 PM M-F (excluding holidays and office closures) at IREMSC 2503 18th Avenue, Fairbanks, AK 99709.
4. Equipment must be returned on 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 their 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 arising from the 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, except 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 matters only if they involve instructors or training sites aligned with our training center.

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. Attempts that have been made to resolve the matter.
3. Any related correspondence, records, and other documents
4. The signature of the person or people 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 them 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

Brad Paulson

Executive Director

Acting Training Center Coordinator

director@iremsc.org

Genevieve Curry

Training & Resources Assistant

Rentals, Class Requests

resources@iremsc.org

Melissa Apodaca

Administrative Assistant

AHA Cards, Enrollware, Instructor Records

admin@iremsc.org

American Heart Association

ATLAS / Instructor Network

www.atlas.heart.org

Enrollware

www.enrollware.com