



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

Training Center (TC)

The TC oversees instructors and ensures the smooth administration of the American Heart Association (AHA) Emergency Cardiovascular Care (ECC) programs. This includes managing both instructors directly affiliated with the TC and those aligned through training sites (TSs) and maintaining high standards for all courses, regardless of where they are delivered. The TC also communicates timely updates on National, Regional, or TC policies, procedures, and course content to instructors and TSs. Additionally, the TC is the primary resource for support, quality control, and information for all aligned AHA ECC instructors.

Training Center Coordinator (TCC)

The TCC represents the Training Center (TC) and is the primary liaison with the AHA's ECC programs. They manage records, oversee the distribution of course completion cards and exams, and coordinate instructors. The TCC ensures instructor alignment, appoints Training Faculty, and informs instructors of AHA updates.

Training Center Faculty (TCF)

TCF approved by the TCC, are responsible for conducting Instructor Essentials courses, new instructor monitoring, renewals, and coaching instructors, ensuring high-quality course delivery within the TC. TCF positions are by invitation only, typically based on recommendations from a Course Director or existing TCF members. TCF status is specific to the IREMSC TC and does not carry over to other TCs; individuals moving to a different TC will revert to instructor status.

TCF must adhere to IREMSC's Policies and Procedures and AHA's Program Administration Manual (PAM).

Roster Finalization and Certification Procedures

1. **Finalization and Payment of Rosters:**

Course rosters must be finalized and paid through Enrollware within 5 working days after the course date. Rosters are manually reviewed, and eCards will be issued electronically within 20 business days after payment and finalization.

Payment must be made at the time of roster finalization through Enrollware unless the instructor has a pre-arranged net 30 charge account.

2. **Restriction on Future Roster Finalization:**

Rosters cannot be finalized for future dates. Only finalize after the class has been conducted.

3. **Roster Information Requirements:**

Refer to your instructor manual for the appropriate instructor-to-student and manikin-to-student ratios based on the discipline you are teaching. You must also indicate whether the course is blended (online + skills check) or a full course.

All rosters must include each student's full name, home address, ZIP code, and email address, with the understanding that each student must have a unique email address as per AHA policies. Ensure student names are correctly spelled and capitalized, as eCards are printed exactly as entered. Any errors that necessitate card replacement will be the responsibility of the instructor.

4. **Lead Instructor Sign-Off:**

A lead instructor or course director affiliated with the IREMSC TC must sign all rosters. Assisting instructors' credentials must be included in the finalized roster.

5. **Instructor Validity Verification:**

Lead instructors must verify that assisting instructors hold valid AHA certifications (BLS, ACLS, PALS). Only instructors aligned with IREMSC may serve as lead instructors.

6. **Written Exams for Healthcare Providers:**

BLS, ACLS, and PALS students must take and pass a written exam with a minimum score of 84%, which should be recorded on the roster.

7. **Instructor Feedback:**

Compliments, complaints, and suggestions regarding instructors or the TC should be submitted in writing to the Training Center Coordinator. All feedback is kept confidential.

8. **Course Fees and Advertising:**

All course fees and advertisements must comply with current AHA guidelines. A disclaimer must be included in pre-course materials.

9. **Instructor Contact Information:**

Instructors must update their contact information with the TC and notify the TC of any changes within 5 working days.

Requesting and Receiving AHA eCards

1. **Card Issuance:**

Cards will not be issued until payment is received. Students cannot pay for cards directly; instructors must handle the collection and submission of payments. **IREMSC will not bill the student directly.**

2. **eCard Purchase Process:**

The eCard requests must be accompanied by a finalized roster. eCards are purchased from the IREMSC Training Center via Enrollware, or you must provide documentation of an alternative payment method (credit card on file/Net30 account).

3. **Turnaround Time:**

Allow 20 business days for the issuance of eCards following the submission and payment of the finalized roster. While the maximum turnaround time is 20 business days, eCards may be issued sooner, subject to workload and staff availability.

4. **eCard Replacement:**

If an incorrect eCard has been processed and issued to a student, a new transaction must be completed to purchase the correct eCard via Enrollware; no refunds will be issued. If the incorrect eCard request has not yet been processed, please contact the TCC immediately by phone and email.

5. **eCard Corrections:**

Name or email corrections for eCards are free of charge. Please submit correction requests via email to the TCC.

6. **Expedited eCards:**

Expedited eCard processing is available under the following terms:

- Expedited requests will be fulfilled only as the processor's time allows.
- The expedited processing fee is \$20 per card. Payment guarantees issuance within 3 business days.
- Expedited processing applies only to the specific card(s) requested and paid for, not the entire class roster.

Instructors are responsible for paying the expedited processing fee; payments from students will not be accepted.

Standard processing terms apply to all other cards on the roster.

Instructor Responsibilities

- 1. Manual Guidelines:**
Instructors must follow the guidelines and responsibilities as outlined in the instructor manual for each course discipline they teach.
- 2. Required Materials:**
Instructors are required to have both an instructor manual and a provider/student manual for each discipline they teach.
- 3. Course Material Knowledge:**
Instructors must maintain a strong working knowledge of current provider course materials by teaching regularly and attending instructor updates as they become available.
- 4. Student Instruction and Evaluation:**
Instructors are responsible for ensuring students understand the course's objectives and evaluating their progress.
- 5. Adherence to AHA Guidelines and TC Policies:**
All training must be conducted in accordance with the current AHA guidelines. These guidelines can be found on the AHA website, within ATLAS, and in the Program Administration Manual (PAM). Instructors are responsible for familiarizing themselves with the PAM and adhering to all IREMSC policies and procedures.
- 6. Dual Training Center Teaching Notice:**
Instructors teaching for multiple Training Centers (TCs) must submit a Notice of Instructor Teaching Activity to their primary TC to receive credit toward renewal requirements.
- 7. Equipment Maintenance:**
Instructors are responsible for the proper use and maintenance of any TC equipment. They must also follow the IREMSC Rental Policy when using TC equipment.
- 8. Safe Learning Environment:**
Instructors must ensure that course locations are safe, non-hostile, and free from intimidation for all participants.

Instructor Renewal

1. **Minimum Teaching Requirement:**

Instructors must teach 4 courses in each discipline they instruct. The TCC may waive the teaching requirement on a case-by-case review under the following circumstances:

- The instructor was called to active military duty.
- 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.
- 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. **Eligibility:**

Instructors must be current and not expired in the discipline they are renewing. There is no grace period for renewal.

3. **Renewal Checklist Submission:**

A completed Instructor Renewal Checklist & Monitoring packet must be submitted to the TC. Renewal paperwork is available on the IREMSC website (*Classes>Instructor Resources>CPR Instructor Resources>AHA Instructor Support Forms*).

If you wish to have your class monitored for renewal, you may contact the TCC or any TCF to inquire about setting up a monitored class. If you choose to be monitored by an IREMSC employee who is also a TCF, please be aware that a monitoring fee will apply. IREMSC requires at least one month's notice to coordinate the monitoring. This fee does not cover the cost of your renewed certification(s). The monitoring fee may be waived if you choose to teach an already scheduled IREMSC class. Please contact the TCC to arrange this.

Your instructor certification is valid for 2 years. You may renew by completing one of the following for each discipline you need to renew:

1. Renewal Option 1:

- Teach a minimum of four AHA courses within the two-year certification period.
- Teach one TCF monitored class within the two-year certification period. Your certification must still be valid at the time of the monitored class.

2. Renewal Option 2:

- Register to attend a CPR Instructor course again.

Equipment Use

For more detailed information, please view our full rental policy online.

1. Reservation Requirements:

All equipment must be reserved through the online order form at least one week in advance. Last-minute requests (within one week) incur a 20% expediting fee. Renters must inform us if equipment will be used outside Fairbanks/North Pole at the time of the request.

2. Pickup and Return:

Equipment is available for pickup 1 day before class and must be returned within 3 business days after the event, during office hours. Late returns are charged the weekly rental rate plus a 10% surcharge.

3. Shipping:

For rentals requiring shipping, a 20% transportation surcharge applies, and requests must be placed two weeks in advance. Renters are responsible for all shipping costs, and items are shipped/returned at their risk.

4. Instructor Responsibility:

Only certified instructors may rent equipment. Renters are responsible for any damage beyond normal wear and tear and must inspect equipment upon pickup and return. Any damages or loss result in repair or replacement fees.

5. Late Fees and Damage Charges:

Items returned late are subject to a daily late fee, and equipment returned in poor condition will incur additional cleaning or repair fees.

6. Loss or Theft:

Renters are fully responsible for the equipment from the time it leaves our facility until it is returned. There is no insurance coverage for lost or stolen items.

7. Credit Card on File:

A valid credit card must be on file to cover incidentals, late fees, or damage costs.

IREMSC Training Center Grievance Process

1. **Scope of Responsibility:**

The TC is only responsible for courses taught by or contracted through its employees. IREMSC will not resolve disputes involving instructors or TSs not aligned with the TC except for the following:

- Course content or curriculum issues
- Instructor qualifications
- Equipment concerns
- Administrative policies and procedures
- Instructor or Training Site Memorandum of Understanding

2. **Submitting a Complaint:**

Complaints regarding the above issues must be submitted in writing and may be made by:

- A student who attended the course in question
- An instructor, Course Director, TCF, or CTC with relevant information
- An AHA volunteer or staff member with pertinent information

3. **Content of the Complaint:**

Complaints must include:

- A detailed description of the issue
- Efforts made to resolve the matter
- Any supporting documentation
- The signature of the complainant

4. **Complaint Resolution Process:**

Once the complaint is received, the TCC will review the matter and respond in writing with the outcome.

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

director@iremsc.org

Genevieve Curry

Training Coordinator

training@iremsc.org

Lara Suscha

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

U:\Shared Working Documents\Policies\Training Department Policies