



HCC | ICCE
TampaTraining.com



American
Heart
Association®

AUTHORIZED
TRAINING
C E N T E R

American Heart Association Training Center

Guidelines and Procedures

Version 2.2
June 1, 2016

Purpose: The policies and procedure manual details the operation of the Hillsborough Community College (HCC) Institute for Corporate and Continuing Education (ICCE) as an American Heart Association (AHA) Authorized CPR Training Center. Instructors aligned under HCC/ICCE are expected to follow these policies and procedures when coordinating/conducting AHA courses.

The sections in this manual include:

- 1. BLS Instructor Requirements**
- 2. Steps to becoming a CPR Instructor aligned under HCC**
- 3. Teaching (BLS) Courses**
- 4. Instructor Renewal**
- 5. Manikin Decontamination Policy**
- 6. Course Materials**
- 7. Training Center Contact Information**
- 8. Other Resources**
- 9. Dispute Resolution Policy**
- 10. Instructor Policy Agreement**

1. BLS Instructor Requirements

HCC/ICCE is an American Heart Association (AHA) Training Center. As a Training Center, HCC trains and certifies qualified participants to become an AHA BLS Instructor. Certified Instructors are “aligned” under HCC’s AHA Training Center allowing them to teach CPR courses on their own.

Please note: Alignment under HCC does not imply nor represent affiliation as an employee, independent contractor, partner, licensee, or franchisee of Hillsborough Community College. Alignment represents a client-customer relationship, wherein the instructor is the customer. Instructor must have access to training manikins and AEDs to provide training and can purchase BLS Certification Cards for a fee from the HCC Training Center for classes provided.

Instructor candidates must meet certain requirements including:

- Be at least 16 years of age
- Have a current/official AHA BLS Healthcare Provider course completion card
- Be proficient in the skills of BLS
- Have an account at www.ahainstructornetwork.org to become familiar with AHA requirements and the tools and resources available to you.
- Complete BLS Instructor Essentials Online Course

Though instructors will be aligned with the HCC TC and they can affiliate with any TC they choose, but they are not to hop between TC’s. If they decide to change TCs, they need to be informed of the appropriate paperwork needed for proper transfer of their records. Any TC can refuse to affiliate them in their facility.

Maintaining Your BLS Instructor AHA Certification

Per AHA requirements, you must do the following to maintain your BLS Instructor certification under HCC:

- Teach a minimum of 4 classroom BLS provider courses over the 2 year certification period.
- Be Monitored at least once during before the certification period ends in one of two ways:
 - by teaching a CPR class with the HCC’s AHA Training Center Coordinator (see below).
 - Or, by scheduling one-on-one monitoring with the Training Center Coordinator (fee required).
- Adhere to policies and procedures as established by the Hillsborough Community College AHA Training Center.

It is the responsibility of the Instructor to make sure the above occurs. Otherwise, the Instructor status under the AHA could be deactivated and/or the certification may not be renewed. The Instructor Certification Course must be completed again to re-certify as an instructor.

Monitoring

American Heart Association Training Center regulations require that BLS Instructors be “monitored” by the Training Center during the two year certification period to maintain instructor status. Monitoring means that the Training Center Coordinator assesses the competencies of instructor candidates and renewing instructors to verify that all education and skills standards are being met. *Instructors are not compensated for classes where monitoring occurs as it is a requirement to maintain instructor status with the American Heart Association.* During the monitor session, the appropriate AHA representative will observe the new instructor during:

- at least one lecture-style delivery of information
- at least one teaching station and
- during the evaluation station

An example of the Instructor Monitoring eForm can be found [HERE](#).

Monitoring can occur in one of three ways:

1. New instructors will be monitored within six months of taking the instructor course while being monitored and then again before the card certification expires. Current Instructors can request to teach an existing HCC BLS course and be monitored at that time. Being monitored during HCC courses is based on course availability and is not guaranteed. Instructors are not compensated at the monitoring class as it is a requirement to maintain certification.
2. Current BLS Certified instructors can schedule a one-on-one monitoring session with the Training Center Coordinator and pay a monitoring fee.
3. Instructors may set up CPR training opportunities in Tampa Bay and run them through HCC. These can be held at an HCC campus or at the requesting organization itself. The instructor would then teach the course and be monitored at that time. The Training Center Coordinator or Allied Health Coordinator can work with the organization directly to negotiate and collect registration fees.

It is recommended that each instructor course student be allowed adequate time between the instructor course and the monitor session to be fully prepared. After two unsuccessful monitoring opportunities, it is recommended that the instructor candidate repeat the instructor course and attempt the monitoring at a later date.

Note: Instructors that teach on their own must have their equipment (manikins, AED, etc.) inspected by the Training Center Coordinator as part of monitoring.

If the Instructor Certification expires without being renewed, the instructor status alignment under HCC will be deactivated. The instructor will have to take the BLS Instructor course again to be recertified and re-aligned under the HCC AHA Training Center.

2. Steps to becoming a CPR Instructor aligned under HCC

1. Go to www.tampatraining.com to register for the BLS Instructor Course offered at HCC.
2. Download the BLS Instructor materials below including:
 - a. Instructor Candidate Application
 - b. BLS Instructor AHA Candidate Workbook
 - c. BLS Instructor Policy and Procedures Agreement.
3. Submit the HCC BLS Instructor Candidate Application and signed Policy and Procedures Agreement and send copies of all **current** BLS/ACLS/PALS provider certification cards to Lois Cato, lcato@hccfl.edu.
4. Login to the www.ahainstructornetwork.org to be familiar with AHA requirements and the tools and resources available to you.
5. Purchase the [BLS Instructor Manual](#) (\$33) through Channing Bete Company. The manual with DVD is required to be a BLS Instructor.
6. Attend the BLS Instructor classroom course and be evaluated by HCC's American Heart Association Training Center Coordinator.
7. Teach one HCC course within 6 months of the Instructor Course while being monitored and then again before the card certification expires.

If the Instructor Certification expires without being renewed, the instructor status alignment under HCC will be deactivated. The instructor will have to take the BLS Instructor course again to be recertified and re-aligned under the HCC AHA Training Center.

3. Teaching (BLS) Courses

As described earlier, *instructor alignment under HCC does not imply nor represent affiliation as an employee, independent contractor, partner, licensee, or franchisee of Hillsborough Community College.* The instructor is considered a "customer" of HCC to maintain certification. HCC's role as an AHA Training Center is to provide training, monitoring and certification for certified instructors to be able to set up and provide their own CPR courses.

That being said, HCC/ICCE offers BLS/ACLS/PALS certification courses to the general public and through corporate training. Your monitoring requirement can be met by teaching one of these courses. HCC/ICCE may also hire and compensate certified BLS Instructors to teach additional courses.

Instructors should maintain proper class ratios at all times. If multiple instructors are required, it is recommended that the class be set up through HCC/ICCE to ensure enough instructors. Class ratios (students: instructor):

- BLS Healthcare Provider Certification= 6:1
- Heartsaver CPR AED First Aid= 9:1

Teaching for HCC/ICCE

- a. Corporate/Community Training- BLS Instructors aligned under HCC can set up courses for community organizations and corporations and run them through HCC. This is especially important if more than one instructor is needed to maintain class ratios. Instructors can use these opportunities to meet the required teaching of 4 classes during the two-year

certification period. Follow the steps below to set up a corporate or community CPR courses.

- i. Complete the CPR Training Request Form and return it to Training Center Coordinator (TCC) at rtorres@hccfl.edu. The TCC will contact the organization to discuss the rate and location(s) where the training will occur.
 - ii. The TCC will coordinate the training schedule with the instructor
 - iii. The instructor will teach the course using HCC equipment (manikins, AED, etc.) and be compensated for each class taught (except when monitoring occurs).
 - iv. The TCC will work with the organization directly to set up the training contract, process any fees and issue certification cards.
- b. HCC Courses- BLS courses are offered throughout the year by HCC/ICCE and are held on HCC campuses. HCC may hire and schedule interested Instructors to teach these courses depending on availability. The instructor will teach the course using HCC equipment (manikins, AED, etc.) and be compensated for each class taught (except when monitoring occurs). HCC does not guarantee that BLS Instructors aligned under HCC will be hired to teach HCC courses.

Teaching on your own

Certified BLS Instructors may decide to teach CPR classes on their own to meet the 4 class minimum per year requirement. Instructors should have access to their own equipment (manikins, AED, etc.) and personal liability insurance to teach these courses. Equipment cannot be “rented” from HCC.

The following steps should be followed.

1. **Be sure that students have access to the student workbook.** The AHA requires that the student have access to the workbook before, during and after the course. Student workbooks can be purchased at <http://aha.channing-bete.com/>. The only exception to this policy from AHA is the student who is a healthcare professional who will have access to the textbook for individual study reference before, during and after the course at his/her facility. A library/archive for healthcare professionals is acceptable but does not meet the requirements for lay programs.
2. **Complete the course roster-** You MUST mark the appropriate course on the roster for the particular class you are instructing. As you will note on the roster, there is a typed return address for your convenience. ***Please do not put more than one course on a single roster – Each course must be put on a separate roster.*** This information is very important to include, as AHA requires the classes to be reported in this fashion. **ONLY instructors are listed on the front of the roster.** Students are listed on the BACK of the roster. If you do not have enough room, please use a second roster, not just plain paper.

All necessary information MUST be included on the rosters. The rosters need to have the:

- **Date**
- **Location**
- **Number of students**

- **Type of class**
- **Primary TC affiliation of instructors and addresses**

All portions of the roster MUST be filled out. The TC cannot and will not guess at the missing information. Please make sure that the address on the roster for the lead instructor is complete. **Cards will not be mailed to the students.**

All BLS Healthcare Provider Instructor courses have an initial instructor to student ratio of 6:1. Heartsaver CPR AED First Aid instructor ratios should not exceed of 9:1. Any more than 6 or 9 students require an additional instructor.

Please make sure the names **are clearly printed or typed** in order for the cards to be processed correctly. Instructors will be charged **\$6.00** per card. If the name cannot be read, the roster will be returned to the instructor for clarification. The cards will not be sent to you to distribute to the students until the roster is corrected. If a card is typed wrong due to the spelling or writing of the student and it has to be retyped, the student or instructor will have to pay for the replacement card. Any lost or destroyed cards can be replaced at **\$6.00** per card. If the error is on the part of the TC, the cards will be reprinted at no charge.

If an instructor has an outstanding balance with the TC, processing of cards will be withheld until the unpaid balance is corrected. The TC has the right to communicate with other TC Offices about individual instructors regarding outstanding balances, complaints and non-compliance, requests for transfer or other AHA related issued. The TC and the Regional Office have the right to refuse to recertify or the right to decertify AHA instructors if the situation and documentation suggests doing so.

The TC will be required to maintain current records and communicate on a regular basis with all instructors regarding AHA programs, course deliver and instructor status issues.

Remember that it is the responsibility of the instructor to make sure the appropriate rosters and paperwork is sent to the TC to keep their records current. If you are affiliated with a satellite site, make sure you get a copy of your roster and that the satellite is sending in your rosters for record keeping. If you find they are not, the TC needs to be notified.

3. **Submit the ORIGINAL roster** to the TC office for processing and card issuance. Rosters must be received in the TC no later than 7 days after completion of the course. Be sure to include the correct payment with the roster and make a copy for your records. **Make your payment to HCC.** The roster will be kept in your instructor record folder at the TC to monitor the number of classes you teach. If, for any reason, the lead instructor/coordinator of the class needs to add information to the roster after the original has been submitted to the TC office, please do the following:

- submit a copy with the additional information included
- Submit a written explanation of the need to add the information

For example, if it is discovered that a student's name was accidentally omitted from the roster, the Instructor **MUST** submit:

- A copy of the roster with the student's name added on
 - A letter verifying student participation and successful course completion
4. **Course Evaluations and Exams:** The AHA requires that the course evaluation, written exam results and skills tests checklist be returned to the TC with the course roster. Please make sure that your students receive the evaluation and that it is returned to the TC with the roster and card payment.
 5. **Renewal Course Students:** Students who hold **current** BLS HCP/ACLS/PALS provider cards may attend a renewal course in lieu of attending a full provider course. The student must show proof of current status before being admitted into a renewal course. Expired AHA cards will require the student to attend a full provider course for any AHA program. There is no grace period of 30 days.
 6. **Course Card Issuance and Processing Fees:** *Payment for card processing must accompany the roster and course evaluation form, unless specific billing arrangements have been made.* The TC accepts check, money order or cash. **Do not mail cash to the TC.** The coordinator/instructor will submit one check (personal or business) or money order for the total number of students, along with the roster. Please have all checks, made payable to HCC. Cards will be printed and mailed to the instructor listed at the address indicated on the face of the roster. **It is the responsibility of the coordinator/instructor to distribute the cards to the students.** If the coordinator/instructor will have to mail cards to students, it is recommended to collect a self-addressed, stamped envelope from each student prior to the end of the course, to help save you time and money.
4. **Instructor Renewal:** The length of card issuance is two years and the expiration date is indicated on the individual instructor's card. **All instructors will need to attend any required updates to maintain their status as well as having taught 4 courses in 2 years and be monitored. NO GRACE PERIODS will be allowed, regardless of personal circumstances, unless dictated by the Regional or National office.** During nationally mandated instructor updates, each instructor will be required to participate in skills evaluation/and written test for the discipline in which they maintain instructor status. (This verifies competency at the provider level.) If the instructor desires a provider level card, they must request a separate card and pay for it. Separate cards will not automatically be provided. Instructors will be personally responsible for the instructor card-processing fee (\$6.00).

All Instructors are responsible for making sure they are monitored once in a two-year period. If a Training Center Faculty or Regional Faculty has not monitored you, you need to contact your TC and make arrangements to be monitored. This is an AHA requirement to maintain your instructor credential.

- BLS– Teach four CPR courses and be monitored.
- First Aid Instructor- Teach two first aid courses and one of those if it includes the Heartsaver AED portion will count as one of your four CPR course requirements.

5. Manikin Decontamination Policy

All manikins are to be cleaned after each use, even the manikins who have disposable lungs. Faces, which can be taken off the manikins, are to be cleaned in ¼ bleach and 1 gallon of water. They are to be soaked for at least 10 minutes and then rinsed in clear water and air dry. Manikins that have disposable lung units must have these units changed after each class unless Bag Valve Masks were used.

All Bag Valve Masks and AEDs should be wiped down with Clorox Wipes after the class. It is recommended that all manikins be wiped down with Clorox wipes prior to use to ensure they are clean before the class begins. Cleaning must be done before the manikins are put back in their carry case and placed back in storage.

6. Course Materials:

To help in the distribution of course materials including student workbooks, the AHA has partnered with three companies that provide the highest quality of customer service and support. To order, call or fax the numbers below:

Channing L. Bete Co. Inc.
200 State Rd
South Deerfield, MA 01373
Tel: 1-800-611-6083
Fax: 1-800-499-6464
www.channing-bete.com

WorldPoint
1326 S Wolf Road
Wheeling, IL 60090
Tel: 1-888-322-8350
Fax: 1-888-281-2627
www.worldpoint-.com

Laerdal Medical Group
167 Myers Corners RD
PO Box 1840
Wappingers Falls, NY 12590
Tel: 1-888-562-4242
Fax: 1-800-227-1143
www.laerdal.com

Resources, marketing materials, forms, and guidelines can all be found at www.ahainstructornetwork.org. Also view <https://eccguidelines.heart.org> for ongoing updated AHA information.

7. HCC AHA Training Center Contact Information

Ray Torres
*HCC AHA Training Center
Coordinator*
Tel: 813-679-3374
Fax: 813-259-6367
rtorres@hccfl.edu

Lois Cato
Allied Health Coordinator
Tel: 813-259-6512
Fax: 813-259-6367
lcato@hccfl.edu

Craig Bobik
Allied Health Officer
813-259-6520
cbobik@hccfl.edu

8. Other Resources

American Heart Association http://www.americanheart.org	<ul style="list-style-type: none">• AHA related issues from Advocacy to Science & Research Find AHA events happening in your area• Fundraising Events• Prevention Education, Diet, Blood Pressure, Physical Activity, Nutrition
http://cpr.heart.org/	<ul style="list-style-type: none">• Main site for CPR and First Aid• New 2015 guidelines
Emergency Cardiovascular Care (Instructors Website) http://www.ahainstuctornetwork.org	<ul style="list-style-type: none">• Locate a training center• Instructor Resources• Up to date Instructor information• Electronic view of <i>Program Administration Manual</i>• Up to date information on ECC programs and courses• Course card completion emplate Training Memos & Updates

9. DISPUTE RESOLUTION POLICY

General Policy

It is the policy of the Training Center (TC) under the auspices of HCC and the American Heart Association (AHA) to manage all disputes, complaints, or allegations, in a clear, respectful, impartial, and organized fashion, consistent with the ethics, values, policies, and procedures the TC, ATC, and AHA. It is optimal that all disputes, complaints, or allegations be resolved at the lowest level of the network.

The American Heart Association promotes knowledge and proficiency in BLS, ACLS, PALS and First Aid and has developed instructional materials for this purpose. Use of these materials in an educational course does not represent course sponsorship by the AHA and any fees charged for such a course does not represent income to the association.

HCC disclaimer

The Hillsborough Community College does not discriminate on the basis of race, color, national origin, gender or disability.

Instructor Compliance Agreement:

I have received and read the contents of this packet and agree to the following:

1. Teach four AHA courses in the two year instructor certification period to maintain the certification and be eligible for renewal.
2. Be monitored at least once during the two year certification period by the Training Center Coordinator. The initial certification monitoring does not count towards this requirement. I understand that I will not be compensated for monitoring as it is a requirement to maintain my Instructor Certification.
3. Follow all AHA course requirements and objectives
4. Follow the AHA Logo Policy (www.ahainstructornetwork.org)
5. Ensure that the following disclaimer is presented on any brochure, flyer or website for the course:

“Use of American Heart Association materials in an educational course does not represent course sponsorship by the American Heart Association. Any fees charged for such a course, except for a portion of fees needed for AHA course materials, do not represent income to the Association.”

6. Ensure a copy of the BLS Student Workbook is available to each student before, during, and after the Course. You or the students can purchase the books from www.channing-bete.com. If the institution has a library of the books, they must be available to students during the hours of operation of the facility.
7. Ensure that students completed and return all exams and evaluations.
8. Return the class roster, copies of the exams and evaluations, and payment for card processing (\$6.00/card) to the HCC Training Center within 7 days of completing the course.
9. Verify that all students who complete the course and have met the requirements are issued a certification card.
10. Adhere to all HCC Training Center policies and procedures
11. Log into the AHA Instructor Network (www.ahainstructornetwork.org) to remain active.

The Hillsborough Community College Training Center will:

1. Process and provide certification cards within 20 business days
2. Reissue lost and damaged cards (\$6.00 fee)
3. Maintain all course, participant and instructor records
4. Notify instructors of new guidelines, procedures and requirements
5. Conduct course monitoring
6. Respond to complaints according to the HCC resolution policy
7. Respond to questions from students and instructors in a timely fashion

To confirm my affiliation with the Training Center at Hillsborough Community College, I agree to abide by the above guidelines and procedures as long as I am a certified AHA Instructor aligned under the HCC Training Center. I understand that alignment under HCC does not imply nor represent affiliation as an employee, independent contractor, partner, licensee, or franchisee of Hillsborough Community College. Alignment represents a client-customer relationship, wherein the instructor is the customer.

Instructor Signature: _____ **Date:** _____

Training Center Coordinator Signature: _____ **Date:** _____

Please sign, date, and return this agreement and instructor affiliation form page to:

Ray Torres, HCC AHA Training Center Coordinator

Email: rtorres@hccfl.edu Tel: 813-679-3374 Fax: 813-259-6367