EM-TEACHING LLC

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American Heart Association Training Center

Quality Assurance and Continuous Quality Improvement Policy

Policy Number: QA-001
Effective Date: October 1, 2026
Policy Review Date: October 2027
Approved By: Training Center Coordinator
Responsible Organization: EM-Teaching LLC

1. PURPOSE

EM-Teaching LLC is committed to providing high-quality American Heart Association (AHA) Emergency Cardiovascular Care (ECC) education that prepares students to perform lifesaving skills competently and confidently.

This Quality Assurance and Continuous Quality Improvement Policy establishes a consistent process for monitoring instructional quality, evaluating course delivery, maintaining compliance with AHA requirements, identifying deficiencies, and implementing corrective actions when necessary.

EM-Teaching LLC recognizes that quality assurance is an ongoing responsibility shared by the Training Center Coordinator, affiliated instructors, and applicable training sites.

2. SCOPE

This policy applies to:

- All instructors aligned with EM-Teaching LLC as their AHA Training Center.
- All AHA provider courses conducted under the authority of EM-Teaching LLC.
- All applicable affiliated training sites and personnel involved in course administration.
- All individuals responsible for course documentation, student evaluations, testing, remediation, and issuance of AHA course completion cards.

This policy applies to all AHA disciplines authorized under EM-Teaching LLC, including Basic Life Support (BLS), Heartsaver courses, Advanced Cardiovascular Life Support (ACLS), Pediatric Advanced Life Support (PALS), and applicable instructor courses.

3. RESPONSIBILITY AND OVERSIGHT

The Training Center Coordinator (TCC) is responsible for the overall administration and implementation of this policy.

The TCC, or an authorized designee, will:

1. Maintain oversight of the quality and compliance of courses conducted under EM-Teaching LLC.
2. Verify that instructors maintain the appropriate, current AHA instructor credentials and required alignment.
3. Ensure instructors have access to current AHA course materials, guidelines, updates, and applicable policies.
4. Review course records and evaluations to identify potential quality concerns.
5. Conduct or arrange course monitoring and administrative reviews.
6. Document identified deficiencies and corrective actions.
7. Review this policy at least annually and update it when necessary to reflect applicable AHA requirements.

Instructors are responsible for conducting courses in accordance with current AHA requirements, using appropriate course materials, accurately evaluating student performance, and submitting complete and accurate course documentation.

4. INSTRUCTOR QUALIFICATIONS AND DEVELOPMENT

EM-Teaching LLC will maintain appropriate oversight of instructors affiliated with the Training Center.

Quality assurance activities may include:

- Verification of instructor status, discipline, and alignment.
- Review of instructor renewal requirements and applicable training updates.
- Review of student evaluations and course records.
- Observation or monitoring of instructional performance.
- Coaching, mentoring, and additional training when indicated.
- Review of concerns involving course delivery, testing, documentation, or professional conduct.

Newly affiliated instructors may receive additional oversight as appropriate to their experience, qualifications, and prior instructional history.

When an instructor demonstrates a need for improvement, EM-Teaching LLC may require additional education, mentoring, course monitoring, or other corrective measures before permitting further course activity under the Training Center.

5. COURSE MONITORING AND ADMINISTRATIVE REVIEW

EM-Teaching LLC will use a combination of course monitoring and administrative review to evaluate compliance and instructional quality.

Monitoring may be conducted in person or through an appropriate review of course records and other available documentation. The TCC or authorized designee may review any course conducted under the Training Center.

Reviews may include:

- Compliance with the applicable AHA course format and curriculum.
- Appropriate use of current AHA instructor materials and videos.
- Adequacy and condition of manikins, equipment, and training supplies.
- Adequate opportunity for students to practice required skills.
- Appropriate instructor-to-student ratios and equipment quantities.
- Proper skills testing and remediation.
- Appropriate use and security of examinations.
- Student participation and completion requirements.
- Accuracy and completeness of course records.
- Timely and appropriate course completion card issuance.
- Compliance with EM-Teaching LLC policies and applicable AHA requirements.

The frequency and extent of monitoring will be based on applicable AHA requirements, the instructor's activity and history, previous findings, student feedback, and identified areas of risk.

Additional monitoring may be conducted whenever a concern is identified.

6. STUDENT EVALUATIONS AND FEEDBACK

EM-Teaching LLC will use student evaluations and other appropriate feedback to assess course quality and identify opportunities for improvement.

Evaluations may address:

- Instructor preparedness and professionalism.
- Clarity and organization of instruction.
- Quality of demonstrations and hands-on practice.
- Availability and condition of training equipment.
- Instructor responsiveness to questions.
- Effectiveness of skills practice and remediation.
- Overall satisfaction with the learning experience.

Evaluations will be reviewed periodically and when a complaint or concern is received.

Negative feedback will be assessed in context. A single comment will not automatically establish instructor misconduct or inadequate instruction; however, serious allegations or recurring concerns will be investigated as appropriate.

When an evaluation identifies a potential deficiency, the TCC or authorized designee will determine whether additional review, instructor contact, monitoring, or corrective action is warranted.

7. TESTING, SKILLS ASSESSMENT, AND STUDENT COMPLETION

All students must meet the applicable AHA course completion requirements before receiving an AHA course completion card.

EM-Teaching LLC requires instructors to:

1. Use current, authorized AHA examinations and testing materials when required by the course.
2. Maintain appropriate security of examinations and answer keys.
3. Evaluate student skills using the applicable AHA skills testing checklists and performance standards.
4. Provide appropriate remediation when permitted by AHA requirements.
5. Document required testing, skills assessments, remediation, and unsuccessful completion when applicable.
6. Issue course completion cards only to eligible students who have satisfied all applicable completion requirements.

Non-instructors and unauthorized personnel may not access protected AHA examinations, answer keys, or other restricted testing materials.

No student may receive a course completion card solely because of payment, attendance, employment status, or an instructor's personal discretion when required course completion standards have not been met.

8. COURSE DOCUMENTATION AND RECORD RETENTION

EM-Teaching LLC will maintain course documentation in accordance with the current AHA PAM, applicable AHA requirements, and applicable law.

Records may include:

- Completed course rosters.
- Student evaluations or appropriate evaluation summaries.
- Required examinations and skills testing records.
- Remediation documentation, when applicable.
- Course agendas or other required course documentation.
- Instructor and training site records, as applicable.

- Complaints, quality assurance findings, and corrective action records.
- Documentation of course monitoring and administrative reviews.
- Documentation of course completion card issuance.

Required records will be maintained securely and made available to authorized AHA representatives when requested.

Unless a longer period is required by the AHA or applicable law, required Training Center records will be retained for at least the period specified in the current PAM. Where the applicable requirement is three years, records will be retained for at least three years following the relevant course or action.

Access to student records, testing materials, and personally identifiable information will be limited to authorized individuals with a legitimate administrative or compliance need.

9. COMPLAINTS AND QUALITY CONCERNS

EM-Teaching LLC will review complaints and concerns relating to course quality, instructor performance, student treatment, testing, records, or compliance with AHA requirements.

Concerns may originate from student evaluations, written complaints, instructor reports, administrative reviews, monitoring activities, or AHA inquiries.

The TCC or authorized designee will:

1. Review the information available.
2. Determine whether additional information or documentation is necessary.
3. Contact the relevant instructor or training site when appropriate.
4. Evaluate whether AHA requirements or EM-Teaching LLC policies may have been violated.
5. Determine whether corrective action or further monitoring is warranted.
6. Document the concern, findings, and actions taken, as appropriate.

Serious allegations involving examination security, falsification of records, improper card issuance, or significant departures from AHA requirements will receive prompt attention.

10. CORRECTIVE ACTION

When a quality assurance review identifies a deficiency, EM-Teaching LLC will implement corrective action appropriate to the nature and seriousness of the finding.

Corrective actions may include:

- Verbal or written guidance.
- Additional instructor education or mentoring.
- Correction of incomplete or inaccurate records.

- Review of affected course documentation.
- Additional course monitoring.
- A documented improvement plan.
- Temporary restriction of course activity when appropriate.
- Suspension or termination of the instructor's alignment with EM-Teaching LLC when warranted.
- Notification to the AHA when required.

Corrective action documentation will identify the concern, the action required, the person responsible, and the follow-up needed to determine whether the deficiency has been resolved.

Where appropriate, the TCC or authorized designee will verify completion of corrective actions and document the outcome.

11. CONTINUOUS QUALITY IMPROVEMENT

EM-Teaching LLC will periodically evaluate its training program to identify trends, improve instructional consistency, and support successful student outcomes.

Quality improvement activities may include reviewing:

- Student evaluation trends.
- Repeated complaints or documented deficiencies.
- Instructor monitoring results.
- Course record completeness and accuracy.
- Testing and remediation documentation.
- Instructor credential and renewal compliance.
- Timeliness of course completion card issuance.
- Corrective action effectiveness.
- Opportunities for instructor education and professional development.

The results of these reviews may be used to revise procedures, improve administrative processes, provide additional instructor support, or establish targeted quality improvement initiatives.

12. ANNUAL REVIEW

This policy will be reviewed at least annually by the Training Center Coordinator or authorized designee.

The review will consider changes to the AHA PAM, applicable course requirements, monitoring results, complaints, corrective actions, and opportunities for improvement.

Revisions will be documented, approved, and communicated to applicable personnel.

13. COMPLIANCE

All instructors and applicable training sites operating under EM-Teaching LLC are expected to comply with this policy and all applicable AHA requirements.

Nothing in this policy supersedes the current AHA PAM, official AHA course requirements, the EM-Teaching LLC Training Center Agreement, or applicable law. Where requirements differ, controlling AHA requirements and applicable law will govern.

APPROVAL

By approving this policy, EM-Teaching LLC establishes its commitment to ongoing quality assurance, accountability, and continuous improvement in AHA training.

Training Center Coordinator: Charles Barends

Signature: 

Date: 10/10/2026

Next Scheduled Review: October 2027