



13521 Old Hwy 280 Birmingham, Alabama 35242 Suite 117
205-791-5614 HeartSouthCPR.com
HeartSouth CPR Training Services, LLC
Quality Assurance Plan
#AL21031

This quality assurance plan applies to HeartSouth CPR Training Center #AL21031 instructors and facilities where training takes place.

1. All instructors will use current exams in courses requiring exams.
2. All instructors will ensure students have current course materials according to current AHA Guidelines, and to PAM guidelines, Instructors who knowingly fail to comply will have instructor status suspended and may lose instructor status and privileges.
3. HeartSouth CPR Training Services instructors will be renewed by TF ONLY. The TCC may, under extreme circumstances, temporarily appoint a current ACLS or PALS Course Director Permission to complete renewal monitoring on a specific individual only.
4. Instructors are encouraged to pay careful attention to the PAM regarding adding non-AHA content to the course. The TCC strongly discourages adding non-AHA materials and/ or facility specific training to the AHA course curriculum. Any additional information or training (particularly equipment or filling out facility specific forms) should be addressed in a separate non-AHA course or after the AHA course is complete. If any non-AHA information/content IS included, it must be prefaced and identified as NON-AHA CONTENT. The training center cannot support courses that are not taught according to AHA Guidelines and Course Curriculums.

Course Completion Cards:

5. Only the TC is authorized to purchase AHA Course Completion Cards. Course completion cards will be issued to TS Coordinators only. The TC may request rosters for verification at any time. eCards are the only cards to be issued.
6. Course completion cards will only be issued to participants successfully completing an AHA course. No certificates or letter of completion are permitted in lieu of the provider card. eCards are the only cards to be issued.



13521 Old Hwy 280 Birmingham, Alabama 35242 Suite 117
205-791-5614 HeartSouthCPR.com

Exams:

7. All AHA course exams will be sent to the TSC's only, upon email request. In addition to the information in the PAM on Exam Security the following instructions/information are sent to all TSC's requesting exams:

INSTRUCTORS - PLEASE NOTE THE FOLLOWING REGARDING EXAMS:

- Written exams are secure items and are NEVER to be posted on ANY website, whether public or private, through a learning management system or Intranet.
- Written exams are ONLY distributed to the AHA Training Site Coordinator of record at each Training Site. AHA WILL NOT provide exams to Instructors or Training Center Faculty members. If inquiries are received by Instructors or Faculty, AHA will direct them to contact their TCC.
- The TCC is responsible for distributing exams to the TSC's. Training Centers may issue exams in the original and complete "Adobe PDF format" via electronic communication (e.g., email).
- Written exams may be copied as needed for conducting courses. However, please be sure to follow the policy concerning exam distribution, as outlined in the Program Administration Manual.
- Security rules always apply.
- Keep the exams secure and under lock and key
- If on a computer, it must be password protected and not accessible by anyone other than the instructor.
- Do not give a copy to another instructor. Refer them to the Training Center.
- Proctor all exam situations.
- Do not allow students to take the test home or remove them from the classroom.

8. All instructors are expected to maintain the equipment in clean and good working order. Instructors are expected to be accountable that all necessary equipment is used in classes. All instructors must have access to an Instructor Manual (per discipline) before, during and after a course.

9. All instructors are required to allow students to evaluate their courses. If paper completion cards are issued, the TSC must ensure that the appropriate course evaluation is completed by all students. Students claiming e-Cards will complete the appropriate course evaluation online.



13521 Old Hwy 280 Birmingham, Alabama 35242 Suite 117
205-791-5614 HeartSouthCPR.com

Instructors:

10. The TC will maintain individual instructor records and course records according to the PAM. Instructors are encouraged to keep copies of rosters according to the same standards TC are held. It is the instructor's responsibility to ensure rosters are sent and received by the TC. The TC is not responsible for rosters sent but not received at the TC.
11. **Training Sites** will maintain instructor records for instructors aligned through the TS and course records according to the PAM. The TS and its instructors are encouraged to keep copies of rosters according to the same standards TC are held. It is the instructor's responsibility to ensure rosters are sent and received by the TS.
12. New instructor candidates are required to take an initial instructor course after meeting the prerequisites for that discipline, followed by initial monitoring by a Training Faculty (TF). Instructor essentials online course followed by an in-person instructor class by TF. Then the instructor candidate must be monitored by a TF teaching that discipline within 6 months of course completion.
13. **ACLS and PALS instructor candidates** must submit a letter of recommendation from a current, discipline specific instructor or be identified during a provider class by an instructor as having instructor potential. Additionally, ACLS and PALS Instructor candidates must demonstrate that they are allowed to utilize ACLS and PALS skills in their professional capacity by providing a copy of licensure or professional certification to remain with the instructor file.

TF Instructors:

14. ACLS and PALS TF candidates must submit a letter of recommendation from a current, discipline specific instructor for TCF or CD status to be considered.
15. TFs and Course Directors (ACLS and PALS) will attend an orientation to the role within 6 months of being appointed. The content will include:
- Review of education principles outlined in the Instructor Manual
 - Review of course requirements in accordance with the current AHA guidelines
 - Discussion of course format for specific audiences and locations
 - Outline of materials and equipment needed to conduct a course
 - Discussion of administrative, logistical, and educational problems that can arise during a course and how to manage them effectively



13521 Old Hwy 280 Birmingham, Alabama 35242 Suite 117
205-791-5614 HeartSouthCPR.com

- Discussion of the TF/course director's quality-assurance responsibilities
- Review of the methods and skills for monitoring and mentoring instructors
- Development of remediation skills for instructors/providers
- Development of debriefing skills x Review of the TC policies and procedures manual, including dispute resolution procedures and responsibilities
- Review of the PAM
- TF/course director competencies

16. TS may not assign TF status. TS may submit to the TC a request for TF status for an instructor. The TCC is the only authorized person to issue TF and TSC status.

All Instructors:

17. All instructors, TF, course directors (CD), RF and the TCC will have a BLS skill check completed prior to being renewed in their discipline to ensure their skills of performing high quality CPR.

18. All instructors, TF and CD are expected to conduct their courses in a professional manner and in accordance with AHA Guidelines. The TC cannot directly monitor every course, however, if there is any evidence that an instructor is not conducting courses correctly, that instructor's instructor status will be suspended pending an investigation of any allegations or concerns. The TC reserves the right to evaluate any course at any time without prior notification. A written report will be placed in the instructor's file after the matter is closed that describes the concern, action and outcome. The TC reserves the right to request photos of the classroom set up and equipment from BLS instructors and BLS TFs.