TC-Specific Rules and Regulations

Al-Hussein Bin Talal University Cardiopulmonary Resuscitation Center

Basic Life Support / Heartsaver Training Center

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Version: 2.0
Effective Date: 01 / 01 / 2026
Review Date: Annually or whenever AHA/PAM requirements are updated
Approved by: Training Center Coordinator / University Administration
Applies to: TC Coordinator, TC Administrator, TCF, Instructors, course staff, training sites, and all courses conducted under the TC.

1. Purpose

The purpose of this policy is to define the internal rules and regulations governing the operation of Al-Hussein Bin Talal University Cardiopulmonary Resuscitation Center as an AHA Training Center. This policy ensures that all BLS/Heartsaver training activities are conducted in a standardized, documented, safe, and quality-controlled manner in accordance with current AHA Program Administration Manual requirements, AHA course guidelines, Regional Office instructions, and applicable university regulations.

2. Scope

This policy applies to:

1. All AHA courses conducted by or under the responsibility of the Training Center.
2. All instructors aligned with the Training Center.
3. Training Center Faculty, when appointed.

4. TC administrative staff.
5. Course registration, course delivery, documentation, eCard issuance, instructor files, equipment use, communication, quality assurance, complaints, and corrective actions.
6. Any approved internal or external training site operating under the responsibility of the Training Center.

3. Compliance Authority

The Training Center shall comply with the following in order of authority:

1. Current AHA Program Administration Manual.
2. Current AHA course-specific Instructor Manuals.
3. AHA Regional Office and International Training Center communications.
4. Current TC Agreement and official AHA requirements.
5. Al-Hussein Bin Talal University policies and administrative regulations, provided they do not conflict with AHA requirements.

No local TC rule may reduce, shorten, replace, or contradict mandatory AHA course content, assessment requirements, instructor qualifications, eCard rules, course documentation, or quality assurance standards.

4. Training Center Governance

The Training Center shall maintain a clear administrative structure, including:

4.1 Training Center Coordinator

The Training Center Coordinator is responsible for:

1. Overall compliance with AHA/PAM requirements.





2. Approval of course schedules and course offerings.
3. Maintaining communication with AHA Regional Office, HQS, and official distributors.
4. Ensuring that all course files, instructor files, rosters, evaluations, and eCard records are complete.
5. Ensuring that all instructors receive AHA, PAM, TC policy, QA, and equipment updates.
6. Reviewing complaints, disputes, and corrective actions.
7. Ensuring the availability of adequate instructors, equipment, and training materials.
8. Monitoring TC quality performance indicators and improvement plans.

4.2 TC Administrator

The TC Administrator is responsible for:

1. Course registration and participant records.
2. Preparing course files before each course.
3. Collecting completed course documents after each course.
4. Maintaining hard-copy and/or electronic records.
5. Supporting eCard issuance and tracking.
6. Maintaining the email correspondence tracker.
7. Ensuring that records are filed, backed up, retrievable, and ready for review.

4.3 Lead Instructor

The Lead Instructor is responsible for:

1. Delivering the course according to the current AHA agenda and Instructor Manual.
2. Confirming that all equipment is ready before the course.





3. Ensuring attendance, skills testing, written testing, remediation, and evaluations are completed.
4. Completing and signing the course roster and course file.
5. Reporting any incident, complaint, dispute, equipment defect, or participant failure to the TCC.

4.4 Instructors

All instructors aligned with the TC must:

1. Maintain valid AHA instructor status.
2. Use current AHA teaching materials.
3. Attend required instructor updates.
4. Follow TC policies and AHA requirements.
5. Maintain professional conduct.
6. Participate in QA activities, monitoring, and evaluations.
7. Teach the minimum required number of courses for renewal according to AHA/PAM requirements.

5. Course Approval and Scheduling Rules

1. No AHA course may be conducted without prior approval from the TCC.
2. Each course must be entered, scheduled, or documented according to Atlas/TC requirements before delivery.
3. A course file must be opened before the course date.
4. The course file must include, as applicable:
    - Course agenda.





- Sign-in sheet.
- Course roster.
- Participant list.
- Instructor list with instructor numbers.
- Instructor-to-student and manikin ratio.
- Written exam records, if applicable.
- Skills testing checklists.
- Course evaluation forms.
- Evaluation summary.
- Remediation records, if any.
- Dispute/complaint form, if any.
- Equipment cleaning checklist.
- eCard issuance record.

5. Any course modification for prayer time, breaks, university schedule, or local needs must not shorten or remove mandatory AHA core content.

6. Registration and Participant Eligibility

1. Registration must be completed before the course through the approved TC process.
2. Participants must provide valid identification.
3. Fees, if applicable, must be paid before the start of the course.
4. Participants must receive course instructions before the course, including timing, location, required materials, attendance requirements, dress code, assessment requirements, and rescheduling rules.





5. Each participant must have access to the appropriate current AHA textbook, eBook, or online key as required for the course. Shared, borrowed, or returned books that contradict AHA expectations are not permitted.

7. Attendance and Timeliness

1. Full attendance is mandatory for successful course completion.
2. Participants must attend all required course sessions, practice stations, testing stations, and remediation sessions when applicable.
3. A participant arriving more than 15 minutes late may be denied entry or required to reschedule, at the discretion of the Lead Instructor and TCC.
4. Absence from any mandatory part of the course must be documented in the course file.
5. Participants who do not meet attendance requirements are not eligible for successful completion or eCard issuance.

8. Course Delivery Rules

1. All courses must follow the current AHA Instructor Manual and approved AHA course agenda.
2. The Lead Instructor must verify before the course that:
    - The correct course materials are available.





- Videos/digital course materials are functional.
- Manikins and AED trainers are ready.
- Feedback devices are functional when required.
- Decontamination materials are available.
- Course documents are printed or electronically ready.

3. Non-AHA local information may be added only when clearly identified as local information and only if it does not replace or reduce AHA content.
4. Instructors must maintain a professional learning environment and ensure participant safety during practice and testing.

9. Assessment, Remediation, and Completion

1. Successful completion requires meeting all AHA course requirements, including skills performance and written testing where applicable.
2. Skills testing must be conducted using current AHA skills testing checklists.
3. Written exams, when applicable, must be secured and administered under instructor supervision.
4. Remediation may be provided according to AHA course rules and must be documented.
5. Participants who remain unsuccessful after permitted remediation shall be recorded as incomplete or unsuccessful according to AHA requirements.
6. No participant may receive an eCard unless all completion requirements are documented.

10. Course Roster and Documentation





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1. A complete course roster must be prepared for every course.
2. The roster must be consistent with Atlas records and the course file.
3. All required roster fields must be completed, including:
    - TC name.
    - Course type.
    - Course date.
    - Instructor names and instructor numbers.
    - Instructor card expiry dates.
    - Number of participants.
    - Number of successful participants.
    - Number of incomplete participants.
    - Number of remediated participants.
    - Instructor/student/manikin ratio.
    - Total course hours.
    - eCard issue date.
    - Lead Instructor signature and date.
    - Dispute status: Yes / No.
4. Course files and rosters shall be retained for a minimum of three years or longer if required by AHA/PAM or university policy.





11. eCard Issuance and Security

1. eCards shall only be issued to participants who successfully complete all course requirements.
2. eCards shall be ordered or issued only through the approved AHA system and/or official AHA distributor process.
3. Atlas access shall be limited to authorized TC personnel.
4. The TC shall maintain an eCard tracking log including participant name, course date, course type, roster number, eCard issue date, and issuing staff member.
5. eCards must not be issued based on attendance alone.
6. eCards must not be issued if the course file, roster, skills checklist, or required assessment documentation is incomplete.

12. Instructor Alignment and Instructor File Rules

1. Each instructor aligned with the TC must have a complete and current instructor file.
2. Each instructor file must include, as applicable:
    - Full name.
    - Instructor number.
    - Job status/professional background.
    - Contact details.
    - Initial recognition date.
    - Renewal dates.





- Provider card.
- Instructor candidate application or alignment approval.
- Instructor Essentials certificate.
- Instructor monitoring forms.
- Instructor eCard.
- Instructor update records.
- Teaching activity records.
- Renewal checklist.
- Practical and written test records, if applicable.
- Transfer request form, if applicable.
- Disciplinary or dispute records, if applicable.

3. Instructors shall be monitored and evaluated according to TC QA procedures.
4. Instructor renewal shall not be processed unless all renewal requirements and documentation are complete.

13. Instructor Communication and Updates

1. The TC shall maintain a formal communication process for all AHA, PAM, Regional Office, HQS, and TC updates.
2. All official updates shall be reviewed by the TCC or delegated TC Administrator.
3. Relevant updates shall be distributed to instructors and TCF by official email, WhatsApp group, meeting, or signed attendance sheet.
4. The TC shall maintain an email/update tracker including:
    - Date received.





- Source.
- Subject.
- Required action.
- Distribution date.
- Sent by.
- Notes/follow-up.

5. Instructors must acknowledge important updates when requested.
6. Critical updates affecting course delivery, eCards, materials, or guidelines must be communicated before the next course.

14. Equipment Use, Maintenance, and Decontamination

1. All TC equipment shall be used only for approved training activities.
2. Equipment must be inspected before and after each course.
3. Manikins, AED trainers, feedback devices, pocket masks, and other training equipment must be cleaned and stored according to the TC decontamination procedure.
4. A signed equipment cleaning checklist must be completed after each course and filed in the course file.
5. Damaged or malfunctioning equipment must be removed from use and reported to the TCC.
6. Equipment inventory must be reviewed regularly and updated after purchase, repair, disposal, or transfer.
7. Personal or external equipment may not be used unless approved by the TCC and verified as appropriate for the course.





15. Health, Safety, and Training Environment

1. The TC shall maintain a safe training environment suitable for CPR practice and skills testing.
2. Participants must wear appropriate clothing and closed-toe footwear suitable for physical activity.
3. Participants with symptoms of contagious illness may be asked to reschedule.
4. Food and beverages are not permitted in training areas unless specifically approved.
5. Any injury, incident, illness, or safety concern during training must be documented and reported to the TCC.

16. Professional Conduct

1. All TC staff, instructors, and participants must maintain respectful, professional, and non-discriminatory behavior.
2. Harassment, intimidation, falsification of records, unauthorized issuance of eCards, unauthorized copying of exams, or misuse of AHA materials is prohibited.
3. Mobile phones shall not be used during teaching or testing except for course-related purposes approved by the instructor.
4. Any violation may result in corrective action, removal from the course, suspension from TC activities, or referral to university administration.

17. Complaints, Disputes, and Appeals

1. Participants, instructors, or staff may submit complaints or appeals in writing to the TCC within three working days of the incident.

2. The TCC shall review the complaint, collect relevant documentation, and respond within a reasonable timeframe.
3. Disputes related to course completion, skills testing, written exams, instructor conduct, or eCard issuance must be documented using the TC dispute form.
4. Dispute outcomes may include:
    - No action required.
    - Clarification to participant/instructor.
    - Remediation or retesting if allowed.
    - Corrective action.
    - Referral to university administration.
5. All complaint and dispute records shall be retained in the course file and/or TC administrative file.

18. Quality Assurance and Corrective Action

1. The TC shall maintain a quality assurance process specific to AHA training.
2. QA activities shall include:
    - Course file review.
    - Instructor evaluation.
    - Participant evaluation summary.
    - Course monitoring.
    - Equipment readiness review.





- eCard tracking review.
- Instructor update tracking.
- Corrective action follow-up.

3. The TC shall maintain KPIs such as:
    - Percentage of complete course files.
    - Percentage of complete instructor files.
    - Course evaluation satisfaction rate.
    - Number of instructor updates completed.
    - Number of course monitoring visits completed.
    - Number of complaints/disputes and closure status.
    - eCard issuance accuracy.
4. Any identified deficiency must have a corrective action plan with responsible person, target date, and follow-up evidence.

19. Training Site Rules

1. No external training site may conduct AHA courses under the TC unless approved by the TCC and supported by a current written agreement or MOU, when applicable.
2. Training sites must comply with AHA/PAM requirements and TC policies.
3. The TC shall maintain a current list of approved training sites.





4. The TC shall maintain training site correspondence and activity records.
5. The TC shall conduct administrative and/or course monitoring reviews of training sites when applicable.
6. Any training site deficiency must be documented and corrected before further course activity continues.

20. AHA Name, Logo, and Disclaimer Use

1. AHA name, logo, and provider statements shall be used only according to AHA rules and authorized formats.
2. TC brochures, posters, registration forms, certificates, social media announcements, and course advertisements must be reviewed before publication.
3. The TC shall not imply unauthorized endorsement, accreditation, or certification beyond the approved AHA course status.
4. All promotional materials must use the correct AHA disclaimer when required.

21. Records Management and Confidentiality

1. The TC shall maintain hard-copy and/or electronic records in a secure and retrievable system.
2. Electronic records shall be backed up regularly.
3. Access to participant records, instructor files, exams, eCard systems, and course documents shall be limited to authorized TC personnel.
4. Records must be available for AHA Regional Faculty, Regional Office, or university review when required.
5. Confidential records shall not be shared outside authorized channels.





22. Noncompliance and Corrective Measures

Noncompliance with this policy may result in one or more of the following:

1. Verbal or written warning.
2. Mandatory retraining or update session.
3. Suspension from teaching or course participation.
4. Delay or denial of eCard issuance if documentation is incomplete.
5. Corrective action plan.
6. Referral to university administration.
7. Notification to AHA Regional Office when required.

23. Review and Amendment

This policy shall be reviewed at least annually by the TCC and updated whenever there are changes in AHA requirements, PAM updates, Regional Office instructions, university regulations, or TC operational needs. All approved updates shall be communicated to instructors and relevant TC staff, and evidence of communication shall be retained.





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Approval

Prepared by: AHMAD AL SAYEH

Position: **TC Administrator**
Date: 01 / 01 / 2026

Reviewed by: Mohammad Khattab
Position: **TCC**
Date: 07 / 01 / 2026

Approved by: Center Committee
Position: Center Committee
Date: 15 / 01 / 2026

Evidence to attach behind this policy in the review folder

Put this policy in **Section 1, Point 8: TC-specific rules and regulations**, and attach these behind it:

Required Evidence	File/Document to Attach
Signed TC-specific policy	This document, signed and dated
Course file checklist	One checklist for every course
Instructor file checklist	One checklist for every instructor
Email/update tracker	Your 17-email archive table
eCard issuance log	Participant/course/eCard tracking sheet
Equipment cleaning checklist	Signed after each course





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Complaint/dispute form	Blank form + any completed forms
QA KPI sheet	Monthly or quarterly review sheet
Corrective action log	Deficiency, action, responsible person, target date
Training site list/MOU	If applicable