Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center

Policies and Procedures

Adress / Al Hussein Bin Talal University - Nursing and Health Science College Building - Simulation Laboratory, Ma'an, Jordan.

Training Center Policies and Procedures

The mission of the American Heart Association (AHA) is to improve cardiovascular health through high-quality education and training. This policy document outlines the key responsibilities and expectations for the personnel, equipment, training location, materials, secure handling of materials, course feedback, and program growth. All policies adhere to the standards and guidelines set by the AHA to ensure quality training programs are delivered consistently and effectively.

Part 1: ITC Personnel

Roles and Responsibilities

To support the mission of the AHA, the Training Center personnel must operate in a manner that ensures effective management and high-quality training. The following personnel are involved:

1. **Training Center Coordinator (TCC)**
    - **Responsibilities**: The TCC is responsible for overseeing all AHA courses and training activities within the ITC. This includes managing instructor alignment, scheduling courses, ensuring the availability of training materials, and maintaining compliance with AHA policies.
    - **Authority**: The TCC serves as the primary liaison between the ITC and the AHA.
    - **Qualifications**: The TCC must have a thorough understanding of AHA policies and procedures, as well as excellent management skills.
2. **Instructors**
    - **Responsibilities**: Instructors are responsible for teaching AHA courses in accordance with the guidelines set forth in the AHA Program Administration Manual (PAM). They must conduct training sessions that meet the AHA's high standards and ensure that students receive up-to-date and relevant course content.
    - **Qualification**: Instructors must be certified by the AHA and are required to complete ongoing professional development through instructor updates.
3. **Training Faculty (TF)**
    - **Responsibilities**: TF are responsible for monitoring and mentoring instructors to ensure that they are following AHA course protocols and delivering quality training. They are also tasked with conducting course evaluations and providing constructive feedback to instructors.
4. **Administrator**
    - **Responsibilities**: The Administrator ensures that all administrative processes, such as record keeping, compliance, scheduling, and communication, are





managed efficiently. They support the TCC and instructors and ensure the smooth operation of the Training Center.

Part 2: Equipment

Mandatory Use of Feedback Devices in Adult CPR Manikins

- All AHA courses that include CPR training for adults must use manikins equipped with feedback devices that provide real-time, constructive feedback to learners.
- **Cleaning and Maintenance**: All equipment must be cleaned and disinfected according to AHA guidelines. Manikins must be regularly maintained to ensure proper functioning and hygiene standards. The Training Center will implement a strict schedule for cleaning, disinfecting, and inspecting all training equipment.
- **Documentation**: The Training Center will maintain a record of all equipment maintenance, cleaning schedules, and inspections.

Part 3: Training Location

Rules and Regulations for Off-Site Training Locations
If courses are delivered outside the main buildings of the ITC, the following conditions must be met:

1. **Authorization**: All off-site locations must be authorized by the AHA to ensure that the space complies with the minimum requirements for conducting AHA training.
2. **Safety Standards**: The training venue must adhere to safety regulations and have all the necessary safety equipment, including first aid kits, fire extinguishers, and emergency exit signs.
3. **Equipment**: All equipment used in off-site training must be in proper working condition and compliant with AHA standards. This includes ensuring that feedback devices in CPR manikins are available and functioning.
4. **Quality Assurance**: The TCC is responsible for ensuring that all off-site training locations meet AHA's high standards, and the AHA may conduct periodic reviews of such locations.

Part 4: Training Materials





Provision and Use of Training Materials
To maintain the integrity and consistency of AHA training, the following guidelines must be adhered to:

1. **Providers' eBooks**: eBooks for providers must be distributed in accordance with AHA guidelines. These materials will be updated regularly to reflect the most current scientific evidence and course content.
2. **Instructors' Manuals**: Instructors must have access to the most up-to-date version of the AHA Instructors' Manual, which provides guidelines for delivering courses and maintaining the quality of instruction.
3. **Digital Videos**: Digital videos provided by AHA must be used as part of the training curriculum. These videos serve as a key visual learning aid and must be presented in their entirety without modification.

Part 5: Secure Materials

Handling and Protection of AHA Materials
To protect the integrity and security of AHA materials, the following protocols are established:

1. **Storage**: All AHA materials, including course materials, certificates, and training resources, must be securely stored. Electronic materials must be stored in encrypted formats, and physical materials must be stored in locked cabinets.
2. **Access Control**: Only authorized personnel, such as the TCC, instructors, and designated administrative staff, will have access to secure materials.
3. **Inventory Management**: The Training Center will maintain an up-to-date inventory of all AHA materials, including a record of quantities distributed to instructors and students.

Part 6: Course Feedback

Course Evaluation and Quality Assurance
Feedback is essential to ensuring that AHA courses are effective and continuously improve. The following procedures will be followed:

1. **Student Surveys**: After each course, students must complete surveys to evaluate the quality of the course and the performance of the instructors. These surveys will be used to calculate quality scores for each course and instructor.
2. **Instructor Monitoring**: In addition to student surveys, instructors will be periodically monitored by AHA staff to ensure they are meeting the required training standards.





3. **Feedback Review**: All feedback will be reviewed quarterly by the TCC and AHA. If issues or opportunities for improvement are identified, the Training Center will work with instructors to implement corrective actions.

Part 7: Program Growth

Expanding and Enhancing the Training Center's Offerings
To support AHA's mission, the Training Center will focus on the following strategies for program growth:

1. **Increasing Course Offerings**: The Training Center will expand its course offerings to reach a wider audience, including additional disciplines and specialized programs.
2. **Instructor Development**: The Training Center will implement continuous training and professional development programs for instructors to ensure they stay up-to-date with the latest training methodologies and AHA guidelines.
3. **Community Engagement**: The Training Center will engage with the community by offering public courses and outreach programs that promote cardiovascular health and CPR awareness.
4. **Quality Monitoring**: The Training Center will implement a robust quality assurance program to ensure that all training activities meet AHA standards, with regular reviews and updates to course materials, teaching methods, and instructor qualifications.





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Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center (CPRC) - Record Management Policy

1. Overview

In compliance with the American Heart Association (AHA) policies, the Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center (CPRC) is committed to maintaining accurate, secure, and accessible records related to all training activities. The CPRC will manage both hard copy and electronic records, ensuring that all required records are available for inspection and submission to the AHA upon request. It is recommended that all electronic records be backed up through a reliable data recovery system to prevent data loss due to catastrophic events.

Additionally, the CPRC will ensure that electronic files are fully printable, maintaining accessibility and ensuring compliance with AHA's requirements.

2. Document Retention

The CPRC will retain all required records for a minimum of three (3) years from the date of the last course or action. This retention period includes the records of courses, instructor evaluations, dispute resolutions, and other course-related documentation.

- **Storage Locations**: Records may be stored at affiliated Training Sites (TS), provided that these records remain accessible to the CPRC and can be retrieved upon request by the AHA.
- **Retention Schedule**: The CPRC will adhere to the AHA's minimum retention policy for required documents, and will also maintain records for longer periods if required by local regulations or institutional policies.

3. Required Documents for Retention

The CPRC will ensure that the following documents are maintained in accordance with the retention schedule outlined above:

- **Insurance Documentation**: Evidence that the CPRC maintains the required general liability insurance coverage, or any waiver as specified in the TC Agreement with AHA.
- **Course Agenda**: The detailed agenda for each course offered, including all training sessions conducted under the CPRC's supervision.
- **Policies and Procedures**: The CPRC will keep the following written policies and procedures on file:
    - Equipment/manikin maintenance and decontamination protocols.
    - Internal dispute resolution policy.
    - TS management and relations.

- Card maintenance and issuance procedures.

4. Course Records

The CPRC will maintain comprehensive course records for all training conducted, which will include but are not limited to:

1. **Provider Courses**
   - **Course Rosters**: Completed and signed course rosters for all participants.
   - **Dispute Resolution Documentation**: Any documentation related to disputes or complaints, to be attached to the corresponding course roster.
   - **Course Evaluations**: Original or summarized evaluations submitted by students for both instructors and the course itself. If using eCards, evaluations may be conducted electronically and submitted via the AHA system.
     - **Paper Evaluations**: For those issuing paper completion cards, paper evaluations must still be completed by participants.
   - **Exam Sheets**: Student exam answer sheets and skills performance sheets for any students who have not yet met course completion requirements.
   - **Course Fee Disclaimer**: Evidence that the AHA course fee disclaimer has been provided for any courses where fees are charged.
2. **Skills Session Documentation** (for eLearning courses)
   - **eLearning Roster**: Documentation showing the student roster for the online portion of the course.
   - **Certificate of Completion**: Certificates for the completed online portion.
   - **Course Evaluations**: Original or summarized evaluations from students following the hands-on skills session.

5. Secure Handling and Storage of Records

All records, whether physical or electronic, must be handled with the utmost care to ensure their security and integrity:

- **Electronic Records**: These records will be encrypted and backed up regularly through a reliable data recovery system. Access to electronic records will be restricted to authorized personnel only, and all records will be backed up to prevent data loss.
- **Physical Records**: Physical copies of records will be stored in a locked, secure location within the CPRC's facilities. Access will be granted only to authorized personnel.

6. Access to Records

- **AHA Access**: The CPRC will ensure that all records, whether hard copy or electronic, are available for inspection and can be provided to the AHA upon request.

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- **Confidentiality**: The CPRC will take all necessary measures to ensure the confidentiality of sensitive information within the records, in accordance with privacy regulations and institutional policies.

7. Instructor and Training Faculty Records

In addition to course records, the CPRC will maintain the following records for all Instructors and Training Faculty (TF) aligned with the center:

- **Instructor/TF Applications**: Completed applications from all instructors and TF members who are aligned with the CPRC.
- **Instructor Monitoring**: Records of instructor monitoring, including any feedback or issues identified during monitoring visits.
- **Instructor Transfer Requests**: If instructors transfer to another training center, their records will be transferred within 30 days of receiving an Instructor Records Transfer Request.

8. Policy Review and Updates

The CPRC will review this Record Management Policy annually to ensure its alignment with the AHA's current guidelines and to implement any necessary updates or improvements. Any changes will be communicated to all staff, and updated policies will be distributed accordingly.





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Instructor Transfer Process Policy for Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center (CPRC)

1. Purpose

The purpose of this policy is to outline the responsibilities and procedures for transferring instructors within the Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center (CPRC), ensuring alignment with the American Heart Association (AHA) standards and facilitating a smooth transition for instructors to new Training Centers (TCs). This policy also outlines the CPRC's responsibilities to ensure instructors are properly supported, trained, and aligned with AHA guidelines.

2. Scope

This policy applies to all instructors at the CPRC who wish to transfer to another Training Center (incoming TC) and addresses the procedure for maintaining compliance with AHA's requirements regarding instructor transfers.

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3. Instructor Transfer Process

1. **Instructor Transfer Request**
   - The Instructor wishing to transfer completes their section of the **Instructor Transfer Request Form** and submits it to the Training Center Coordinator (TCC) at the incoming Training Center.
   - The Instructor's request should include the reason for the transfer, their understanding of the Program Administration Manual (PAM), and their teaching history.
2. **Review by Incoming TCC**
   - The TCC at the incoming TC schedules a meeting with the Instructor to discuss the transfer request. This meeting will focus on understanding the Instructor's reasons for the transfer, assessing their knowledge of the PAM, and reviewing their teaching background. Additional components may be included at the discretion of the incoming TCC.
   - The TCC from the incoming TC completes their section of the **Instructor Transfer Request Form** and forwards a copy to the Instructor's outgoing Training Center.
3. **Communication Between TCs**
   - The TCC at the outgoing TC sends the Instructor's file, as noted in the **AHA Instructor Transfer Checklist**, to the TCC at the incoming TC.





- Both TCCs are responsible for communicating about the Instructor's transfer request and coordinating the process to ensure all documentation is accurately completed.

4. **Instructor Monitoring**
   - Upon receipt of the necessary paperwork, a **Training Faculty (TF)** member from the incoming TC will schedule a course monitoring session to observe the Instructor conducting a course in the discipline they are transferring to (e.g., BLS or Heartsaver).
   - The Training Faculty member will serve as the lead Instructor during this session. The Instructor's performance during the monitoring will determine when the **Instructor eCard** is issued.
   - If the incoming TCC determines that a site visit is necessary, the TCC will arrange for the site visit to ensure all required equipment and manikins are available and meet the AHA standards for training.
5. **Issuance of New Instructor eCard**
   - After successful completion of the site visit (if applicable) and course monitoring, the incoming TC will issue a **new Instructor eCard** in the appropriate discipline(s).
   - The incoming TCC will align the Instructor in the AHA Atlas system, and the Instructor's new records will be created within the incoming TC's system.
6. **Deactivation of Instructor's eCard**
   - The TCC at the outgoing TC will **not deactivate** the Instructor's eCard until confirmation has been received from the incoming TC that the process is complete. The incoming TC will notify the outgoing TC when the transfer has been successfully completed.
   - The outgoing TC is responsible for removing the Instructor's alignment from the AHA Atlas.
7. **Record Transfer Deadline**
   - The Instructor's records must be transferred within **30 days** of receiving the **Instructor Records Transfer Request**. If the process is not followed within this time frame, the TCCs must contact AHA Compliance for assistance.

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4. Responsibilities of TCs to Instructors

In alignment with AHA policies, the CPRC recognizes its responsibilities to instructors, ensuring compliance with AHA guidelines and providing the necessary support for effective teaching and course delivery.

1. **Instructor Alignment on Atlas**

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- The CPRC is responsible for ensuring that all Instructors are properly aligned in the AHA Atlas system. This includes maintaining a current list of Instructor ID numbers and ensuring that each Instructor has the necessary certification and permissions to teach AHA courses.

2. **Instructor Support and Guidance**
   - The CPRC will provide ongoing support and guidance to instructors to ensure they meet AHA standards. This includes addressing any questions or concerns instructors may have, offering professional development opportunities, and ensuring access to all current training materials and resources.
3. **Instructor Notification**
   - The CPRC will ensure that all instructors are notified of updates to AHA policies, training bulletins, training memos, and any new issues of the **ECC Beat** published on the AHA Atlas. This will ensure that all instructors are aware of and aligned with any changes to AHA protocols.
4. **Instructor Update Courses**
   - The CPRC will organize and conduct **Instructor Update Courses** as necessary to ensure instructors stay up-to-date with the latest AHA guidelines and teaching practices. These update courses will be conducted regularly to maintain the quality and relevance of training programs.
5. **Accurate Instructor Records**
   - The CPRC will maintain complete and accurate records for each instructor, including certifications, monitoring forms, course rosters, and evaluations. All records will be updated and retained according to AHA requirements.
6. **Instructor Records Transfer**
   - When an instructor wishes to transfer to another TC, the CPRC will ensure that the transfer is processed within 30 days of receiving an **Instructor Records Transfer Request**. The TCC will send all necessary documentation and course records to the incoming TC.
7. **AHA Policies and Ethics Compliance**
   - The CPRC will ensure that all instructors are fully informed of their obligation to comply with all AHA policies, procedures, and the **AHA Code of Ethics**. Instructors will be expected to adhere to AHA's ethical standards in all aspects of their teaching and professional behavior.
8. **Use of Current Course Materials**
   - The CPRC will ensure that instructors have access to the most current AHA training materials and that they are using these materials consistently in their courses. This includes provider eBooks, instructor manuals, digital videos, and any other necessary resources.

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5. Compliance and Non-Compliance





In cases where the instructor transfer process is not followed as per the policy, either the outgoing or incoming TCC must contact the AHA Compliance department at **complianceadmin@heart.org** to provide details of non-compliance. Immediate corrective actions will be taken to ensure adherence to AHA standards.

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Atlas "Find a Class" and Course Completion Card Management Policy for Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center (CPRC)

1. Purpose

The purpose of this policy is to ensure that Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center (CPRC) adheres to the American Heart Association (AHA) guidelines for the effective use of the **Atlas "Find a Class"** tool and the **management of Course Completion Cards**. This policy ensures the delivery of high-quality AHA training courses to healthcare professionals, lay rescuers, and the general public while maintaining the integrity and security of course completion certifications.

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2. Atlas "Find a Class" Tool Policy

The **Atlas "Find a Class"** tool is used by the CPRC to list AHA courses for public visibility. It is essential that the information provided on the platform is accurate, current, and reflective of AHA curricula and standards. The following guidelines must be followed for posting classes on the **"Find a Class"** tool:

2.1 General Requirements

- **Accurate Information**: All classes listed must include accurate and complete information that reflects AHA training standards, including course details, location, and schedule.
- **Legitimate Class Locations**: Classes must be posted with a legitimate physical address. Locations such as city centers and parking lots are not acceptable unless the location is properly authorized to host AHA courses. Locations like libraries or hotels without approval to conduct AHA training cannot be listed.

2.2 Virtual Training

- **Virtual Classes**: For virtual BLS or Heartsaver classes, the **Class Location** field must include "Virtual BLS Training" or "Virtual Heartsaver Training" to clearly indicate the online nature of the course.
- **Class Location Field**: This field may only include location or address information. No promotional content (such as discounts, phone numbers, or website links) should be included.

2.3 Class Scheduling and Timing





- **Consistent Class Times**: The listed start and end times must align with the time frames outlined in the AHA **Instructor Manuals**.
- **No Overlapping Classes**: Multiple classes listed with overlapping start and end times, or classes that list the same instructor for multiple courses happening at the same time, are not permitted.

2.4 Posting Guidelines

- **Class Posting Timeframe**: Classes should not be posted more than six months ahead of the scheduled class date.
- **No "100% Online" Class Labels**: AHA classes must not be referred to as "100% online." Virtual components must be clearly described as "Virtual" courses.

2.5 Compliance and Restrictions

- **Non-Compliance**: Failure to follow the above guidelines may result in the CPRC being restricted from using the **Atlas "Find a Class"** tool, including removal of non-compliant classes from the platform.

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3. Course Completion Card Management Policy

3.1 eCard Re-Routing and Re-Issuance

- **Non-Transferrable eCards**: Once an eCard has been issued to a student but not yet claimed, it may not be reclaimed by the CPRC or the instructor and re-issued to another student. The eCard must remain available to the original student who successfully completed the course. Students may claim their eCard within two years of completing the course.
- **Edit Function**: If a student's eCard contains a misspelled name or requires an update to the business email address, the **edit function** can be used to correct these details. However, no other modifications are allowed once the eCard has been issued.

3.2 Ordering Course Completion Cards

- **Authorized Personnel**: Only the **Training Center Coordinator (TCC)** or an authorized representative designated by the TCC is permitted to use the confidential security ID to order eCards or course completion cards for approved disciplines.
- **Confidential Security ID**: The TCC is responsible for maintaining the confidentiality of the security ID. The TCC must notify the **ECC Customer Support Center** immediately





if the security ID is suspected to be lost, stolen, or misused. If necessary, the AHA may change the security ID to preserve confidentiality.

- **Card Ordering Platform**: Course completion cards can only be ordered through **ShopCPR** (AHA's authorized platform for ordering eCards and completion cards).

3.3 Compliance and Misuse

- **Misuse of Security ID**: Any misuse of the confidential security ID, including unauthorized use or disclosure, could result in termination of the CPRC's Training Center Agreement with the AHA. Misuse of the security ID will also be reported to AHA Compliance for review and action.

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4. Responsibilities of CPRC

1. **Ensuring Compliance**: The CPRC is responsible for ensuring that all classes listed on the **"Find a Class"** tool meet AHA's standards and comply with the guidelines set forth in this policy. This includes maintaining accurate and up-to-date information for all listed courses.
2. **Maintaining Instructor Records**: The CPRC will ensure that all instructors' records are up-to-date and that only authorized personnel have access to the confidential security ID for ordering course completion cards.
3. **Security and Integrity of eCards**: The CPRC must ensure that all issued eCards are correctly assigned to the students who have successfully completed their courses. The CPRC is also responsible for managing any corrections to eCards and ensuring that re-issuance is done in compliance with AHA policies.

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5. Non-Compliance and Corrective Actions

If the CPRC fails to comply with the outlined procedures, corrective actions will be taken, which may include:

- **Suspension of Access**: The CPRC may be restricted from using the **Atlas "Find a Class"** tool.
- **Course Removal**: Non-compliant courses may be removed from the **"Find a Class"** platform.
- **Termination of Agreement**: Misuse of the security ID or repeated failure to comply with AHA policies may result in the termination of the CPRC's Training Center Agreement with the AHA.





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Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center (CPRC) – Issuing Course Completion Cards and Security Policy

1. Issuing Course Completion Cards and Security

In alignment with the American Heart Association (AHA) policies, the Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center (CPRC) is responsible for ensuring the secure issuance of AHA course completion cards to students. This policy outlines the procedures and responsibilities related to the issuance and management of AHA course completion cards, including eCards, paper cards, and the security measures required for their handling.

1.1 Course Completion Card Security

- **Security Features**: All AHA eCards and course completion cards issued by the CPRC will contain security features and the AHA logo, ensuring that the cards are authentic and tamper-proof. For additional security details, refer to the **Course Card Reference Guide** on **AHA Atlas**.
- **Course Roster Restrictions**: Course rosters must never be provided in place of a course completion card. Course rosters contain sensitive personal information and must be protected according to privacy regulations.
- **Instructor and Student eCards**: The use of **Instructor eCards** and **Student eCards** is mandatory in all AHA disciplines, except for **Heartsaver** courses, where paper course completion cards may be issued instead.
- **Course Completion Card Issuance**: The CPRC may not sell or distribute course completion cards to other training centers (TCs) or non-AHA organizations. All cards must be issued strictly to students who have successfully completed the respective course.

1.2 Verifying eCards

To verify the authenticity of any issued eCard, visit **ecards.heart.org/student/myecards** and enter the **eCard code** or scan the **QR code** on the student's eCard. This ensures proper tracking and validation of issued course completion cards.

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2. Filling Out Course Completion Cards





To ensure accuracy and compliance with AHA policies, all course completion cards must be filled out as follows:

2.1 Paper Course Completion Cards

- **Legibility and Information**: Paper cards must be completed using either a stamp, typed, or computer-printed format to reduce the risk of alterations. The information on the cards must be clear, legible, and complete.
- **Handwritten Information**: The only acceptable handwritten information on paper course completion cards is the **student's name**, **issue date**, and **recommended renewal date**. This information must be written legibly in **blue or black ink**.
- **Back of Card**: All information on the back of the paper card must be stamped, typed, or computer-printed.

2.2 eCards

- **Automated Information**: The **TC name** and **ID number** will be automatically included on eCards, while the **Instructor's name** and **ID number** are provided through a dropdown box in the system.
- **Instructor ID Requirement**: The **Instructor ID number** must be included on all provider cards issued.

2.3 Replacement of Invalid or Illegible Cards

- If a course completion card is found to be inaccurate, illegible, or improperly filled out, the CPRC is responsible for issuing a replacement. Replacement cards will use the same dates as the original card. Refer to the **Course Card Reference Guide** for specific guidance on completing and issuing valid course completion cards.

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3. Course Completion Card Validity Period

3.1 Validity of AHA Course Completion Cards

- **General Validity**: All AHA course completion cards are valid for **two (2) years** from the **end of the month** in which the card was issued.
- **Exception for Heartsaver Bloodborne Pathogens Course**: The **Heartsaver Bloodborne Pathogens** course participation card is valid for **only one (1) year**, in compliance with **Occupational Safety and Health Administration (OSHA)** regulations.





3.2 International Courses

- **Validity Outside the U.S.**: For AHA TCs conducting courses outside the United States, if local government statutes or regulations mandate a different course card validity period, the CPRC must contact **ECC International** at **eccinternational@heart.org** for assistance and guidance.

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4. Duplication/Replacement of Lost Paper Course Completion Cards

4.1 Replacement of Lost or Damaged Course Completion Cards

- **Eligibility for Replacement**: If a paper course completion card is lost, mutilated, or rendered illegible, the CPRC will issue a **replacement card** to the student. The replacement card will contain the same information and dates as the original card.
- **Fee for Replacement**: The CPRC may set a **fee** for reissuing a course completion card. Students will be required to verify their course completion before a duplicate card is issued.
- **No Referral to AHA**: The CPRC will not refer students or instructors to the AHA for replacement course completion cards. Replacement cards must be processed by the CPRC.

4.2 Damaged Paper Course Completion Cards

- If course completion cards are damaged during shipment, the CPRC should contact the distributor that shipped the cards. All shipping documents and packaging must be kept to process any claims for damages.
- **Reimbursement Policy**: Reimbursement or exchange for damaged cards will not be provided for cards damaged by the CPRC or Training Sites (TS), including printing errors or other damages unrelated to shipping.

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5. Damaged Paper Course Completion Cards

If a course completion card is damaged during shipment, the CPRC should immediately contact the distributor that shipped the cards. The following procedure should be followed:

- **Documentation**: Keep all shipping documents and packaging related to the damaged cards. Contact the distributor for information on how to return the damaged cards and request replacements.





- **Exclusion from Reimbursement**: Reimbursement and exchange for damaged cards will not be made if the damage occurred due to printing errors, mishandling by the CPRC or TS, or any other cause not related to shipping.

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6. Course Fees, Materials, and Equipment

6.1 Course Fees

The AHA does not set or receive fees for courses offered by TCs or instructors. It is the responsibility of the CPRC and instructors to determine and manage any fees charged for their courses in compliance with applicable local laws.

The following disclaimer must appear on all promotional materials:

Disclaimer: The American Heart Association strongly promotes knowledge and proficiency in all AHA courses and has developed instructional materials for this purpose. Use of these materials in an educational course does not represent course sponsorship by the AHA. Any fees charged for such a course, except for a portion of fees needed for AHA course materials, do not represent income to the AHA.





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Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center (CPRC) - Course Fees, Materials, and Equipment Policy

1. Course Fees

In accordance with the American Heart Association (AHA) policy, the CPRC is responsible for setting course fees and ensuring that billing practices comply with all applicable laws. The AHA does not set or receive fees for courses offered by Training Centers (TCs) or instructors.

1.1 Setting Course Fees

- The CPRC and its instructors have the responsibility to determine the course fees for the AHA programs offered, including any charges for materials, instruction, or other related costs.
- The CPRC must ensure that the fees charged are in compliance with applicable laws and regulations.

1.2 Disclaimer for Course Fees

- The following disclaimer must be included on all promotional materials, including brochures, announcements, agendas, websites, or any other documents distributed to students for courses where fees are charged:

"The American Heart Association strongly promotes knowledge and proficiency in all AHA courses and has developed instructional materials for this purpose. Use of these materials in an educational course does not represent course sponsorship by the AHA. Any fees charged for such a course, except for a portion of fees needed for AHA course materials, do not represent income to the AHA."

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2. Use of AHA Materials

The CPRC will adhere to the guidelines set forth by the AHA for the use and distribution of AHA training materials, ensuring that all students have access to the most current and appropriate resources for their courses.

2.1 Student Textbooks

- Each student enrolled in an AHA course must have the current appropriate course textbook available before, during, and after the course.

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- Textbooks are for individual use and serve as an integral part of the student's education. Students may reuse their textbooks during renewals or updates until new science guidelines are published.

2.2 Large Print Materials

- The CPRC will provide students with access to large print versions of AHA materials, if requested. All requests for PDF versions of AHA materials in large print must:
  - Originate from the Training Center Coordinator (TCC).
  - Include the full title and AHA product number of the materials requested.
  - Include proof of purchase of the printed product, such as a receipt or course roster confirming the student's current enrollment. The student's name may be redacted, but the receipt must reflect the name of the course.

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3. Employee Libraries and K-12 Libraries

The CPRC recognizes exceptions for students and employees of specific institutions to have access to shared textbooks and learning materials through libraries. These exceptions apply in certain circumstances, including for healthcare employees or K-12 educational institutions.

3.1 Employee Libraries

The CPRC, if functioning as a hospital, emergency medical services (EMS) agency, law enforcement agency, or fire department, and training only its own employees, may establish an **Employee Library** for the use of its trained staff.

- **Library Requirements**:
  - The **Employee Library** must contain a sufficient number of textbooks for the average number of employees trained in a given discipline over a 3-month period.
  - The textbooks must be the **current edition**, in **good condition**, and include all original parts.
  - The Employee Library must be **open** and accessible to employees during their working hours.
  - **Multiple Locations**: If training is conducted across multiple facilities, the CPRC must ensure that an Employee Library exists at each facility to meet the needs of all trained employees.
  - Only **employees who have completed an AHA course within the last two years** are eligible to use the Employee Library.

3.2 K-12 Libraries

In certain cases, where legislation mandates CPR training or where schools lack resources for

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sustainable training, the CPRC may provide K-12 schools with a **K-12 Library** for the use of Heartsaver and Family & Friends® CPR materials.

- **Library for K-12 Schools**:
  - **Eligibility**: K-12 schools may establish a library for **Heartsaver** and **Family & Friends® CPR** courses, provided the school is in an area with such legislative requirements or lacks resources to fund individual textbooks.
  - **Access for Students**: Each student in the K-12 system must be provided with a textbook for use **before, during, and after the course**.
  - **Healthcare-Related Programs**: K-12 schools with healthcare-related programs cannot use a library for BLS Provider Manuals. In such cases, each student must have an individual textbook for the course.
- **Policy for K-12 Libraries**:
  - The CPRC will require K-12 schools to establish and maintain a **written policy** on how their library will be implemented and monitored.
  - The policy must include:
    - How the library will be managed.
    - How textbooks will be made available to students.
    - How the school will determine the **average number of textbooks** needed and ensure textbooks are accessible to students before, during, and after courses.

3.3 Policy Review for Employee and K-12 Libraries

The CPRC will regularly review the operation and compliance of employee and K-12 libraries to ensure they align with AHA guidelines and that textbooks are being provided to students in accordance with AHA standards. Any changes or updates to the library policy must be communicated to all relevant parties.





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Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center (CPRC) - Core Curriculum, Instructor Material Requirements, and Copyright of AHA Materials Policy

1. Core Curriculum

To ensure that all courses meet the highest standards of quality and are aligned with AHA guidelines, the **CPRC** is committed to following the most current editions of the core curriculum and training materials for each AHA course. The following practices will be observed:

1.1 Adherence to Core Curriculum

- The **CPRC** will ensure that each AHA course follows the guidelines and curriculum specified in the **current edition** of the **course textbook** or **Instructor Manual**.
- The **current editions** of AHA materials, including textbooks, Instructor Manuals, and Student Workbooks, will serve as the **primary training resource** for all courses offered.

1.2 Course Material Updates

- The CPRC will ensure that all instructors and students are provided with the most up-to-date materials for each course. Any new editions released by the AHA will be promptly incorporated into CPRC courses.

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2. Instructor Material Requirements

In alignment with AHA standards, the CPRC will ensure that all AHA instructors meet the required material needs for teaching AHA courses effectively:

2.1 Instructor Material Access

- Each **AHA Instructor** must possess an up-to-date **Instructor Manual** and the **Provider Manual**/Student Workbook for each course or discipline they are teaching.
- **Instructor Manuals** and **Provider Manuals** must be the current edition specified by the AHA to ensure that instructors are using accurate, evidence-based materials that align with AHA guidelines.

2.2 Maintaining Material Availability

- It is the responsibility of the CPRC to ensure that all instructors have access to these materials prior to teaching and that they are updated regularly according to AHA's latest releases.





3. Managing Equipment

The CPRC is responsible for ensuring that course equipment is properly managed and maintained to ensure that it meets AHA's quality standards for training:

3.1 Decontamination and Equipment Management

- The CPRC will ensure that all **instructors** follow the **appropriate decontamination procedures** for training equipment according to the **manufacturer's instructions**.
- Instructors must verify that **course equipment is clean** and in **working condition** before the start of each course.

3.2 Availability and Quality of Equipment

- The CPRC will ensure that the **appropriate equipment** required for each course is available in **sufficient quantities** and is in **good working order**.
- Equipment requirements, as outlined in the AHA **Instructor Manual**, will be adhered to, and equipment checks will be performed regularly to maintain quality and functionality.

4. Copyright of AHA Materials

The CPRC is committed to respecting the intellectual property rights of the AHA and will follow all AHA copyright guidelines.

4.1 Ownership and Usage

- The **AHA** holds the copyrights for all AHA textbooks, manuals, and other training materials related to ECC courses.
- These materials are protected under copyright law and may not be copied, reproduced, or distributed without the prior written consent of the AHA.

4.2 Request for Permission to Use AHA Materials

- Any requests to reprint, copy, or use portions of AHA materials must be submitted in writing to the AHA for approval.
- The CPRC will adhere strictly to the procedures outlined by the AHA for obtaining permission to use copyrighted materials.





4.3 AHA Website for Copyright Information

- For further information on AHA's copyright policies and procedures, the CPRC will direct instructors and staff to refer to the **AHA website's copyright information page**.

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5. Quality Assurance

The CPRC recognizes that **quality assurance** is integral to maintaining an effective ECC training program. As such, the CPRC will adhere to the following practices to maintain the quality and integrity of its courses:

5.1 Responsibility for Course Quality

- The **CPRC** is responsible for ensuring the quality of all courses it delivers, in accordance with AHA policies and guidelines.
- This includes regularly reviewing course content, instructor performance, and equipment functionality to ensure that courses are taught to the highest standards.

5.2 Compliance with AHA Policies

- The CPRC will continuously monitor its courses to ensure full compliance with AHA's policies, guidelines, and the most current curriculum.
- Regular audits and feedback will be conducted to identify areas for improvement and ensure ongoing adherence to AHA standards.





Instructor Alignment and Responsibilities Policy for Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center (CPRC)

1. Requirements for Instructor Alignment

In accordance with the American Heart Association (AHA) guidelines, the Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center (CPRC) ensures that all Instructor candidates meet the necessary requirements for alignment before teaching AHA courses and issuing course completion cards.

1.1 Instructor Alignment Requirements

- **Completion of All Requirements**: Instructor candidates must complete all required courses, including the **Instructor Essentials** course, and align with an approved AHA Training Center (TC) that is authorized to teach within the designated territory before teaching any course beyond the initial monitored course. Only instructors aligned with a TC are authorized to teach courses and issue course completion cards.
- **No Fees to AHA**: No fees are paid to the AHA for Instructor alignment. Any fees charged for alignment are solely at the discretion of the TC.
- **Monitoring Requirements**: The Training Center Coordinator (TCC) may require a meeting with or monitoring of the Instructor candidate before acceptance. The monitoring will be conducted by a designated Training Faculty (TF). The TCC will decide whether to accept the Instructor for alignment.
- **Instructor Candidate's Responsibilities**: The Instructor candidate must:
    - Have a valid provider card for the discipline(s) they wish to teach.
    - Complete the **Instructor Essentials course** for each discipline they wish to teach.
    - Meet any additional requirements set forth by the TC (e.g., interview, skills verification).
    - Complete the **Instructor Candidate Application**, signed by the Instructor candidate, TCC, and TF/Course Director.

1.2 Initial Course Monitoring





- Instructor candidates must be monitored teaching their **initial provider course** within 6 months of completing the Instructor course to receive their Instructor card. This monitored teaching session must be conducted by the TC where the Instructor candidate aligns.

1.3 Alignment with Multiple TCs

- Instructors may align with more than one AHA TC. If aligning with additional TCs, the Instructor may need to meet additional teaching and monitoring requirements as determined by each TC.

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2. Responsibilities of TCs to Instructors

The CPRC is committed to ensuring a positive and supportive environment for all instructors, ensuring their compliance with AHA policies and providing the necessary resources for successful teaching.

2.1 Quality Learning Environment

The CPRC recognizes the importance of providing instructors and students with a safe, secure, and conducive learning environment. To ensure this, the CPRC will adhere to the following guidelines for instructors:

- **Smoke-Free Facility**: The CPRC will provide a smoke-free environment in all its facilities, including surrounding grounds, parking lots, and entrances.
- **Non-Residential Facility**: The CPRC will ensure that courses are held in non-residential facilities, unless conducted in public common areas such as a fitness room of an apartment complex.
- **Minimum Attendance**: A minimum of **three students** must be in attendance for any course.
- **Secure and Comfortable Facilities**: The CPRC will ensure that its training facilities are secure and free from disruptions. This includes:
    - Comfortable temperature settings with air conditioning and heating.
    - Clean and comfortable tables, chairs, and floors conducive to learning.
    - Adequate lighting for the learning experience.





- Absence of distractions such as non-participants, noise, or odors.

- **Respect for Local Customs**: The CPRC will respect local customs and cultural considerations during the delivery of courses.

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3. Instructor Deactivation Process

The CPRC will follow a strict process for deactivating an Instructor who no longer meets the necessary standards or fails to comply with AHA guidelines.

3.1 Deactivation of Instructor Cards

- **Printed Instructor Card**: If an Instructor's alignment with the CPRC is terminated, the printed Instructor card must be returned to the original Training Center that issued the card.

- **Instructor eCard**: If the Instructor holds an eCard, the CPRC will contact AHA via Atlas.support@heart.org to request the deactivation of the eCard. The following information is required for deactivation:

  - Instructor's **first and last name**.
  - Instructor's **email address** associated with the eCard.
  - Instructor's **ID number**.
  - Specific **card to deactivate**.
  - **Reason** for the deactivation request.

Once an Instructor eCard is deactivated, this action cannot be reversed, and the deactivated eCard will not be returned to the Training Center's inventory.

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4. Instructor Status Revocation Process

In cases of serious violations, the AHA reserves the right to revoke an Instructor's status. The CPRC will follow AHA procedures for reporting and handling Instructor status revocation.

4.1 Revocation of Instructor Status

Instructor status revocation means that the Instructor can no longer claim Instructor status, align





with a TC, or issue AHA course completion cards. If an Instructor's status is revoked, the following process applies:

- **Surrender of Instructor Card**: The Instructor's card must be surrendered to the original TC that issued it upon request.
- **Reporting to AHA**: The CPRC will report the revocation decision to AHA by submitting the required information to **complianceadmin@heart.org**.
- **Final AHA Decision**: Once AHA makes its final decision regarding the revocation, the Instructor card must be returned to the issuing TC or the AHA.

4.2 Instructor Status Does Not Affect Provider Card Status

Revocation of Instructor status does not revoke the Instructor's Provider card status. The Instructor may continue to hold their Provider card but may not teach or issue AHA course completion cards.

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5. Reasons for Instructor Revocation

Instructor status may be revoked for serious violations or non-compliance with AHA policies. While this list is not exhaustive, the following are common reasons for revocation:

- **Falsification of Course Records**: Any falsification or alteration of course records or student results.
- **Non-Adherence to AHA Guidelines**: Failure to comply with AHA course policies and curricula, including using non-AHA materials or not following the prescribed course format.
- **Issuing Non-AHA Course Completion Cards**: Issuing or producing course completion cards that are not AHA-approved.
- **Failure to Meet AHA Standards After Remediation**: Continued teaching of courses that do not meet AHA standards, even after remediation by the TCC, TF, and ECC staff.
- **Compromising Exam Security**: Using non-AHA exams or breaching security measures related to AHA exams.
- **Inappropriate Conduct**: Engaging in inappropriate behavior, including harassment, use of offensive language, or conduct that disrupts the learning environment or affects other instructors, students, AHA staff, or volunteers.





Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center (CPRC) – AHA ECC Classroom-Based Course Policy

1. AHA ECC Classroom-Based Course Criteria

To ensure consistent quality and adherence to AHA standards, the CPRC will follow these requirements for all classroom-based AHA ECC courses:

1.1 Instructor Requirements

- All courses must be taught by **current AHA-recognized Instructors**.
- Specialty Faculty (SF) with expertise in specific content areas may assist Instructors in advanced life support courses but **do not count toward the required student-to-Instructor ratio** as outlined in the Instructor Manual.

1.2 Adherence to Core Curriculum

- Courses must be taught according to the **current editions of the AHA course textbooks and Instructor Manuals**.
- Instructors may add topics before or after the core curriculum only if such additions do not interrupt the flow or instructional design of the course.

1.3 Student Materials

- Each student must have a **current course textbook** available before, during, and after the course. Textbooks are integral to the student's education and may be reused for course renewals until updated science guidelines are published.

1.4 Course Materials and Exams

- The **current edition** of all AHA course materials and exams must be used.
- Any changes or deletions to the core curriculum will render the course **non-compliant**, and course completion cards may not be issued.

1.5 Course Completion Cards

- Upon successful completion, the **appropriate AHA course completion card** must be issued according to AHA card issuance requirements.





1.6 Course Evaluation

- A course evaluation form must be used for all ECC courses to obtain student feedback on course content and instruction.
- The CPRC will encourage use of the **AHA course evaluation form on Atlas**.
- If a TC uses a custom evaluation form, it must **include all elements** of the AHA evaluation form.
- For TCs issuing eCards, paper evaluations are optional.

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2. Validation

The CPRC will validate student completion of AHA courses as follows:

- **Skills Practice and Testing**: After a student completes the online portion of an AHA eLearning course, a qualified Instructor in that discipline will conduct **skills practice and testing**.
- **Certificate Verification**: Students' completion certificates can be validated at **eLearning.Heart.org**:
    1. Navigate to the homepage and scroll to **"Verify a Certificate"**.
    2. Click on **"Verify Certificates"** to confirm completion.

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3. Continuing Medical Education (CME) / Continuing Education Units (CE/CEUs)

The CPRC recognizes that some AHA courses offer Continuing Education (CE) credit and will facilitate availability of such credit in compliance with AHA policies:

3.1 CE and CME Credit Opportunities

- Classroom-based AHA courses may provide CE or CME credit for doctors, nurses, and EMS professionals.
- Online AHA courses may also qualify for CE/CEUs or CME credit. Students may accept or decline CE offerings based on their licensing or professional needs.

3.2 CAPCE Accreditation for EMS Professionals

- The CPRC will ensure that eligible EMS students are provided with **Continuing Education Hours (CEHs)** through the **Commission on Accreditation for Pre-Hospital Continuing Education (CAPCE)** for the following disciplines:
    - ACLS
    - ACLS Experienced Providers (ACLS EP)
    - BLS
    - PALS
    - PEARS
- **Reporting Requirements**: The CPRC is responsible for collecting and submitting all required student information via Atlas to ensure CE credit is properly documented.
- **Scope**: CAPCE CEHs are applicable only for courses delivered in the **United States**.

3.3 Availability to Students

- CE credit will be made available to all eligible students upon course completion, regardless of whether they intend to claim the credit.
- The CPRC will ensure proper reporting of CE credit to each provider to maintain compliance with AHA and CAPCE requirements.

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4. Course Equipment

4.1 Equipment Standards

- All equipment required for AHA courses will meet the specifications outlined in the **course-specific Instructor Manual**.
- Equipment must be in **proper working order** and maintained in **good repair**.

4.2 Feedback Devices

- All AHA courses that teach **adult CPR skills** must use an **instrumented directive feedback device or manikin**, providing at minimum **audio or visual feedback** on rate and depth of compressions.





- Feedback devices are required for BLS, ACLS, ACLS EP, and Heartsaver® courses. Future updates may expand requirements to child and infant CPR courses.

4.3 Tablet-Based Monitors/Defibrillators

- Tablet-based monitor/defibrillator simulators may be used in advanced courses if they allow students to:
    - View the rhythm on the monitor screen.
    - Connect to a simulated patient using electrodes and defibrillator/pacing pads.
    - Physically operate charge, shock, pacing, or sync functions.
- Tablet AED trainers must provide step-by-step guidance consistent with standard AED use.

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5. Compliance with Laws and Regulations

The CPRC will comply with all applicable laws, rules, and regulations, including the **Americans with Disabilities Act (ADA)**, to ensure accessibility and safety for all students.

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6. Use of Healthcare Provider Terminology

- The term **"Healthcare Provider"** is used inclusively for all participants in advanced AHA courses.
- The CPRC recognizes that licensing and certification requirements vary internationally, and the terminology is applied broadly to accommodate all potential resuscitation team members.





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Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center (CPRC) – Course Equipment Policy

1. Purpose

The purpose of this policy is to ensure that all equipment used in AHA courses conducted by the Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center (CPRC) meets the American Heart Association (AHA) standards for quality, functionality, and safety. Proper course equipment is essential to deliver effective and consistent training for all students, including adults, children, and infants.

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2. General Equipment Requirements

1. **Compliance with Instructor Manual**
   - All equipment used in a course must comply with the specifications listed in the **course-specific Instructor Manual**.
   - Equipment must be maintained in **proper working order** and in **good repair** prior to every course.
2. **Responsibility of the Training Center**
   - The CPRC is responsible for ensuring that all course equipment is available in sufficient quantities and is operational for all scheduled courses.
   - Equipment maintenance, cleaning, and functionality checks must be documented and verified before each course.

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3. Adult CPR Feedback Devices

- All AHA courses that teach **adult CPR skills** (including BLS, ACLS, ACLS EP, and Heartsaver® courses) must use an **instrumented directive feedback device or manikin**.
- **Minimum Requirements of Feedback Devices**:
  - Provide **audio, visual, or combined feedback** on the **rate and depth of compressions**.
  - Ensure real-time feedback to students during training to enhance skill acquisition.
- The CPRC will monitor compliance with this requirement and provide training to instructors on the proper use of feedback devices.

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4. Child and Infant CPR Feedback Devices





- As new devices become available, the CPRC will implement the use of feedback devices in courses teaching **child and infant CPR skills**.
- Feedback devices will be used to provide accurate performance feedback for pediatric and infant resuscitation skills.

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5. Tablet-Based Monitor/Defibrillator Applications

- Tablet-based monitor/defibrillator simulators may be used in **advanced AHA courses** if they allow students to demonstrate the following:
    1. Observe the **rhythm running on the tablet monitor screen**.
    2. Connect the tablet to a **simulated patient** using electrodes and defibrillator/pacing pads.
    3. Physically operate the tablet to **charge, shock, and sync**, if applicable.
    4. Adjust pacing settings, including **rate and output**.
- Tablet-based simulators used as **AED trainers** must:
    - Allow students to connect the device to a simulated patient using AED pads.
    - Enable students to physically push a button to **charge and deliver a shock**.
    - Provide **step-by-step instructions** consistent with standard AED devices and AED trainers.

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6. Documentation and Quality Assurance

- The CPRC will maintain records of all equipment inspections, maintenance, and validation checks to ensure compliance with AHA requirements.
- Any malfunctioning equipment must be repaired or replaced immediately to prevent disruption of training and to maintain the integrity of AHA courses.





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Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center (CPRC) – Provider Course Structure and Completion Policy

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1. Provider Course Structure

The Al Hussein Bin Talal University CPRC is committed to ensuring that all **AHA provider courses** are delivered in accordance with the American Heart Association (AHA) standards for quality, consistency, and hands-on skills development. The following guidelines apply to the structure and delivery of provider courses:

1.1 Lead Instructor Requirements

- Each **Basic Life Support (BLS) provider course** must have a **Lead Instructor physically present** for the duration of the course.
- The Lead Instructor may also fulfill the role of a regular Instructor during the course.
- The Lead Instructor is responsible for **course logistics, oversight, and quality assurance**, ensuring that all aspects of the course meet AHA standards.
- Assignment of the Lead Instructor is the responsibility of the **Training Center Coordinator (TCC)**.

1.2 Course Educational Objectives

- All courses must meet the **educational objectives** specified in the **current course Instructor Manual** or on the AHA website.
- All **core course content** must be included. Instructors may add additional topics **before or after the core curriculum**, provided it does not interfere with course flow or instructional design.

1.3 Interactive Learning and Skills Practice

- Courses must emphasize **interactive learning and evaluation**.
- Students must have **ample hands-on practice** using manikins, with **ongoing feedback** from Instructors to ensure competency in CPR and other lifesaving skills.

1.4 Student-to-Instructor Ratios

- Courses must adhere strictly to **student-to-Instructor** and **student-to-manikin ratios** as specified in the course Instructor Manual.
- All students must attend **all course sessions** according to the agenda for successful completion.

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1.5 Compliance

- Failure by either the CPRC or an Instructor to comply with these policies may result in **termination of the Training Center Agreement** or **revocation of Instructor status** by the AHA.

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2. Provider Course Completion

Completion of a provider course at the CPRC is contingent upon students meeting the AHA-defined **course completion requirements**.

2.1 Course Completion Requirements

To receive an AHA course completion card, students must:

1. **Attend and actively participate** in the entire course.
2. **Pass all required skills tests** as outlined in the course Instructor Manual.
3. **Pass all required exams** (written and/or online assessments).

2.2 Verification of Completion

- The **Lead Instructor or Course Director** is responsible for verifying that each student has satisfactorily met all course requirements prior to issuing a course completion card.
- A student's progress and performance must be documented accurately in course records.

2.3 Course Completion Policy Across Courses

- Course completion requirements are **course-specific**. Content completed in one course **cannot be applied or skipped** in subsequent AHA courses.
- Each course requires that students meet all objectives and assessment criteria as defined in the Instructor Manual before a course completion card is issued.





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Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center (CPRC) – Provider Course Student Assessment Policy

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1. Provider Course Exam

The CPRC adheres to the American Heart Association (AHA) guidelines for the administration and management of exams in provider courses.

1.1 Exam Version and Access

- All AHA courses must use the **current version of the exam**.
- Exams for Instructor-led courses are available on **Atlas** under the Exams link for access by the **Training Center Coordinator (TCC)**.
- **Exception**: The Bloodborne Pathogens course exam is located in its respective course section along with other course materials.

1.2 Copyright and Security

- All exams are **copyrighted**. TCs may **not alter** the exam in any way or post it to any Internet or intranet site, including Precourse Self-Assessments.
- Use of altered exams or any exam not approved for the course is prohibited and may jeopardize the **AHA TC Agreement** and the status of all involved faculty and instructors.

1.3 Exam Administration

- Exams must be administered in a **proctored setting** by the Instructor, unless otherwise stated in eLearning course policies.
- The AHA supports an **open-resource policy** for exams administered online or in classroom-based courses.
    - Students may reference resources such as:
        - Provider Manual (print or eBook)
        - Personal course notes
        - Current **Handbook of ECC for Healthcare Providers**
        - Current **Guidelines Update for CPR and ECC**
        - Relevant posters and educational materials
    - **Prohibited**: Open discussion with other students or the Instructor during the exam.





2. Provider Course Skills Testing

The CPRC ensures that students demonstrate both didactic knowledge and practical proficiency in all core psychomotor skills of the course as outlined by the AHA.

2.1 Skills Testing Requirements

- Each student must be evaluated by an **AHA Instructor** of the appropriate discipline or by an **AHA-approved computerized manikin** in eLearning courses.
- **No course completion card** will be issued without successful demonstration of hands-on skills.
- For ACLS courses, students may reference the **ECC Handbook** and algorithms for the **Megacode Skills Test**; for PALS, case scenarios may be used at the discretion of the Course Director.

2.2 Advanced Life Support Courses

- Students are not required to hold a current BLS Provider card but must demonstrate **proficiency in BLS skills**.
- The TC may require students to present a current BLS card at its discretion.

2.3 Course Completion Requirement

- All students must complete an **Instructor-led or blended learning provider course** every **2 years** to maintain an AHA course completion card.
- The CPRC does not allow "challenge" options to bypass course participation.
- Students with prior mastery of knowledge may complete a **blended learning course** or, for ACLS/PALS, attend an **Instructor-led update course**.

2.4 Flexibility in Hands-On Sessions

Instructors may implement flexibility options to enhance learning efficiency:

- Break hands-on sessions into smaller, manageable segments based on lessons.
- Use a **1:1 student-to-manikin ratio** to shorten practice sessions.
- Use a **1:1 student-to-Instructor ratio** to accelerate skills testing.
- Conduct mock codes or bring manikins to the floor for **BLS high-performance team activities**.
- A minimum of **2 participants** is allowed for BLS high-performance team exercises (only one must be a student).
- Megacode practice and testing for ACLS and PALS require **3 or more participants**.





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Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center (CPRC) – Instructor Guidelines for HeartCode BLS Virtual Skills Policy

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1. Purpose

The purpose of this policy is to ensure that all instructors delivering **HeartCode BLS Virtual Skills** at the Al Hussein Bin Talal University CPRC adhere to the American Heart Association (AHA) standards for quality, safety, and effective student assessment. This policy outlines instructor responsibilities, class structure, student-to-instructor ratios, equipment requirements, monitoring, and best practices for virtual skills training.

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2. Instructor Requirements

- All instructors conducting HeartCode BLS Virtual Skills must be:
  - **Aligned with an AHA-approved Training Center (TC)**.
  - **Current in BLS certification**.
- Instructors teaching virtual skills must be **monitored at least once per renewal cycle** by Training Center Faculty (TF). Monitoring may be conducted virtually and must be documented using a monitoring checklist.
- Instructors teaching both in-person and virtual courses must be monitored **in-person and virtually**, with checklists documented for both types of courses.
- Instructors teaching only virtual skills courses are required to be monitored **virtually** only.

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3. Class Size and Scheduling

- Virtual classes must not exceed **3 students per 1 instructor**.
- Combined courses with both in-person and virtual students are **prohibited**.
- Instructors may not have in-person students while teaching virtual students.

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4. Virtual Skills Testing





- Virtual skills testing must be conducted **individually** on a **1:1 student-to-instructor basis**. This can be done via virtual breakout rooms or scheduled individual virtual testing appointments.
- Students must complete the **HeartCode BLS online portion** prior to attending virtual skills practice. The instructor must **verify completion of the online certificate** before conducting virtual skills testing.
- Skills testing will include live video observation of student performance, ensuring accurate assessment of:
  - High-quality CPR (rate and depth)
  - Feedback device readings
  - Student hand placement
  - Manikin chest rise
  - Other course-specific required elements

4.1 Contingency for Technical Issues

- Loss of internet connection, visibility, or audio requires rescheduling the skills session.
- Students must have **all required equipment on-site** for practice and testing; instructors may not retain equipment for remote verbal demonstration.

4.2 Adjustments for Low Enrollment

- For BLS scenarios that normally require multiple students, it is acceptable to conduct the activity with only 1 student.
- The student must verbally demonstrate what the second rescuer or team members would perform.
- Advanced life support Megacode practice (ACLS, PALS) requires **3 or more participants**.

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5. Equipment Requirements

5.1 Student Equipment

- Digital course agenda and checklists
- Skills testing checklists (digital)
- BLS Provider Manual (print or eBook)
- AED trainer with adult and pediatric pads (1 per student)
- Adult manikin (1 per student)
- Infant manikin (1 per student)
- Child manikin (optional, 1 per student)





- Pocket mask (1 per student)
- Disposable mouthpiece (1 per student)
- Bag-mask device (appropriate sizes per manikin)
- Stopwatch (1 per student)
- Manikin cleaning supplies (antibacterial wipes, alcohol pads)
- Smartphone, tablet, and/or laptop with camera
- Additional desktop or laptop computer
- Metronome set at 110 beats/minute (separate device)

5.2 Instructor Equipment

- Course roster and agenda (1 per Instructor)
- Lesson plans (1 per Instructor)
- Course video (1 per class)
- Skills testing checklists (1 per student)
- BLS Instructor Manual (1 per Instructor)
- BLS Provider Manual (1 per Instructor)
- Stopwatch (1 per Instructor)
- Smartphone, tablet, and/or laptop with camera
- Additional desktop or laptop computer
- Metronome set at 110 beats/minute (separate device)

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6. Best Practices and Environmental Requirements

- Students and instructors must conduct sessions in a **quiet area with minimal distractions**.
- Manikins should be positioned on the floor at an angle allowing full visibility of feedback devices, compression depth and rate, chest rise, and pulse checks.
- Both student and instructor must use a **metronome set at 110 beats per minute**; audio must be clearly heard by all participants.
- Video platforms must provide adequate viewing and audio quality. Recommended platforms include **Google Meet, Zoom, Microsoft Teams, and WebEx**.
- Instructors and students must adjust platform audio settings to ensure clear communication and accurate assessment of manikin feedback and student performance.

6.1 Platform-Specific Audio Settings

- **Google Meet**: Turn off noise cancellation (Laptop/iPad/Android).
- **Zoom**: Enable "Use Original Audio" or set background noise suppression to low.
- **Microsoft Teams**: Turn noise suppression off (Laptop only; mobile not available).





- **WebEx**: Turn off WebEx Smart Audio on all devices.

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7. Documentation and Reporting

- Upon request, the CPRC must provide **virtual course rosters** to the AHA for all HeartCode BLS Virtual Skills sessions.
- All virtual skills testing must be **documented** in accordance with AHA requirements and included in the student and instructor records.





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Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center (CPRC) – Provider Instructor Essentials Courses Policy

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1. Provider Instructor Essentials Courses

The Provider Instructor Essentials course prepares candidates to teach AHA courses effectively. These courses focus on methods to instruct others in resuscitation courses and ensure instructors develop the competencies necessary to deliver high-quality AHA education.

- **Minimum Age Requirement**: All Instructor candidates must be **at least 18 years old** to enroll in an AHA Instructor Essentials course. Current instructors under 18 are not affected.
- **Core Competencies for Instructor Candidates**: Candidates must demonstrate proficiency in the following areas:
    1. **Skills** – Mastery of both cognitive and psychomotor skills for the courses they teach.
    2. **Course Delivery** – Teaching AHA materials accurately according to Instructor Manuals and Lesson Plans.
    3. **Testing** – Ability to assess students effectively.
    4. **Professionalism** – Maintaining ethics and professionalism in all instructional activities.
    5. **Program Administration** – Managing time, space, materials, and documentation in compliance with AHA guidelines.

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2. Instructor Essentials Course Prerequisites

To enroll in an Instructor Essentials course, candidates must meet the following requirements:

1. Possess or obtain a **current provider card** in the discipline(s) they intend to teach and demonstrate proficiency in all skills.
2. Identify a **Training Center (TC) accepting new Instructors** before enrolling; the TC hosting the course may not necessarily be the primary TC.
3. Complete an **Instructor Candidate Application** to be on file with the primary TC.





4. Successfully complete the **discipline-specific online Instructor Essentials course**, providing the certificate of completion for the hands-on session conducted by Training Faculty (TF).
5. Obtain the **Instructor Candidate Workbook** from the TF or online course at eLearning.Heart.org. Costs may be included in the course or purchased separately.
6. Fulfill **Instructor status renewal requirements**, including teaching the required number of Instructor-led or HeartCode course portions.
7. Register on **Atlas.Heart.org** and be approved by the primary TC to receive an **Instructor ID number**, which must be used to issue course completion cards or eCards.
8. Note: The Instructor card issued by the primary TC is valid for **two years**.

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3. Instructor Essentials Course Faculty

- **Training Faculty (TF)** in the discipline will teach all Instructor Essentials courses.
- **Course Directors** (TF members) must be present throughout the entire Instructor Essentials course.
- Additional Faculty must be **current AHA Instructors** in the discipline being taught.

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4. Instructor Essentials Course Completion

To successfully complete the course, Instructor candidates must demonstrate:

1. **Proficiency in all skills** outlined in the Faculty Guide for the discipline.
2. **Thorough knowledge** of course organization, content, BLS skills, Instructor responsibilities, and AHA guidelines for the specific discipline.
3. **Adherence to AHA Instructor core competencies**, including course delivery, testing, professionalism, skills, and program administration.

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5. Requirement to Conduct a Valid Class

Conducting a valid AHA class is essential to maintain the quality, credibility, and consistency of AHA training.

5.1 Copyright and Material Use





- All course materials are **copyrighted** and may only be used in official AHA courses. Unauthorized copying or distribution is prohibited. Requests for permission to use AHA materials must be submitted in writing to the AHA.

5.2 Course Completion and Card Issuance

- Students must complete all course components, including classroom instruction, hands-on skills sessions, and assessments, to receive a valid **AHA course completion card** (eCard or printed).
- Only courses conducted in compliance with AHA requirements will result in valid course completion card issuance.

5.3 Instructor Monitoring

- New instructors must be monitored teaching their **first course within six months** of completing the Instructor Essentials course.
- Monitoring must be conducted by a **current Training Faculty member**, either during an initial provider course or renewal course.
- The monitor **cannot be a student** in the course to ensure accurate evaluation.

5.4 Authorized Use and Record Maintenance

- AHA materials and course structures are designed for authorized training only.
- The CPRC must maintain accurate course records, including rosters and skills documentation, to ensure that students are appropriately certified.
- Adherence to this policy ensures the integrity and standardization of AHA training programs and provides participants with the necessary knowledge and skills to save lives.





Issued: OCT,2025. Revised: Feb. 2026.

Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center (CPRC) – Instructor eCard Issuance and Renewal Policy

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1. Instructor eCard Issuance Requirements

The CPRC adheres to the American Heart Association (AHA) guidelines for issuing **Instructor eCards** to new and renewing instructors. The following requirements apply to ensure proper documentation and issuance of Instructor cards:

1.1 Monitor Form Submission

- After the **initial monitored course**, the **Instructor Monitor Form** must be submitted within **10 business days** to the **Training Center Coordinator (TCC)** for review and processing.

1.2 Remediation for Deficiencies

If deficiencies are noted during the monitoring process, the following remediation steps may be required:

1. **Skills Performance Deficiency**:
   - The Instructor candidate may be remediated **privately** and allowed to demonstrate and teach the skills successfully during the same course or a future course.
   - If necessary, the Course Director or Training Faculty (TF) member may require the candidate to take an entire **provider or provider renewal course** before being monitored again.
2. **Content Knowledge Deficiency**:
   - The Instructor candidate may be remediated **privately** or asked to review the **current Provider Manual**.
   - After remediation, the candidate may be allowed to teach the content successfully during the same or a future course.
   - If needed, the Course Director or TF member may require the candidate to take an entire **provider or provider renewal course** before being monitored again.
3. **Teaching Ability or Quality Deficiency**:
   - The Instructor candidate may receive **mentorship** while teaching, with feedback from the Course Director or Instructor/TF member.
   - The candidate must be monitored again during a future course.
   - If necessary, the candidate may be required to repeat the **Instructor Essentials course** before being monitored again, or take a **provider course** for further evaluation.





1.3 Instructor Registration and Alignment

- The Instructor candidate must be registered and aligned with a **primary Training Center** on **Atlas.Heart.org**. This alignment is necessary for receiving an **Instructor ID number**, which must be placed on the back of the Instructor eCard.

1.4 eCard Issuance

- Within **10 business days** after receiving the completed monitor form, the **primary TC** must issue the Instructor eCard. The **issue date** on the card will reflect the month and year in which the **monitoring was successfully completed**.
- Questions related to the receipt of an Instructor eCard should be directed to the **primary TCC** of the Instructor.

1.5 Instructor Transfers

- If an Instructor candidate transfers to another TC before the initial monitoring occurs, the new TC may issue the Instructor eCard after successful monitoring. The new TC must document the completion of **Instructor Essentials** and other prerequisites before issuing the eCard.

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2. Instructor Renewal Criteria

Instructors must meet the following criteria for the renewal of their Instructor status:

2.1 Renewal Requirements

- To renew Instructor status, an instructor must meet all renewal requirements as outlined by the AHA and the CPRC, including teaching a **minimum of 4 Instructor-Led Training (ILT)** courses or **skills portions** of **HeartCode courses**.
- Renewal criteria for each discipline may vary. The CPRC will follow the **specific Instructor Manual** for discipline-specific renewal requirements.

2.2 Monitoring for Renewal

- Instructors must complete the required number of courses and be monitored by a **Training Faculty (TF)** member from their primary TC.
- At the **end of each month**, Instructors who are due for renewal and have not been renewed will be **removed from Atlas**, and will **no longer be eligible** to fulfill AHA Instructor responsibilities until the renewal process is completed.





2.3 Special Exceptions to Teaching Requirements
The CPRC may grant exceptions or extensions to the minimum teaching requirements for renewal under special circumstances, including:

1. **Call to Active Military Duty**: For instructors who are in military reserves or National Guard and are called to active duty.
2. **Illness or Injury**: For instructors who have been unable to teach due to medical reasons.
3. **Limited Course Availability**: When a limited number of courses are available due to a lack of student demand or delays in course material availability.

2.4 Waiver of Teaching Requirements

- The **TCC**, in consultation with the **TF**, may waive or extend the teaching requirements in special circumstances.
- The TCC will consider factors such as the time away from employment, delay in course materials, and the number of courses taught relative to available teaching opportunities.
- Documentation supporting any decision to waive the teaching requirements must be maintained in the Instructor's file.

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3. Instructor Status Revocation

- The CPRC and AHA may revoke an Instructor's status for failure to meet the required standards or for non-compliance with AHA policies. The revocation process will follow AHA guidelines and may include the return of the Instructor eCard.





Issued: OCT,2025. Revised: Feb. 2026.

Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center (CPRC) – Course Director Orientation Policy

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1. Purpose

The purpose of the **Course Director Orientation** at the Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center (CPRC) is to adequately prepare instructors who are selected by the Training Center (TC) to effectively plan, organize, and conduct **provider and provider renewal courses**. This orientation is designed to ensure that Course Directors (CDs) are proficient in instructing, evaluating, mentoring, and monitoring other instructors and instructor candidates in their respective disciplines.

The overall goal is to ensure that Course Directors can manage all aspects of course delivery and contribute to the ongoing quality assurance of training programs.

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2. Method

The CPRC provides flexibility in the format of the **Course Director Orientation**. The format will be determined by the Training Center Coordinator (TCC) or a designated Training Faculty (TF). The orientation may be conducted using one or more of the following methods:

- **Formal presentation**
- **Self-paced instruction**
- **Audio or video presentation**
- **Interactive software**
- **One-on-one mentoring**
- **Other alternative formats**

This allows the CPRC to accommodate various learning preferences and ensure that Course Directors gain the necessary skills and knowledge to successfully execute their responsibilities.

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3. Content





The **Course Director Orientation** will cover the following key areas to ensure that the Course Director is well-prepared to manage and lead AHA courses:

3.1 Educational Principles

- Review the educational principles outlined in the **Instructor Manual** to ensure that Course Directors understand the core concepts and philosophies of AHA's teaching methodology.

3.2 Course Requirements

- Review of the **current AHA Guidelines** for the courses being taught. This includes specific course requirements and standards that must be followed to maintain compliance with AHA policies.

3.3 Course Format

- Discussion of course formats for **specific audiences** and **locations**, ensuring the Course Director is equipped to adapt the course to the needs of different groups of learners.

3.4 Materials and Equipment

- Outline the **materials and equipment** required to successfully conduct a course. This includes a comprehensive list of necessary tools, resources, and manikins to support effective learning.

3.5 Administrative, Logistical, and Educational Challenges

- Discussion of common **administrative, logistical**, and **educational challenges** that may arise during a course, and strategies to manage these issues effectively to ensure a smooth learning experience.

3.6 Quality Assurance Responsibilities

- Discussion of the **Course Director's quality-assurance responsibilities**, emphasizing the importance of maintaining high standards throughout course delivery.

3.7 Monitoring and Mentoring Instructors

- Review methods and skills for **monitoring and mentoring Instructors**, ensuring that Course Directors can support instructors and Instructor candidates in their professional development.

3.8 Remediation Skills





- Development of **remediation skills** for Instructors and providers, including strategies for addressing areas where performance may fall short of AHA standards.

3.9 Debriefing Skills

- Development of **debriefing skills** to provide constructive feedback to Instructors and students, fostering continuous improvement and learning.

3.10 TC Policies and Procedures

- Review of the **TC policies and procedures manual**, including **dispute resolution procedures and responsibilities**. This ensures that Course Directors understand how to address conflicts and issues that may arise during the course.

3.11 Competencies for Course Directors

- Review the competencies required for a Course Director, including leadership, organizational, and instructional skills necessary to successfully conduct AHA provider courses.





Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center (CPRC) – Comprehensive Policies

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1. Management of Communication and Update to Instructors

1.1 Purpose

This policy ensures effective communication between the CPRC, instructors, and students, in accordance with the standards set by the American Heart Association (AHA). This includes regular updates on AHA guidelines, training materials, course requirements, and changes to policies.

1.2 Communication Mechanisms

- **Instructors will receive timely updates** about AHA policy changes, course content revisions, and any new guidelines or educational materials through various channels, such as:
  - **Email notifications** from the Training Center Coordinator (TCC).
  - **Monthly updates** during instructor meetings or through dedicated online platforms.
  - **Direct communication** through **AHA Atlas** or other official AHA channels.

1.3 Course and Content Updates

- Instructors must be notified promptly of any **changes to AHA guidelines**, course content, or new training resources.
- **AHA Training Bulletins**, **Training Memos**, and **updates to the ECC Beat** will be communicated to instructors to ensure their knowledge and teaching practices remain current face to face at the office.

1.4 Instructor Feedback

- Instructors are encouraged to provide feedback on course materials, teaching practices, and student performance, allowing the CPRC to address concerns and continually improve course delivery.





2. Equipment Maintenance and Decontamination

BLS Manikin and Training Dolls
Cleaning & Disinfection Policy and Procedure

1. Purpose

To establish a standardized procedure for cleaning, disinfecting, and sterilizing BLS manikins and individual breathing devices in order to:

- Prevent cross-contamination
- Maintain compliance with infection prevention standards
- Ensure alignment with current training requirements of the American Heart Association (AHA)
- Maintain equipment integrity

2. Scope

This policy applies to:

- Adult, child, and infant CPR manikins
- AED training manikins
- Airway heads and face masks
- Individual breathing devices assigned to each student
- All instructors, assistants, and laboratory staff

3. System Overview

- Each student is assigned an **individual breathing device** during the training session.
- Breathing devices are **collected after use**, packaged, and sent to **Ma'an Medical Center** for sterilization using an **autoclave (steam sterilization)** process.
- Sterilized devices are returned, documented, and stored for future use.

4. Responsibilities

BLS Coordinator / Center Director

- Ensure proper coordination with Ma'an Medical Center
- Monitor sterilization documentation
- Maintain sterilization records

Instructors / Lab Supervisors

- Assign one breathing device per student
- Ensure proper collection and handling post-session
- Perform manikin surface cleaning
- Document cleaning and sterilization logs





5. Personal Protective Equipment (PPE)

- Disposable gloves
- Protective mask (if needed)
- Hand hygiene before and after handling equipment

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6. Procedure

A. Before Training Session

1. Verify that all breathing devices returned from sterilization are:
    - Individually packaged
    - Labeled as sterilized
    - Accompanied by sterilization confirmation from Ma'an Medical Center
2. Inspect manikins for cleanliness and integrity.
3. Disinfect manikin surfaces (face, mouth area, chest) using:
    - 70% isopropyl alcohol wipes OR
    - Manufacturer-approved quaternary ammonium wipes
4. Allow surfaces to air-dry completely.

B. During Training

1. Assign one sterilized breathing device per student.
2. Students must not exchange devices.
3. Instructors monitor proper use to prevent contamination.

C. After Training Session

1. Breathing Devices

- Collect all used breathing devices using gloves.
- Place them in a designated bio-safe container.
- Log the number of devices collected.
- Send to **Ma'an Medical Center** for autoclave sterilization.

Sterilization method:

- Steam sterilization (Autoclave) at validated temperature and pressure per medical standard (e.g., 121–134°C according to hospital protocol).

Upon return:

- Verify sterilization indicator.
- Record date received and batch number (if provided).
- Store in clean, dry cabinet.

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2. Manikin Cleaning

1. Remove face masks and airway components.
2. Wash reusable parts with mild soap and warm water (if visibly soiled).
3. Disinfect with approved disinfectant.
4. Air-dry thoroughly before reassembly.
5. Store in dust-free cabinet.





7. Storage

- Sterilized breathing devices stored separately in sealed packaging.
- Manikins stored in clean, dry environment.
- Avoid excessive humidity or direct sunlight.

8. Documentation

Maintain two logs:

A. Cleaning Log

Date Course Manikin Type Cleaned By Signature

B. Sterilization Log

Date Sent Quantity Date Returned Sterilization Verified Staff Initials

Records retained for minimum one academic year.

9. Incident Management

If contamination with blood or body fluids occurs:

- Isolate equipment immediately
- Notify BLS Coordinator
- Send affected components for priority sterilization
- Document incident

10. Quality Assurance

- Random monthly verification of sterilization documentation
- Annual policy review
- Immediate revision if AHA guidance or infection control standards change

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3. Internal Dispute Resolution

3.1 Purpose

This policy ensures that any disputes or concerns within the CPRC are handled in a fair, timely, and effective manner, in alignment with AHA guidelines.

3.2 Resolution Process

- Disputes between instructors, students, or other CPRC staff will be **addressed promptly** by the TCC or center admin.
- **Initial Discussion**: The concerned parties will first attempt to resolve the issue through informal discussions, facilitated by the TCC or Training Faculty (TF) or center admin.
- **Mediation**: If informal discussions are unsuccessful, a formal mediation process will be initiated, involving a neutral third party (such as a senior TF or faculty member) to assist in resolving the issue.
- **The Center committee**: will interact under the rule and the policy of al Hussein bin talal university centers.
- **Formal Complaint**: In cases where mediation fails, a **formal complaint** can be submitted to the CPRC, at which point a review will be conducted, and appropriate action will be taken, including possible intervention by AHA.

3.3 Documentation and Follow-Up

- All disputes, resolutions, and outcomes will be **documented** and filed in the respective instructor's or student's record.
- **Follow-up evaluations** will be conducted to ensure that the dispute has been resolved satisfactorily and that the situation does not recur.

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4. Quality Improvement Policy

4.1 Purpose

This policy ensures continuous quality improvement in course delivery and the overall training experience, in line with AHA standards.

4.2 Continuous Assessment

- The CPRC will implement a **continuous feedback system** to gather input from instructors and students after every course.
- **Course evaluations** (digital or paper-based) will be used to assess the effectiveness of the teaching methods, course materials, and overall course structure.

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- **Instructor evaluations** will be conducted regularly to ensure they meet AHA standards and guidelines.

4.3 Monitoring and Remediation

- **Course monitoring** will be carried out by the TCC or Training Faculty to ensure that courses are delivered according to AHA's core curriculum and teaching standards.
- Any areas of deficiency or opportunities for improvement identified during the monitoring process will be addressed through **remediation**, which may include additional instructor training, updating course materials, or revising teaching methods.

4.4 Performance Metrics

- The CPRC will track performance metrics, such as **course completion rates**, **exam pass rates**, and **student satisfaction** to assess the effectiveness of its programs and make necessary improvements.

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5. TC-Specific Rules and Regulations

5.1 E-Card Issuing Policy

- **Eligibility**: Only instructors who have successfully completed the required monitoring and meet the AHA guidelines are eligible for **AHA eCards**.
- **Timeliness**: E-cards must be issued **within 10 business days** after successful course completion, ensuring timely documentation and certification.
- **Security**: The CPRC will adhere to AHA's policies regarding the **security of eCards** and ensure they are issued only to eligible students and instructors.
- **Replacement**: Lost or damaged eCards must be replaced according to the **AHA eCard replacement policy**, and documentation of the request must be recorded.

5.2 Absence and Delay Policy

- **Instructor Absence**: If an instructor is absent, the CPRC will make every effort to find a suitable replacement. If a replacement is not available, the class will be rescheduled in compliance with student and instructor availability.
- **Student Absence**: Students are expected to attend all scheduled sessions. If a student misses a session, they must make up the missed content within the course timeframe. The CPRC will ensure that make-up sessions are available as needed.
- **Student Delay: if the student delay more than 20 minutes will considered absent and the coordinator will reschedule the course for him.**





- **Instructor Delay: if the instructor delay. The coordinator will replace him until arrives.**

5.3 Smoking Policy

- The CPRC is a **smoke-free environment**. Smoking is prohibited in all training areas, including the **training facility**, **surrounding grounds**, and **parking lots**.
- This policy extends to all instructors, students, and staff attending CPRC courses.

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6. Additional Related Policies

6.1 Non-Discrimination Policy

- The CPRC is committed to providing a **non-discriminatory environment** for all students and instructors. The CPRC will not tolerate discrimination based on race, gender, nationality, religion, disability, or any other protected characteristic.

6.2 Equipment Usage Policy

- All equipment used in CPRC courses must adhere to AHA standards for functionality, cleanliness, and safety. Equipment must be checked and documented regularly as per the **Equipment Maintenance and Decontamination Policy**.





Issued: OCT,2025. Revised: Feb. 2026.

Al-Hussein Bin Talal University

Cardiopulmonary Resuscitation Center (CPRC)

AHA Training Center ID: 751880

Policy and Procedure Manual

Title: Course Equipment, Infection Control, and Manikin Cleaning

Policy Number: CPRC-POL-004
Effective Date: 01 July 2026
Review Date: Every 2 Years
Prepared by: CPRC Administration
Approved by: Training Center Director
Reference Standard: American Heart Association Guidelines

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1. Purpose

This policy establishes standardized procedures for:

- Selection and use of resuscitation training equipment
- Infection prevention and control during training sessions
- Cleaning, disinfecting, and maintaining manikins and training equipment

The objective is to ensure that all courses delivered at the **Al-Hussein Bin Talal University Cardiopulmonary Resuscitation Center** comply with **AHA Emergency Cardiovascular Care training standards** and maintain a safe training environment.

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2. Scope

This policy applies to:

Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center





- All **AHA training programs** conducted at the CPR Center
- All **instructors, staff, coordinators, and participants**
- All **CPR manikins, simulation devices, and training equipment**

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3. Policy Statement

The Cardiopulmonary Resuscitation Center shall ensure that:

1. All training equipment allows demonstration of the core CPR skills required by AHA standards.
2. Adult CPR training includes **instrumented feedback devices or manikins** capable of measuring compression performance.
3. Infection prevention procedures are implemented during every training session.
4. All training equipment and manikins are **cleaned and disinfected between users and after each course**.
5. Equipment maintenance complies with **manufacturer recommendations and university safety policies**.

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4. Course Equipment Requirements

All courses conducted at the center must provide equipment that allows participants to practice and demonstrate the following core resuscitation skills:

- Airway management
- Correct hand placement during chest compressions
- Adequate compression depth
- Full chest recoil
- Proper ventilation technique

Required Training Equipment

The center shall maintain sufficient quantities of:

- Adult CPR manikins with real-time feedback capability
- Infant and child CPR manikins
- Bag-Valve-Mask training devices
- Airway management task trainers
- AED training devices
- Barrier devices and face shields
- Feedback systems measuring compression rate, depth, and recoil

The **AHA does not endorse specific brands of equipment**; therefore, equipment selection is determined by the training center provided that it meets AHA training standards.

High-fidelity simulators may be used for advanced training scenarios, but the center recognizes that effective learning depends primarily on **relevant clinical scenarios and appropriate instructional methods**.

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5. Infection Control

The CPR Center shall maintain a safe and hygienic training environment for all participants.

5.1 Health Screening

Participants and instructors should not attend training sessions if they:

- Have symptoms of an infectious disease
- Have been exposed to a contagious illness
- Have open wounds, sores, or cuts on the hands or mouth
- Experience fever or respiratory illness

Training should be postponed until the individual is medically cleared to participate.

5.2 Hygiene Practices During Training

The following hygiene practices must be followed:

- Handwashing before and after skills practice
- Use of protective ventilation barriers or face shields
- Avoidance of direct mouth-to-manikin contact when protective barriers are unavailable

Instructors are responsible for enforcing infection-control practices during training sessions.

---

6. Equipment and Manikin Cleaning Procedures

Proper cleaning procedures shall be implemented to prevent disease transmission.

Whenever available, **manufacturer cleaning instructions must be followed**.

6.1 Cleaning During Training Sessions

When multiple students use the same manikin:

1. Participants must perform **hand hygiene before and after use**.
2. Personal face shields should be used when practicing ventilations.
3. If face shields are not used, the manikin must be disinfected between participants using wipes containing **70% ethyl alcohol**.

Cleaning Procedure

1. Open disinfectant wipe package.
2. Clean the manikin's **mouth and nose surfaces thoroughly**.
3. Place the wipe over the mouth and nose.
4. Leave the wipe in place for **approximately 30 seconds**.
5. Dry the surface using a clean paper towel.
6. Resume training after the surface is dry.

6.2 Cleaning After Training Sessions

At the end of each course:

1. Manikins should be **disassembled according to manufacturer instructions**.
2. Staff performing cleaning must wear **protective gloves**.
3. Surfaces must be washed with **warm water and detergent**.
4. Disinfection should be performed using a **sodium hypochlorite solution containing approximately 500 ppm chlorine**.

Preparation of Disinfectant

- ¼ cup household bleach per gallon of water

Disinfection Steps

1. Apply disinfectant solution to all surfaces.
2. Allow contact for **10 minutes**.
3. Rinse with clean water.
4. Allow equipment to **air dry before storage**.

Disposable airway components must be **replaced after each training session**.

6.3 Equipment Storage

- Equipment awaiting cleaning must be **clearly labeled**.
- Manikin clothing and storage cases must be cleaned periodically or whenever contaminated.
- All equipment must be stored in a **clean, dry environment**.

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7. Responsibilities

Training Center Director

- Ensure compliance with AHA ECC training standards
- Provide appropriate equipment and infection-control resources
- Oversee policy implementation





Course Instructors

- Enforce infection control procedures
- Ensure equipment is cleaned between participants
- Report damaged equipment

Training Center Staff

- Maintain equipment inventory
- Perform cleaning and maintenance procedures

Participants

- Follow infection-control procedures
- Use equipment responsibly during training

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8. Compliance and Monitoring

Compliance with this policy is mandatory for all instructors, staff, and course participants. Regular internal audits may be conducted to ensure adherence to AHA training standards and institutional safety procedures.

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9. Review and Revision

This policy shall be reviewed every **two years** or whenever changes occur in **AHA training guidelines or institutional safety requirements**.

Approval

Training Center Director
Al-Hussein Bin Talal University
Cardiopulmonary Resuscitation Center

Name: _____

Signature: _____

Issued: OCT,2025. Revised: Feb. 2026.

Date: _____

Document 1

Infection Control and Equipment Safety Checklist

Center: Al-Hussein Bin Talal University Cardiopulmonary Resuscitation Center
Training Center ID: 751880
Reference Standard: American Heart Association

Course Name: _____
Course Date: _____
Instructor Name: _____

Pre-Course Inspection

Item	Yes	No	Comments
Training room is clean and ventilated	☐	☐	
Hand hygiene materials available (soap or sanitizer)	☐	☐	
Disinfectant wipes available (70% alcohol or approved disinfectant)	☐	☐	
Protective gloves available for cleaning	☐	☐	
Face shields or ventilation barriers available	☐	☐	
Waste disposal container available	☐	☐	
Training equipment inspected and functional	☐	☐	
Feedback devices tested and working	☐	☐	





During Training

Item	Yes	No	Comments
Students instructed on infection control procedures	☐	☐	
Students instructed to wash hands before practice	☐	☐	
Manikins cleaned between participants	☐	☐	
Face shields used for ventilation practice	☐	☐	
Instructor supervises hygiene compliance	☐	☐	
Contaminated materials disposed properly	☐	☐	

Post-Course Inspection

Item	Yes	No	Comments
Manikins disassembled according to manufacturer instructions	☐	☐	
All manikin surfaces cleaned	☐	☐	
Disinfection solution applied properly	☐	☐	
Equipment dried before storage	☐	☐	
Disposable airway parts replaced	☐	☐	
Training area cleaned	☐	☐	
Equipment stored correctly	☐	☐	

Instructor Signature: _____

Date: _____





Document 2

Manikin and Equipment Cleaning Log

Center: Al-Hussein Bin Talal University Cardiopulmonary Resuscitation Center
Training Center ID: 751880

Cleaning Record

Date	Course Name	Equipment / Manikin Type	Cleaning Method	Cleaned By
	Heart code/ BLS		Alcohol wipe / Bleach solution	
	Heart code/ BLS		Alcohol wipe / Bleach solution	
	Heart code/ BLS		Alcohol wipe / Bleach solution	
	Heart code/ BLS		Alcohol wipe / Bleach solution	
	Heart code/ BLS		Alcohol wipe / Bleach solution	

Disinfection Method Reference

Cleaning procedures follow recommendations consistent with **AHA training guidance**:

- During training: **70% ethyl alcohol wipes**
- After training: **Sodium hypochlorite solution (≈500 ppm chlorine)**
- Disposable airway parts replaced after each course
- Equipment allowed to **dry air before storage**

Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center





Equipment Condition Check

Equipment	Condition	Action Taken
Adult CPR Manikins	Good / Needs Maintenance	
Infant Manikins	Good / Needs Maintenance	
AED Trainers	Good / Needs Maintenance	
Airway Trainers	Good / Needs Maintenance	
Feedback Devices	Good / Needs Maintenance	

Staff Responsible for Cleaning: _____

Training Center Supervisor: _____

Date: _____

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title: Teaching the Course – Instructor Responsibilities and Course Delivery

Policy Number: CPRC-POL-006
Effective Date: 01 July 2026
Review Cycle: Every 2 Years
Prepared by: CPRC Administration
Approved by: Training Center Director

Reference Standard: American Heart Association Instructor Program Policies and BLS Instructor Course Guidelines

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1. Purpose

This policy establishes standardized procedures for instructors delivering courses at the **Al-Hussein Bin Talal University Cardiopulmonary Resuscitation Center (CPRC)**.

The policy ensures that:

- Courses are delivered in accordance with **AHA Emergency Cardiovascular Care (ECC) training standards**
- Instructional materials are used properly
- Course delivery remains consistent with the **AHA BLS curriculum**
- Students receive high-quality, standardized training

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2. Scope

This policy applies to:

- All **instructors teaching AHA courses** at the CPRC
- All **Basic Life Support (BLS) instructor-led courses**
- All **HeartCode BLS blended-learning skills sessions**





3. Policy Statement

All instructors teaching at the CPR Center must:

1. Deliver course content exactly as defined by AHA training materials.
2. Use approved instructor teaching materials and course videos.
3. Follow lesson plans during course delivery.
4. Ensure that students actively participate in hands-on skills practice.
5. Provide coaching and feedback during training sessions.

Course instruction must maintain **scientific accuracy, consistency, and adherence to AHA training standards**.

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4. Course Audience

The **BLS Course** is designed to train:

- Healthcare professionals
- First responders
- Medical and nursing students
- Other personnel responsible for patient care

These individuals may work in:

- **In-hospital settings**, including emergency departments and inpatient units
- **Out-of-hospital environments**, including ambulances, clinics, and community response systems

Course delivery materials support both audiences and must be adapted appropriately to the training environment.

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5. Instructor Teaching Materials

Instructors must utilize the official AHA instructional materials, including:

- BLS Instructor Manual
- BLS Provider Manual
- AHA lesson plans
- Course videos
- Skills testing checklists

These materials support both **instructor-led classroom courses** and **blended-learning formats** such as HeartCode BLS.

Instructors must review these materials before teaching any course.

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6. Instructor-Led Training

The instructor-led BLS course includes video-based lessons that demonstrate skills in realistic clinical scenarios.

These scenarios may represent:

- **In-hospital clinical environments**, or
- **Out-of-hospital emergency response situations**

Instructors may select the appropriate scenario pathway based on the **professional background of the students**.

However, instructors must ensure that:

- All required lessons are delivered
- All video segments are shown in full

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7. Blended Learning (HeartCode BLS)

The **HeartCode BLS program** uses a blended-learning format consisting of:

1. **Online cognitive learning**, completed by the student before the course
2. **Instructor-led hands-on skills practice and testing**





Students self-identify as:

- In-hospital professionals
- Out-of-hospital professionals

Based on this selection, the eLearning platform provides relevant course content.

During the hands-on session, instructors must:

- Confirm completion of the online portion
- Conduct skills practice and evaluation
- Provide coaching and feedback

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8. Understanding Course Icons

Lesson plans and course videos contain instructional icons that guide instructors during training.

These icons indicate specific actions required during course delivery.

Common icons include:

Icon Meaning	Instructor Action
Discussion	Facilitate group discussion
Exam or Skills Test	Conduct formal evaluation
Play Video	Start the required course video
Provider Manual Reference	Direct students to relevant sections
Student Practice	Allow students to practice skills
Practice While Watching	Students practice skills while video guidance is playing

Instructors must follow these prompts to maintain **standardized course delivery**.

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9. Use of Lesson Plans

Lesson plans serve as the **primary guide for course instruction**.





9.1 Before the Course

Instructors must review lesson plans to understand:

- Learning objectives
- Instructor responsibilities
- Required equipment and resources

Instructors may also record notes to assist with course delivery.

9.2 During the Course

Instructors must:

- Follow lesson plans in sequence
- Introduce each lesson and learning objective
- Ensure all equipment is prepared for each activity
- Facilitate student participation

9.3 During Skills Practice

Lesson plans should be used as the **authoritative reference** when students request clarification on procedures or concepts.

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10. Teaching With Course Videos

The BLS course is primarily **video-based instruction**.

To ensure consistent training and adherence to scientific guidelines:

- All course videos must be shown **in their entirety**.
- Instructors must not skip required video segments.

Video-based instruction ensures that all students receive **consistent training aligned with current AHA guidelines**.





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11. Practice While Watching Method

Many BLS lessons use the **practice-while-watching** training method.

This approach includes the following instructional steps:

1. Explain the skill to students
2. Demonstrate the skill through video instruction
3. Allow students to practice the skill
4. Provide coaching and corrective feedback
5. Summarize key learning points

Instructors should observe students during practice and provide **real-time corrective feedback**.

Instructors may:

- Pause the video when necessary to address student questions
- Allow students additional practice after the video session

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12. Use of the Provider Manual

Each student must have access to the **current BLS Provider Manual**.

Students are expected to:

- Read the manual before attending the course
- Bring the manual to the training session
- Use it as a reference during the course and examination
- Refer to it after training to maintain knowledge

The provider manual is an essential component of the learning process and should remain accessible to students.

Students may continue to use their manual for **future course renewals or updates** until new guidelines are published.





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13. Electronic Learning Materials

Students participating in **HeartCode BLS** may access digital learning materials, including:

- Electronic versions of the BLS Provider Manual
- Reference materials available within the eLearning platform

Students may access these materials for **up to two years after course activation**.

Participants should be allowed to bring electronic devices to class when accessing these materials.

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14. Instructor Responsibilities

Instructors must:

- Deliver course content according to AHA standards
- Follow lesson plans and video instructions
- Provide coaching and corrective feedback
- Ensure students participate actively in skills practice

Instructors must not:

- Skip required video segments
- Modify required course content
- Replace official AHA materials with unofficial resources

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15. Compliance and Monitoring

The CPR Center will periodically monitor courses to ensure:

- Compliance with AHA training standards
- Proper use of instructor teaching materials
- Consistent instructional quality





Instructors may be subject to **periodic evaluation or course monitoring**.

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16. Review and Revision

This policy shall be reviewed **every two years** or earlier if changes occur in **AHA training standards or institutional requirements**.

Approval

Training Center Director
Al-Hussein Bin Talal University
Cardiopulmonary Resuscitation Center

Name: _____

Signature: _____

Date: _____

Issued: OCT,2025. Revised: Feb. 2026.

Title: Quality Assurance and Continuous Improvement Policy

Policy Number: CPRC-POL-007
Effective Date: 01 July 2026
Review Cycle: Every 2 Years
Prepared by: CPRC Administration
Approved by: Training Center Director

Reference Standard: American Heart Association Training Center and Instructor Program Policies

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1. Purpose

The purpose of this policy is to establish a **Quality Assurance (QA) and Continuous Improvement framework** for the **Al-Hussein Bin Talal University Cardiopulmonary Resuscitation Center (CPRC)**.

This policy ensures that:

- All training programs meet **AHA Emergency Cardiovascular Care (ECC) standards**
- Course delivery remains consistent, effective, and evidence-based
- Instructor performance and course quality are monitored and improved
- Training records and documentation are maintained accurately
- Continuous improvement is implemented based on evaluation results

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2. Scope

This policy applies to:

- All **AHA training courses** conducted at CPRC
- All **instructors, course directors, coordinators, and staff**
- All **training programs, equipment, and training records**

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3. Policy Statement

Al Hussein Bin Talal University Cardiopulmonary Resuscitation Center

Khattab M.F

The Cardiopulmonary Resuscitation Center shall implement a structured **Quality Assurance system** to ensure:

1. Compliance with AHA training standards.
2. Consistent course delivery across all training sessions.
3. Continuous evaluation of instructor performance.
4. Proper maintenance of training equipment and facilities.
5. Continuous improvement of training outcomes.

Quality assurance activities shall be conducted regularly and documented in accordance with **AHA Training Center policies** and institutional regulations.

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4. Quality Assurance Objectives

The CPR Center quality assurance system aims to:

- Maintain high standards of **CPR and resuscitation education**
- Ensure consistent training aligned with **current AHA guidelines**
- Evaluate instructor effectiveness and teaching performance
- Monitor course delivery and student learning outcomes
- Promote continuous improvement in training practices

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5. Quality Assurance Components

The CPR Center QA system consists of the following components:

5.1 Course Monitoring

Courses may be monitored periodically by:

- Training Center Director
- Lead Instructor
- Course Director

Monitoring may include evaluation of:

- Instructor performance
- Adherence to lesson plans

- Use of official AHA materials
- Skills testing procedures

Monitoring results must be documented.

5.2 Instructor Evaluation

Instructor performance shall be evaluated through:

- Course observation
- Student feedback
- Compliance with course policies
- Adherence to AHA training standards

If performance concerns are identified, corrective actions may include:

- Additional instructor coaching
- Refresher training
- Instructor re-evaluation

5.3 Student Feedback

Participants should be encouraged to provide feedback on:

- Instructor effectiveness
- Course organization
- Training environment
- Equipment availability

Feedback results will be reviewed to identify opportunities for improvement.

5.4 Equipment and Training Environment

The CPR Center shall maintain appropriate training facilities and equipment.

Quality checks should ensure that:





- Manikins and training equipment are functional
- Feedback devices are operational
- Infection control procedures are followed
- Training areas are safe and suitable

Equipment maintenance logs must be maintained.

5.5 Documentation and Record Keeping

The CPR Center shall maintain records for:

- Course rosters
- Skills testing checklists
- Instructor monitoring reports
- Course agendas and materials
- Equipment maintenance logs

Records must be retained according to **AHA Training Center documentation policies** and institutional requirements.

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6. Continuous Improvement Process

The CPR Center shall regularly review training outcomes and QA findings to improve program effectiveness.

Continuous improvement actions may include:

- Updating training procedures
- Improving instructional methods
- Enhancing equipment availability
- Providing additional instructor development

QA review meetings may be conducted periodically to discuss findings and improvement strategies.

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7. Responsibilities





Training Center Director

- Oversee the Quality Assurance system
- Ensure compliance with AHA training policies
- Approve corrective actions and improvements

Lead Instructor / Course Director

- Monitor instructor performance
- Provide mentorship and guidance to instructors
- Review course delivery and documentation

Instructors

- Deliver courses according to AHA standards
- Participate in quality improvement initiatives
- Maintain accurate course documentation

CPR Center Staff

- Maintain training equipment and facilities
- Manage course records and documentation

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8. Compliance

All instructors and staff must comply with this policy.

Failure to comply with QA requirements may result in:

- Additional training requirements
- Instructor performance review
- Temporary suspension of teaching privileges if necessary

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9. Review and Revision

This policy shall be reviewed every **two years** or earlier if:

- AHA training standards are updated

- Institutional policies require revision