



LifeTek inc.

Train Today, Ready Tomorrow

Affiliate Instructor Reference Packet

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Welcome to LifeTek Inc

Thank you for choosing LifeTek Inc as your American Heart Association Training Center. LifeTek Inc. was founded in Washington State in 1976 and has spent the last 5 decades building one of the best, most diverse, and accessible training organizations in the country. The primary mission at LifeTek is to offer top quality training and customer service to our students, instructor affiliates, and official training sites. With this goal in mind, we are also proud to offer American Red Cross, ASHI, and Emergency Care Basics programs to our students and instructors.

AHA Training Center Information



S & S Training Acquisitions Corps d.b.a. LifeTek Inc.

AHA TC ID: WA15093

Email: Learn@LifeTekinc.com

Phone: 1-855-448-3277

AHA Affiliate Programs and Membership Levels

AFFILIATE PROGRAMS THAT MEET INSTRUCTOR NEEDS

Affiliate Programs

LifeTek offers tiered affiliate programs to meet the needs of every instructor. By reviewing instructor and organizational requirements we are best able to manage the program that is right for all affiliate instructors.

Level 1	Level 2	Level 3	Level 4
Affiliate Instructor w/Primary Alignment	Affiliate Instructor w/Secondary Alignment	Affiliate Plus w/Ecard Location	Official Training Site

Affiliate Program Level 1 & 2: Individual Instructors

- **Level 1:** The Instructor with Primary Alignment program is designed for instructors training alone who need primary alignment and a training center to provide a TCF to facilitate instructor renewal processes.



- LifeTek is responsible for renewing and monitoring instructor every 2 years.
- New Instructor Cards will be issued by LifeTek upon successful renewal.
- Membership Cost: 25.00 per month.
- No additional renewal or monitoring fees.
- Cards can be purchased through the LifeTek Store
- Instructors are required to submit all rosters for cards purchased via the Enrollware database.

- **Level 2:** The Instructor with Secondary Alignment program is designed for instructors who already have a primary training center but wish to purchase cards through LifeTek Inc.



- LifeTek is **NOT** responsible for renewing instructor every 2 years, the instructor must submit a copy of new card issued by the Primary Training Center to LifeTek every 2 years.
- Membership Cost (per discipline):
 - Heartsaver/BLS: 45.00 Annually
 - ACLS/ACLS EP/PALS/PEARS: 55.00 Annually
- Cards Can be purchased through the LifeTek Store.
- Instructors are required to submit rosters for all cards purchased through LifeTek Inc via the Enrollware database.

Affiliate Program Level 3: Affiliate Plus

- **Level 3:** The Affiliate Plus program is the right program for groups of instructors that teach together but cannot/do not want to become an Official Training Site. Requirements include
 - 2 to 4 Instructors who train less than a combined total of 250 students a year.
 - Membership Cost:

- 225.00 One-time origination fee.
- 59.00 renewal fee per instructor card every 2 years.
- 125.00 per virtual monitoring every 2 years.
- Cards can be purchased through the LifeTek Store.
- All instructors in the group are linked together as an Ecard Location.
- All Rosters for cards purchased through LifeTek Inc. are submitted via the Enrollware database.

Affiliate Program Level 4: Official Training Site

- **Level 4:** AHA Official Training Sites meet the following prerequisites:



**AUTHORIZED
TRAINING
SITE**

- Has a legal business name.
- A minimum of 5 instructors who teach a combined total of 250+ students annually.
- Teachings AHA Courses in accordance with the official AHA Guidelines for CPR and ECC.
- Are assigned a minimum of 1 Training Center Faculty
 - The Assigned TCF will be responsible for renewing all other instructors and maintaining instructor records for the Official Training Site.
- Owns and maintains all equipment needed for teaching AHA courses, including manikins that meet feedback device requirements.
- Membership Cost:
 - 225.00 One-time origination fee.
 - 59.00 Renewal Fee once every 2 years for all assigned Training Center Faculty.
 - 125.00 once every 2 years to virtually monitor TCF teaching a Train the Trainer course.
- AHA e-Cards must be purchased through the LifeTek Store.
- All instructors in the group are linked together as an Ecard Location.
- Official Training Sites are required to use Enrollware to track rosters and instructor training events.

Note for Training Center Faculty: The renewal fees at level 4 only apply to the Training Center FACULTY renewal. The training site is responsible for renewing all other instructors assigned to the site and must purchase the required instructor cards from LifeTek Inc.

Instructor Responsibilities Agreement

By requesting alignment and affiliation with LifeTek Inc. instructors are developing a professional relationship with our Training Center. Within this relationship instructors must adhere to the following rules and guidelines.

Instructors are required to:

- Maintain Alignment with the Training Center on the AHA Instructor Network
- Teach the offered programs following the current guidelines and standards set forth by the AHA.
- Agree that reading, understanding, and abiding by the Instructor Manuals and the AHA Program Administration Manual is the instructor's responsibility.
- Understand that alignment with LifeTek does not imply employment with LifeTek; Each instructor is responsible for maintaining their own liability insurance and paying their own taxes where applicable.
- Agreeing to notify LifeTek Inc within 30 days of an address, telephone number, or email address change.
- Understand that LifeTek Inc reserves the right to monitor instructors at any time as a quality assurance protocol (fees may apply).

Failure to follow the above listed conditions may result in instructor status revocation. A signed copy of this agreement is required to be submitted to the training center upon instructor transfer and/or renewal.

Requesting and/or Transferring Alignment in the Instructor Network

To become an Affiliate of the LifeTek Training Center: All instructors must request alignment with the Training Center through the American Heart Association Instructor Network.

New instructors must create an account and select a training center when logging into the first time.

Look up the Training Center by using

State: Washington

TC ID: WA15093

Select: S&S Training Acquisitions Corps d/b/a LifeTek

The screenshot shows a 'Training Center Lookup' form with the following fields and values:

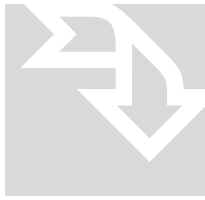
- Country: USA
- State/Province: Washington
- City: (empty)
- TC ID: WA15093

A red 'Search' button is located below the TC ID field. Below the search button, the results are displayed as follows:

Result(s) found: 1

TC Name	TC Contact
S & S Training Acquisition Corporation d/b/a LifeTek, Inc. (11/15/2018) 2021 East College Way, Suite 214 Mount Vernon, WA 98273 USA (360) 416-6239	Coordinator: Michelle Hunter michelleh@stetecinc.com

A 'Select' button is located to the right of the contact information.



When Requesting Secondary or Transferring Alignment

When requesting secondary or transferring alignment instructors must log into the instructor network, select Edit My Profile under the menu box located in the upper right-hand corner of the dashboard page. This will open a larger menu on the left-hand side with the Alignment option.

- My Inbox >
- Edit My Profile >
- Account Info >
- Personal Info >
- Alignment >
- My eCard Locations >
- Course Completions >
- User Agreement >
- Facilitator Disciplines >
- My Training Sites >
- My Courses >
- eCards >

Discipline Affiliations

+ Add Disciplines

Your Training Centers

- BLS**
Primary Training Center
S & S Training Acquisition Corporation d/b/a
LifeTek, Inc.
- PALS**
Primary Training Center
S & S Training Acquisition Corporation d/b/a
LifeTek, Inc.

APPROVED **Remove**

APPROVED **Remove**

By Adding a discipline without removing a listed training center, you will automatically be requesting secondary alignment. If you remove your Primary Training Center, you will be requesting a new one and transferring your alignment. This must be done to initiate the transfer process to LifeTek Inc.

AHA Course Card Management and Ordering

As of 2018 all American Heart Association course completion cards are delivered in electronic card format. Crucial to the credibility and validity of all AHA programs are the careful tracking and security of AHA Course Cards. In many instances, having an AHA course card is a mandatory requirement for our students' employment. Accordingly, it is necessary that we have processes in place to ensure the ongoing and timely recording of the status of every course card.



Criteria for affiliates to purchase course cards

- Aligned (Primary or Secondary) with LifeTek on the AHA Instructor Network
- Current with their LifeTek payments
- Current with roster submissions via the enrollware database.
- Order cards only for the discipline(s) for which they are aligned
- Instructor card is current

Ongoing Course Card Sales Reconciliation: Sales of course cards to affiliates are monitored by comparing electronic roster data to invoice data. Sales of course cards are not permitted to any affiliate whose rosters are not completely up to date. Any time an affiliate is behind in their submission of rosters, they will be notified of this situation. They will be informed that they must send in their rosters AND that they will not be able to buy course cards until they do so.

Ordering Course Cards: Course cards can only be purchased by LifeTek aligned AHA Instructors. Affiliates may purchase limited quantities of “blank” e-Cards prior to their class and submit completed rosters via Enrollware.com to LifeTek within 20 days of the course. This will enable our affiliates to provide course completion cards to their students at the end of class.

- All e-cards can be ordered online through the LifeTek Product Store
- It is recommended to order e-cards a week in advance of a hosted course or to hold an inventory of cards in reserve for immediate use.
- Orders are fulfilled through the AHA Instructor Network typically within 1-2 business days of the order being received.

Instructor Affiliate Roster Database - Enrollware

Enrollware is the brand name of the roster database system all LifeTek affiliates will use while aligned with the Training Center. It is how data reconciliation of card orders is managed by the Training Center and is a required element of alignment. When used properly the system meets the American Heart Association requirements for roster management and records keeping. If rosters are maintained and up to date in the database instructors are not required to keep physical copies of class records.



No Software to Install

Enrollware's online class scheduling and registration software is 100% web based and requires no installed software or hardware. Our cloud based training center software is available 24x7 from any web browser.

A Trusted Solution

Our clients have managed over 60,000 instructors and 2 million classes with Enrollware's online training center software. See who they are and what they're saying on our [testimonials](#) page.

The Tools You Need

Enrollware provides class scheduling and registration solutions for American Heart Association training centers, healthcare, government, corporate, and workforce training organizations.

AFFILIATE INSTRUCTOR REFERENCE

- The program URL is www.enrollware.com
- Instructors will be assigned a Username and Password as one of the final steps when aligning with LifeTek Inc.
- All course rosters **MUST** be submitted via Enrollware **within 20 days** of a course being hosted.

The program requires no software installation, is backed up on multiple servers for data security, and is accessible anywhere an internet connection is available.

Enrollware Quick Start Guide

Logging In

When you are ready to enter your class into the database open a web browser and click on Client Login in the top right corner of the home page. This will direct you to the login page where you can enter the Username and Password provided to you by the training center. You will be directed to your Admin page.

The screenshot displays the Enrollware Admin interface. On the left is a navigation menu with options: Home Thompson, Sylvia; My Account | Log Out; Classes and Students; Classes; Student Search; Student Export; Settings; and Help. The main content area is titled "Training Center Message" and contains a welcome message from LifeTek/Carlson. It includes a "URGENT" notice regarding COVID-19, a "REPEAL MAY 2020 AHA Ins Network" announcement, and a "New AHA Ins. License Program" update. Below the message is a "LifeTek Instructor Reference Packet" with a list of course paperwork, AHA TCF paperwork, AHA Ins. Candidate workbooks, AHA Ins. Essentials Faculty Guides, and Instructor Course Manuals.

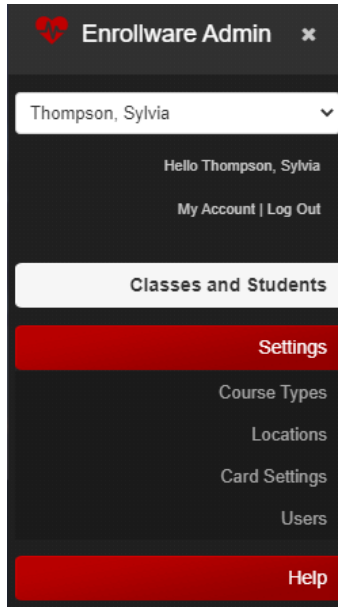
Enrollware is user friendly but if you ever get confused or lost please visit the Help Menu (bottom button on the left-hand menu). The programs F&A as well as guidance videos can be found here.

Training Center Messages

Notice on the login page that a large section at the top of the page is dedicated to Training Center Messages. This bulletin board is updated by the Training Center and is one of the locations that the TS will share AHA updates, house frequently used forms, and share other important information.

Initial Setup

Before the first class can be scheduled, a few initial setup steps must be taken. Once these are setup, you will probably not need to visit these screens very often, but they will be available to edit and make changes any time you would like.



1. **Course Types** – Before classes can be scheduled, at least one course type must be configured. Under the Settings menu item, choose **Course Types** and then click on **Install AHA Courses** at the top right. This will automatically add all AHA disciplines as your Course Types. If you would like to add a class that is not on there (e.g. BLS Skills Session, BLS Instructor Course), click the **New Course Type** button at the top right. Fill in the form and click **Update Course Type**.

2. **Locations** – At least one training location needs to be configured. Under the **Settings** menu item, choose **Locations** and then click the **New Location** button at the top right. Fill in the form and click **Update Locations**.

Entering a Class

Classes and Students ->**Upcoming Classes** and click the **Add a Class** button. This will take you to a short form where the specific class information is entered. You can go back and edit the class at any time to make change.

Classes

Filter: - All Instructors - [Add a Class](#)

Search: Show: 100 ▾

Date / Time ▾	Course ⚡	Instructor ⚡	Students	Action
Sun 4/07/2019 12:00 PM	Heartsaver® First Aid CPR AED	Sylvia Hui-Thompson	1	
Thu 1/24/2019 8:00 AM	Basic Life Support (BLS)	Sylvia Hui-Thompson	1	

AFFILIATE INSTRUCTOR REFERENCE

Class Details	
Course:	--Choose--
Instructor:	--Choose--
Location:	Tacoma
Start Time:	<input type="text"/> at -- -- --
End Time:	<input type="text"/> at -- -- --
Total Hours:	<input type="text"/>
Assistants:	Click to Select
Student/Manikin Ratio: <small>if applicable</small>	1:1
Notes:	<input type="text"/>
<input data-bbox="862 779 932 806" type="button" value=" << Back "/> <input data-bbox="951 779 1053 806" type="button" value=" Update Class "/>	

After the class is added, students can be added in the quick add menu that appears at the top of the page. You may also manually enter students from the class edit screen by clicking the **Add Student** button and filling in the information. If the class has not yet been held, the status and test score fields may be left blank and filled in later for all students by clicking the Edit Scores button under the student list.

Basic Life Support (BLS) - Thursday, October 8, 2020 at 10:00 AM						
Quick Add Student						
<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>	<input type="text" value="Email Address"/>	<input type="text" value="Phone"/>			
<input type="text" value="Address 1"/>	<input type="text" value="Address 2"/>	<input type="text" value="City"/>	--	<input type="text" value="Zip"/>		
<input type="text" value="Score"/>	Status	<input type="button" value="Add Student"/>				
Student List <input type="button" value="Add student"/>						
<i>No students have been entered into this class</i>						

Instructors are only required to collect and enter the students:

- First Name
- Last Name
- Email Address

All other information is optional and is not required to be entered into enrollware.

AFFILIATE INSTRUCTOR REFERENCE

Basic Life Support (BLS) - Thursday, October 8, 2020 at 10:00 AM

Quick Add Student

<input type="text" value="Peter"/>	<input type="text" value="Piper"/>	<input type="text" value="Peterpiper@lifetekinc.com"/>	<input type="text" value="Phone"/>	
<input type="text" value="Address 1"/>	<input type="text" value="Address 2"/>	<input type="text" value="City"/>	<input type="text" value="--"/>	<input type="text" value="Zip"/>
<input type="text" value="Score"/>	<input type="text" value="Status"/>	<input type="button" value="Add Student"/>		

Student List

	Student	Status	Codes	Phone	Action
1	Smith, John <small>Johnsmith@lifetekinc.com</small>	Pending			
2	Doe, Jane <small>Janedoe@lifetekinc.com</small>	Pending			

Showing 1 to 2 of 2 entries

Finalizing a Class

Once the class is held, all the student information is entered, and status of the student has changed by editing scores, Instructors must finalize the course. First sign the Instructor Signature Box by typing your name and then click the **Finalize Roster** button (which is then renamed to **View Roster**). From there you can view, print, or email the class roster.

Student List

	Student	Status	Codes	Phone	Action
1	Smith, John <small>Johnsmith@lifetekinc.com</small>	Complete			
2	Doe, Jane <small>Janedoe@lifetekinc.com</small>	Complete			
3	Piper, Peter <small>Peterpiper@lifetekinc.com</small>	Complete			

Showing 1 to 3 of 3 entries

Enrollware provides data storage for important documentation. Simply scan and upload items by clicking the **Choose File** button on the bottom of the course description. Examples of files instructors should upload include: Written rosters, score sheets for any student that failed or needed to be remediated and incident reports.

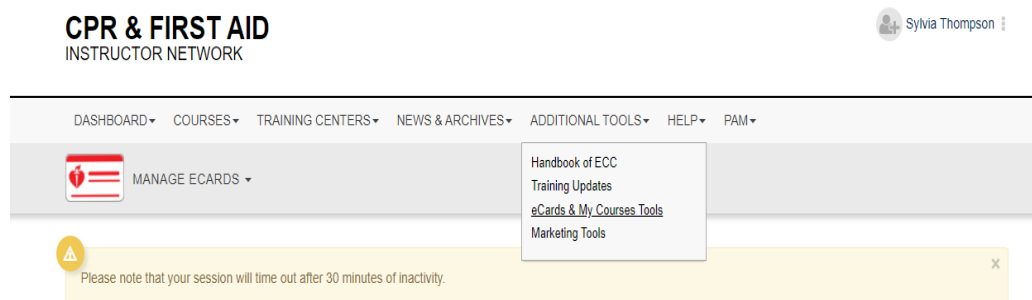
Student/Manikin Ratio: <small>if applicable</small>	<input type="text" value="1:1"/>
Notes:	<input type="text"/>
Documents:	<input type="button" value="Choose File"/> No file chosen
Instructor Signature:	I verify that <input type="text" value="No file chosen"/> is accurate and truthful and that the course was taught in accordance with AHA guidelines. All equipment utilized during the course was properly decontaminated in accordance with American Heart Association or manufacturer's standards. My signature is represented by my typed name below. <input type="text" value="Lead Instructor Signature"/>
<input type="button" value="Back"/> <input type="button" value="Update Class"/>	

Issuing Student e-Cards

Sending Cards Through the AHA Instructor Network for Ecard locations

Affiliate Plus and Official Training sites will automatically be set up as an ecard location. E-card will be loaded into the ecard location when ordered. The assigned E-Card Admin will be responsible for managing the ecards and dividing the card orders between the instructors for the location when cards need to be issued to students.

A help video for how to assign cards to instructors and eCard location admin is available on the AHA Instructor Network under eCard Video Tutorials. Log into your Instructor Network Account and a full guides and tool kit menu has been created to assist with ecards under the Additional Tools Menu.



Multiple admin can be assigned to large Training Sites upon request. Please contact the training center if you would like additional e-Card admin added or if an admin requires removal.

Affiliate Level 1 Primary Alignment & Level 2 Secondary Alignment have 2 options for issuing Ecards:

1. The AHA Instructor Network
2. Direct Connect out of Enrollware

*Direct Connect is NOT available to Affiliate Plus and Official Training Sites

Issuing Cards to Students Through the AHA Instructor Network



ASSIGN TO STUDENTS

For emailing eCards directly to students based on the course completed

Available to Training Center Coordinators, Training Center Admins, eCard Location Admins, and Instructors

1

Fill in the **Course**, **Inventory Source**, **Training Center**, and **Instructor name** from the drop-down menus.

2

Enter the number of eCards you'd like to assign in the "Assign Quantity" field and click

Submit

Note: You cannot assign more eCards than are available in your inventory.

3

Confirm that all information is correct before submitting your final request. If information is correct, click

Finish

and complete the transaction. If information is inaccurate, simply press

Go Back

to be redirected to the previous page.

4

After confirming the quantity of eCards you'd like to assign, you enter the **Course date**, **students' first name**, **last name**, and **email address**, then click

Submit

To save time, you can upload a student roster directly rather than manually inputting student information. To use this feature, download AHA's Student Roster Template directly from this web page. Be sure not to edit the column headings or order of the roster.

5

After clicking submit, you'll be asked to confirm that the information entered is correct before clicking

Finish

and completing the transaction. If information is inaccurate, simply press

Go Back

to be redirected to the previous page.

Issuing Cards to Students Through the Enrollware Direct Connect

Enrollware has developed a process that allows AHA Instructors to issue e-Cards directly from the Enrollware system. These e-Cards are issued using an API connection to the AHA systems and eliminate the need for data exports/imports.

NOTE

- Enrollware does not have the ability for instructors to purchase e-Cards. That will need to be done through www.lifetekinc.com. There is also no capability in Enrollware to assign e-Card inventory from the e-Card Locations to instructors. That will need to be done at the AHA site.
- Once you issue a card through the Enrollware system, the AHA system should behave exactly as it has in the past. You will have visibility to your students and card assignments just like you did previously.
- Once cards are assigned, there is no data exchange between the systems. If you make an edit to a student on Enrollware, you will need to manually update the AHA system as well.

Setting up Direct Connect

AHA Card Key:

The AHA requires an API Key that identifies the administrative user who is issuing the cards. This can be obtained at <https://ecards.heart.org/APIGateway> and is unique for each individual login at the AHA site. This key is entered into Enrollware in the My Account page.

Instructor ID:

It is very important that your instructor AHA ID is entered correctly in their user record. The system uses this ID to record the correct instructor when cards are assigned. An error will occur if this ID is not correct. You can easily check and update this ID from your My Account page.

ASHI Instructor ID:	<input type="text"/>
AHA eCard Key:	<input type="text" value="/7NBELJgFvazE6pRQwfJyDyjkFdeUWYfc+qw6YGvTsmG7YGIOS7AlgssWdv6xPELouwXKNxdRg3"/> <small>Obtained from https://ecards.heart.org/APIGateway</small>
Options:	<input checked="" type="checkbox"/> Send me an email when I'm assigned to a class

Card Types:

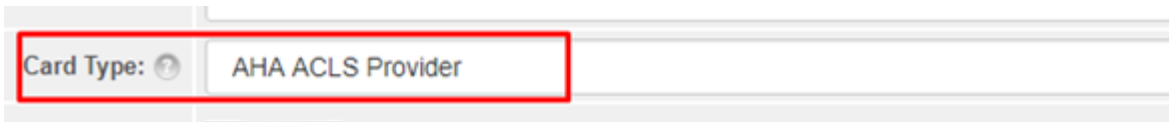
For each of your Course Types listed in Settings->Course Types in which eCards apply, please ensure that the correct "Card Type" is set. This identifies the actual card type that will be issued to the student. It's important that it is set correctly. BLS, ACLS, and PALS are recent additions to this selection box, so those course

Name To Print On Card:	<input type="text"/>
AHA Instructor ID:	<input type="text" value="07180646075"/>
ASHI Instructor ID:	<input type="text"/>
Email Address:	<input type="text" value="ecardAdmin@enrollware.com"/>

types may not be correct if they were setup prior to the deployment of this new system.

Assigning Cards to students

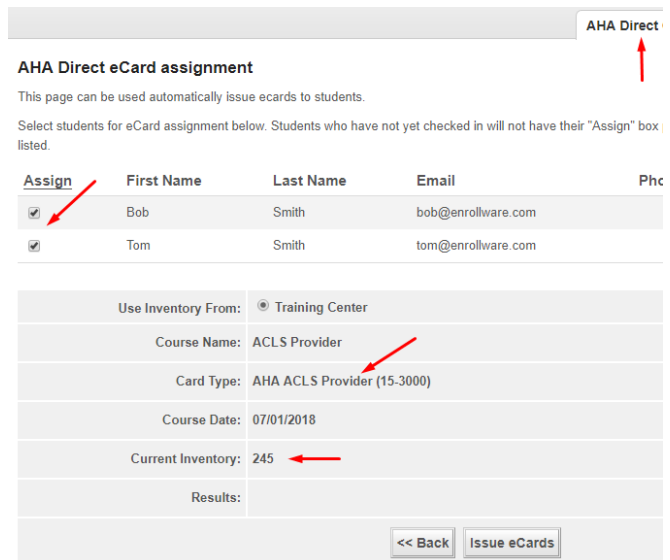
Once the system setup is complete, and there is an inventory of e-Cards in your AHA account, you will be able to issue the cards from the Enrollware Print



Cards page. You can access this page as you have in the past, either from the past class list or the class edit page. You will notice a new tab on the Print Cards page titled AHA Direct Connect.

On this page, click the checkboxes next to the students' names to indicate which ones should receive cards. Then verify the Card Type and the inventory of e-Cards present in your AHA account. Once you have verified that everything is correct, click the Issue e-Cards button. After a few seconds, the process will complete, and the results will be shown. For students who have been successfully issued an e-Card, an icon with a link to the AHA claim URL will show up in the e-Card column on this page, as well as on the student list in the class edit screen.

Prior to Issuing Cards:

A screenshot of the 'AHA Direct eCard assignment' page. The page title is 'AHA Direct eCard assignment' and it includes a sub-header 'AHA Direct'. Below the title, there is a table of students with checkboxes in the 'Assign' column. Below the table, there are several form fields: 'Use Inventory From' (Training Center), 'Course Name' (ACLS Provider), 'Card Type' (AHA ACLS Provider (15-3000)), 'Course Date' (07/01/2018), and 'Current Inventory' (245). At the bottom, there are two buttons: '<< Back' and 'Issue eCards'. Red arrows point to the 'Assign' column header, the 'AHA Direct' tab, the 'Card Type' field, and the 'Current Inventory' field.

After Issuing e-Cards:

AHA Direct eCard assignment

This page can be used automatically issue eCards to students.

Select students for eCard assignment below. Students who have not yet checked in will not have their "Assign" box pre-checked. Remediating students will not be listed.

Assign	First Name	Last Name	Email	Phone (optional)	eCard
<input type="checkbox"/>	Bob	Smith	bob@enrollware.com		
<input type="checkbox"/>	Tom	Smith	tom@enrollware.com		

Use Inventory From: Training Center

Course Name: ACLS Provider

Card Type: AHA ACLS Provider (15-3000)

Course Date: 07/01/2018

Current Inventory: 243

Results: Assignment Success 2 Students
Bob Smith - Success
Tom Smith - Success

<< Back Issue eCards

Once linked to Direct Connect this is the easiest method for ecard assignment and tracking. Once a student claims their Ecard instructors can access copies of the card via the link in enrollware as well.

Instructor Certification Initial/Renewal

Instructor Paperwork Requirements

Initial Instructor

Once the course is complete and all instructors have been monitored please return the following paperwork to learn@lifetekinc.com and order the instructor cards online at www.lifetekinc.com.

Initial Instructor Checklist

- AHA Instructor Candidate Application
- AHA Essentials Online Course Certificate of Completion
- Copy of Current Provider Card
- LifeTek Responsibilities Agreement
- AHA Essentials Course Test Answer Sheet with Written Score (instructor test)
- AHA Instructor Monitor Tool

Renewing Instructors

Please complete and turn in all the below paperwork directly to learn@lifetekinc.com before the instructor expires. Order the instructor cards online at www.lifetekinc.com.

Renewal Instructor Checklist

- AHA Instructor/TCF Renewal Checklist
- Verification of 4 credits in Enrollware
- LifeTek Responsibilities Agreement
- Verification of current provider status (copy of current provider card **OR** AHA Testing Sheet with Written Score and AHA Skills Testing Checkoff)
- AHA Instructor Monitor Tool

Failure to turn in a complete packet could delay the issuance of instructor cards.

Instructor Cards:

Instructor Cards expire two years from the month they were issued in. There is no grace period for instructors who have let their certifications lapse. Expired instructors are required to re-take the initial instructor course. It is the instructors' responsibility to make sure they have met all the below requirements **BEFORE** they expire.

To renew, instructors need to complete the following as required by the AHA:

- Maintain current provider status. You can do this by maintaining a current provider card or by demonstrating exceptional prover skills to a TCF and successfully completing the provider exam.
- Earn 4 credits every 2 years of your instructor recognition by doing **any combination** of the following:
 - Teach the classroom course. Each class counts as 1 credit.
 - Conduct the classroom portion for a blended-learning course. Each HeartCode BLS classroom session (2 hours) or each day of Heartsaver skills practice and testing sessions counts as 1 credit. All credits can be earned this way.
 - Conduct BLS and AED skills testing during a PALS, PEARS, or ACLS course. 1 credit per course.
- Verification credits will need to be turned into the office prior to class. To do so please submit all past rosters through www.enrollware.com.
- Attend updates as required within the previous 2 years. Updates may address new course content or methodology and review TC, regional, and national ECC information.
- Be monitored while teaching before instructor status expiration. The first monitoring after the initial instructor course does not satisfy this requirement. **See the monitoring options below.**
- Maintain an Individual Instructor Quality Score by Discipline above the AHA benchmark of 85 for the span of the expiring card. Exceptions may

AFFILIATE INSTRUCTOR REFERENCE

be granted on a case by case bases with the recommendation of TCF and approval of the TCC.

Please remember that there is **no grace period for instructor cards** that have expired. For a full list of upcoming monitoring date please visit www.LifeTekinc.com or contact your TCF.

AHA Required Monitoring:

- **Initial Instructor:** You are required to be monitored within 6 months of your initial instructor course
- **Renewal Instructor:** The AHA requires all instructors to be monitored every 2 years.
 - **Level 1 Affiliates:**
 - Monitoring fees and Instructor Cards are included as a part of your benefits and you will not be charged an extra fee. Renewal and Monitoring can be done in person or virtually.
 - **Level 2 Affiliates w/Secondary Alignment**
 - You are required to renew your instructor status with your Primary Training Center and send us a copy of your renewed card upon expiration.
 - **Level 3 Affiliate Plus with Ecard Location**
 - All instructors are required to be renewed and monitored by LifeTek either in person or virtually every 2 years.
 - **Level 4 Official Training Sites**
 - Training Center Faculty are the only instructors required to be renewed by LifeTek Inc. All other Instructors attached to the site will be renewed by the Assigned TCF. TCF's will be monitored teaching an Instructor Initial/Renewal class either in person or virtually every 2 years.

Disciplinary Monitoring:

LifeTek reserves the right to monitoring instructors at any time as a quality assurance protocol. You will be notified by the TCC via email of any issues that would result in a disciplinary monitoring. A Corrective Action Plan will need to be submitted prior to scheduling the monitoring. Fees may apply.

AHA Training Center Faculty

Description of TCF Role:

The Training Center Faculty (TCF) member is responsible for quality assurance and is the educational leadership for LifeTek's AHA programs. This is a position that goes above and beyond your basic instructor responsibilities. TCF cards are given at the sole discretion of LifeTek and can be striped at any time. Official Sites are required to have a minimum of 1 assigned TCF. The assigned TCF is responsible for training/recertifying all the site's instructor body excluding other TCF.

TCF Responsibilities:

In accepting to be a TCF for LifeTek, you agree to:

1. Maintain current instructor and provider status.
2. Serve as quality assurance and educational leadership for LifeTek.
3. Conduct AHA instructor courses from the most current edition of AHA publications, exams, and PAM.
4. Be available, with reasonable notice, for instructor monitoring, updates, and coaching.
5. Attend TCF update meetings and renewal courses as requested.
6. Have an approved process in place to evaluate all assigned instructors based on the established and current AHA and LifeTek guidelines.
7. Teach at least **one** instructor course in your discipline every 2 years as per the standards set forth by the AHA in the core curriculum requirements.
8. Maintain all site Instructor records where applicable and submit to TC upon request.
9. Participate in quality assurance through class monitoring, data collection, and keeping current on AHA updates.

TCF Prerequisites:

- To become a TCF please complete all items listed below and contact the main office to schedule a TCF monitoring of your first instructor course:
- Completed Training Center Faculty Candidate Application
- Active AHA Instructor status aligned with LifeTek for a minimum of two years in the discipline which TCF status is sought
- Letter of Recommendation
- Completed discipline specific AHA Instructor Essentials
- Have a complete and updated Instructor file with LifeTek including all instructor forms & rosters
- Evidence of completed discipline specific AHA written test with a score above 90%
- Evidence of completed AHA Instructor Exam with a score above 90%
- Possession of all discipline specific AHA Provider and Instructor Manuals
- Be observed teaching an Initial/Renewal Instructor Course by a LifeTek TCF Supervisor

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Please ensure all forms, exams, and course materials are obtained through LifeTek prior to conducting your Initial Instructor Course. TCF card will be granted once all the above criteria have been met.

Expiration/Renewal

TCF cards are good for two years and will coincide with your instructor card. There is no grace period for TCF cards. To Renew:

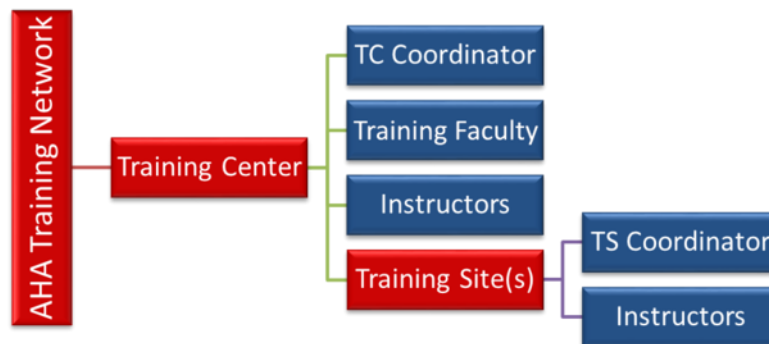
- Monitoring of an instructor class by a LifeTek TCF supervisor is required to renew TCF Status every 2 years.

It is understood that

1. TCF members serve only in the Training Center (TC) from which they are appointed. A TCF member's status is not transferable between TC's.
2. LifeTek has the right to revoke TCF status at any time if AHA guidelines are not followed, or any part of this Agreement is not honored.
3. Instructors trained and signed off by the TCF reflect the TCF's work and training. The TCF is responsible for ensuring all instructors they sign off on are of good quality and will follow the AHA's mission, policies, and programs.
4. LifeTek reserves the right to monitor TCF at any time as a quality assurance protocol. Fees will apply.

Communication Management

Training Centers are responsible for a few roles in representing the American Heart Association



- Provide aligned instructors and TS's with consistent timely communication of any new or updated information about National, Regional, or TC policies,

AFFILIATE INSTRUCTOR REFERENCE

procedures, course content, or course administration that could potentially effect an instructor in carrying out his or her responsibilities.

- Serving as the principal resource for information, support, and quality control for all AHA ECC Instructors aligned with the TC.

Communication methods:

All instructors will be advised of the following communication sites:

- Web site www.lifetekinc.com / www.enrollware.com
- Toll free numbers
- Sign up on the AHA Instructor Network
- Newsletters received will be distributed electronically
- **Requesting to “non subscribe” could result in deactivation.**

LifeTek Inc’s primary communication method with instructors is through email newsletters and updates.

Please update your contact information in the event of change to ensure continued communication from the Training Center.

In Adapting to current technology some updates from the Training Center will also be shared through social media platforms: Facebook. Instructors are invited to follow us @LifeTekCarlson

AHA Conflict of Interest and Code of Conduct

From the AHA PAM

Conflict of Interest:

The AHA has established a Conflict of Interest Policy that applies to all AHA leaders. Throughout the course of performing duties associated with the ECC leadership role, all ECC leaders must comply with these policies.

The AHA, its affiliate and components, and all officers, directors, delegates, and council and committee members scrupulously shall avoid any conflict between their own respective personal, professional, or business interests and the interests of the AHA in any and all actions taken by them on behalf of the AHA in their respective capacities.

In the event that any officer, director, delegate, council, or committee member of the AHA shall have any direct or indirect interest in, or relationship with, any individual or organization which proposes to enter into any transaction with the AHA, including but not limited to transactions involving

- The sale, purchase, lease, or rental of any property or other asset
- Employment, or rendition of services, personal or otherwise

- The award of any grant, contract, or subcontract
- The investment or deposit of any funds of the AHA

Such person shall give notice of such interest or relationship and shall thereafter refrain from discussing or voting on the particular transaction in which he or she has an interest, or otherwise attempting to exert any influence on the AHA or its components to affect a decision to participate or not participate in such a transaction.

Ethics Policy:

The AHA has established an Ethics Policy that applies to all AHA leaders, TCs, and instructors. These positions hold a responsibility to exhibit a high standard of conduct.

All persons in AHA ECC leadership are expected to conduct themselves with honest, integrity, and a commitment to the goals of the AHA and the ECC Programs. This code is intended to provide standards of professional conduct. The scope of the standards implied in this code includes activities directly related to the discharge of ECC leadership functions such as committee programs or activities and assignments, as well as actions performed with other AHA programs or activities, such as ECC classes and activities related to AHA affiliate programs.

- **Competence** – ECC leaders must demonstrate a competent knowledge relative to their assigned specific area or responsibility. Leaders must maintain all prerequisites for the position and participate in required educational or informational sessions.
- **Respect for Others** – ECC leaders must respect and treat other fairly, regardless of race, ancestry, place or origin, color, ethnic origin, citizenship, religion, gender, sexual orientation, socioeconomic status, age, disability, or any other basis protected by law. Additionally, there is no tolerance for sexual harassment, including sexual solicitation, physical advances, or verbal or nonverbal conduct that is sexual in nature and that is unwelcome, offensive, or creates a hostile work or classroom environment.
- **Integrity** – ECC leaders must conduct themselves with honesty, fairness, and trustworthiness and must not make statements that are false, misleading, or deceptive.
- **Neutrality** – AHA volunteers must maintain neutrality in terms of specific proprietary products or brand names (e.g., drugs, devices, and publications) and in terms of descriptions of other professional individuals and organizations. Specifically, whenever possible, generic names for drugs and devices should be used. While in their volunteer roles, instructors and faculty must not be advocates for specific brand names or proprietary products outside of the AHA recommendations. Furthermore, instructors and faculty, while in their volunteer roles, must use caution when referring to others, particularly when referring to differences or negative descriptions of the other professional individuals or organizations.

Dispute Resolution Policy and Procedures

Disputes, while usually infrequent do occasionally occur. LifeTek's dispute resolution policy provides a formatted submission method for disputes. A copy of the form will be attached to the back of this packet.

The Training Center will make inquiries into the complaint and respond within 10 business days to both parties of the complaint.

Concerns, problems, and complaints to be submitted in writing to the TC by:

- Student
- AHA volunteer or staff person
- Instructor, Instructor Trainer, Course Director, TC Faculty, or other TC

Concerns, problems, and complaints to include:

- Name, address, and telephone number of the person making the complaint
- Name of the person of which the complaint is being made
- Written detailed description of the dispute, complaint, or problem (who, what, when, and where) attempts to personally solve the incident
- Copies of all prior correspondence, records, or documents

All complaint, concerns, and disputes not resolved in a timely manner will be forwarded to the American Heart Association Regional Manager.

Transferring AHA Instructors

Instructor status may be freely transferred from one TC to another upon the instructor's request.

Records must be transferred within 30 calendar days of receiving the transfer request.

The original TC is required to notify the instructor of the process as listed below and to send whatever is on file in the instructor records. Copies or originals are acceptable.

Instructor records to include:

- Instructor/TF Candidate Applications for all instructors aligned with that TC
- Instructor/TF Monitor Forms
- Instructor /TF Renewal Checklists
- Instructor Records Transfer Requests

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- Instructor Essentials Course Completion Notice to Primary TC
- Documentation of administrative or disciplinary actions taken
- Initial application form
- Course monitoring
- Renewal Forms
- Course Rosters (within the 3-year retention window for instructor records)

A copy of the Instructor Records Transfer Request form is attached to the back of this instructor reference package. When initiating the transfer request, please fill out Section 1 & 2 and submit to your current training center to complete Section 3.

**American Heart Association Emergency Cardiovascular Care Programs
Instructor Records Transfer Request**

Instructions: When an instructor wants to transfer to a different Training Center (TC), this form must be completed by the instructor, the transferring TC Coordinator (TCC) and the accepting TCC. The transferring TCC returns the completed form with the instructor's records to the accepting TCC. The accepting TCC contacts the instructor when the transfer is complete.

**SECTION 1:
To be completed by the TCC of the accepting TC and sent or given to the transferring instructor.**

Our TC is willing to accept the instructor named below as an instructor at our TC.
Instructor's name: _____ Instructor ID#: _____
We agree to keep and maintain all instructor records in accordance with our TC Agreement with the AHA and the *Program Administration Manual*.
TC name: S&S Training Acquisition Corps TC ID#: WA15093
TC address: 2021 East College Way, Suite 214
City: Mount Vernon State: WA Zip code: 98273 Phone: 3604168239
Signature of TCC: _____ Date: _____

**SECTION 2:
To be completed by the instructor who is transferring and sent or given to the transferring TCC.**

I, _____, Instructor ID# _____, authorize the transfer of my instructor records for Heartsaver® BLS ACLS ACLS EP PALS PEARS®
from TC name: _____ TC ID#: _____
to TC name: _____ TC ID#: _____
Instructor's home address: _____
City: _____ State: _____ Zip code: _____
Home phone: _____ Work phone: _____

This form should be sent to us by your current TC with a copy of your records to complete the transfer process.

Once complete you will be assigned an enrollware and be able to order cards through the LifeTek Inc Store.

American Red Cross

Current AHA Instructors interested in attaining certification for American Red Cross can do so easily by submitting the required credentials and completing an Instructor Bridge.

Step 1: Prerequisite Requirements for bridging:

Students attempting to bridge must meet the prerequisites for each program. Review the requirements on the ARC site.

Training Organization	Instructor Certifications accepted to participate in the BLS Instructor Bridge
American Red Cross	<ul style="list-style-type: none"> Advanced Life Support Basic Life Support CPR/AED for Professional Rescuers Emergency Medical Response First Aid/CPR/AED** Lifeguarding Nurse Assistant Training Pediatric Advanced life Support
American Heart Association*	<ul style="list-style-type: none"> BLS for Healthcare Providers ACLS for Healthcare Providers PALS for Healthcare Providers
Health and Safety Institute (HSI) – includes ASHI, Medic First Aid, and EMS Safety Services	<ul style="list-style-type: none"> Basic Life Support CPR Pro for the Professional Rescuer
National Safety Council	<ul style="list-style-type: none"> Basic Life Support for Health Care & Professional Rescuers
Canadian Red Cross	<ul style="list-style-type: none"> Healthcare Provider (HCP) CPR & AED
Canadian Heart and Stroke Foundation	<ul style="list-style-type: none"> Basic Life Support (BLS)

Step 2: Take the Bridge Course:

Register for the appropriate ARC Instructor Bridge at www.redcross.org/take-a-class. The Bridge programs can be found by filtering for Online Classes Only. There are no fees associated with taking the ARC bridge programs. You will also be required to upload your prerequisite certifications to the ARC to complete the process.

Course Type	Course Title	Description	Prerequisites	Rating	Format	Price	Details	Sign-up
Online	First Aid/CPR/AED Instructor Trainer Bridge-OL	Class can be taken at your convenience	This class has prerequisites.	★★★★★ (3)	ONLINE	\$0.00	SEE DETAILS	SIGN ME UP
Online	Advanced Life Support Instructor Trainer Bridge-OL	Class can be taken at your convenience	This class has prerequisites.	☆☆☆☆☆ (0)	ONLINE	\$0.00	SEE DETAILS	SIGN ME UP
Online	Advanced Life Support Instructor Bridge-OL	Class can be taken at your convenience	This class has prerequisites.	★★★★★ (1)	ONLINE	\$0.00	SEE DETAILS	SIGN ME UP
Online	Pediatric Advanced Life Support Instructor Bridge-OL	Class can be taken at your convenience	This class has prerequisites.	☆☆☆☆☆ (0)	ONLINE	\$0.00	SEE DETAILS	SIGN ME UP
Online	Basic Life Support Instructor Bridge-OL	Class can be taken at your convenience	This class has prerequisites.	★★★★★ (20)	ONLINE	\$0.00	SEE DETAILS	SIGN ME UP
Online	Basic Life Support Instructor Trainer Bridge-OL	Class can be taken at your convenience	This class has prerequisites.	★★★★★ (4)	ONLINE	\$0.00	SEE DETAILS	CLASS IN CART / CHECKOUT

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- Take the appropriate bridge course(s) for the discipline(s) you wish to maintain certifications in.
- You will need to complete a Bridge Course for EVERY certification you wish to transfer separately.
- Upload the required credentials for approval.

Step 3: Obtaining and Reviewing Instructor & Student Materials:

- American Red Cross Instructors Manual(s)
- American Red Cross Participants Manual(s)
- American Red Cross Blended Learning Online(s)
- American Red Cross Blended Learning Course Presentation(s).

Digital course manuals are available on the Red Cross Learning Center on the Materials tab upon launching into the course. Course presentations, online session demons, and other digital materials are in the Instructor Cycle/Instructor Candidate Resources section of the home page of the Learning Center.

Step 4: Submit Application and Completed Bridge to LifeTek Inc.

Submit the Red Cross Instructor Application and completed Bridge Certificate to Learn@lifetekinc.com.



**Please Print Clearly*

First Name: _____
 Last Name: _____
 Mailing Address: _____ Phone Number: _____
 Email Address: _____

Provider Profession:	Expiration Date:
Current Instructor Card: AHA ASHI	
Discipline: HS BLS ACLS ACLS EP PALS PEARLS	Expiration Date:

Requirements:
 • Attach a copy of a provider background credentials OR proof of a minimum of 2 years teaching another training protocol such as AHA or ASHI.

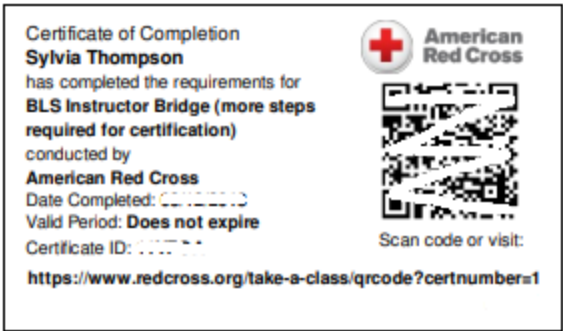
Instructor Bridge:
 • Please Submit completed Instructor Bridge Certificates with this Application.

Instructor Agreement:

- I agree to teach according to the current guidelines and standards set forth by American Red Cross and LifeTek.
- I agree to teach at least four (4) courses in a period of 2 years using current Red Cross curriculum, materials and books.
- I understand that any deviations from these standards will result in immediate termination of my Instructor Status with the Red Cross.
- Membership with LifeTek Inc does not imply employment with LifeTek Inc. I am responsible for my own liability insurance and taxes when it applies.

By signing below, I have read, understand, and agree to follow all the requirements outlined above.

Instructor Signature: _____ Date: _____



Upon receipt of the certificate and application LifeTek Inc will issue the Instructor an Enrollware Username and Password if one has not already been assigned.

Red Cross Rosters and Cards

Enrollware for Red Cross:

Instructors are required to input student rosters for Red Cross classes prior to ordering cards.

You will need to create customized course types for Red Cross courses in the settings of enrollware. Course types should be labeled by the type of card you want issued to the students. Examples include:

- Red Cross First Aid Adult CPR/AED
- Red Cross First Aid Only
- Red Cross Adult CPR/AED Only
- Red Cross Adult & Pediatric CPR AED
- Red Cross Adult & Pediatric First Aid CPR/AED

ARC Card Ordering:

Once rosters are loaded into enrollware instructors may order the cards for the course through the LifeTek Store at www.lifetekinc.com. LifeTek Administration will issue cards to the students using the information provided by enrollware. The card order will start the process so please ensure rosters are updated prior to ordering.

Red Cross Card Issuing Process

1. Instructor must input Student Roster into Enrollware Database.
2. Teach Course and Finalize Roster in Enrollware.
3. Order ARC cards through Instructor Store on the LifeTek Website.
4. LifeTek Admin will issue cards to your students and attach copy of cards to your enrollware for record keeping.

Common Forms in Package

Instructor Responsibilities Agreement:

The Instructor Responsibilities Agreement is required to be completed by all instructors and TCF:

- When initially training to become an instructor
- When initially transferring to the Training Center
- Every 2 years upon Instructor Renewal.

Instructor Records Transfer Request:

Instructor Records Transfer Request must be filled out by instructors transferring Primary Training Center affiliation.

- Submit the Transfer Request to your current training center following the directions on page 23.

American Red Cross Instructor Application:

Complete this form and submit with the completed instructor bridge to achieve Red Cross Instructor status with LifeTek Inc.

Training Center Faculty Application:

Official Training Sites & Training Center Faculty Candidates are required to submit the Training Center Faculty Application when:

- When establishing an Official Training Site meeting the 1 TCF requirement.
- When adding additional Training Center Faculty to a Training Site.

Instructor Certification and Renewal Forms:

Training Center Faculty and Sites will use the following forms during Instructor Initial and Renewal Courses.

- Instructor Candidate Application
- Instructor Renewal Application
- Instructor Monitoring Tool

Dispute Resolution Form:

This form is to be used if ever there is an issue/complaint and Instructor needs to report to the Training Center for official filing. A Dispute form may be generated by the TC if the Training center also receives a complaint directly from a student about the instructor.

Thank you For Choosing LifeTek

At LifeTek we know that instructors have a choice of Training Centers. We will work with you to create the best business relationship possible with consistent communication, quality of service, and innovative solutions to your training needs.

Please contact us if you have any questions, comments, or concerns.

Email: Learn@lifetekinc.com

Phone: 1-855-448-3277



Instructor Responsibilities Agreement

- I am affiliating with LifeTek as my Training Center for training with (check all that apply):
 - AHA and understand I must be aligned on the AHA Instructor Network.
 - Red Cross and wish to be added to LifeTek's authorized provider list.
 - EMTA
- I will teach the programs offered by the above selected organizations according to the current guidelines and standards set forth by AHA/ARC/EMTA.
- I agree that reading, understanding and abiding by Instructor Manuals, the AHA Program Administration Manual, the ARC Training Provider Resource Guide, and/or the EMTA Instructor Guide is my responsibility.
- I have received, read and agree to follow the guidelines in LifeTek's Instructor Reference Packet.
- Alignment with LifeTek does not imply employment with LifeTek. I am responsible for my own liability insurance and taxes when it applies.
- I will notify LifeTek within **30 days** of any changes to my address, telephone number, or email address.
- I understand that LifeTek reserves the right to monitor instructors at any time as a quality assurance protocol (fees may apply).

If at any time I should not adhere to the above conditions, my status with LifeTek may be revoked.

Instructor Name: _____

Instructor Signature _____ Date: _____

Updated May 2019



American Heart Association Emergency Cardiovascular Care Programs Instructor Records Transfer Request

Instructions: When an instructor wants to transfer to a different Training Center (TC), this form must be completed by the instructor, the transferring TC Coordinator (TCC) and the accepting TCC. The transferring TCC returns the completed form with the instructor's records to the accepting TCC. The accepting TCC contacts the instructor when the transfer is complete.

SECTION 1:

To be completed by the TCC of the accepting TC and sent or given to the transferring instructor.

Our TC is willing to accept the instructor named below as an instructor at our TC.

Instructor's name: _____ Instructor ID#: _____

We agree to keep and maintain all instructor records in accordance with our TC Agreement with the AHA and the *Program Administration Manual*.

TC name: _____ TC ID#: _____

TC address: _____

City: _____ State: _____ Zip code: _____ Phone: _____

Signature of TCC: _____ Date: _____

SECTION 2:

To be completed by the instructor who is transferring and sent or given to the transferring TCC.

I, _____, Instructor ID# _____, authorize the transfer of my instructor records for Heartsaver® BLS ACLS ACLS EP PALS PEARS®

from TC name: _____ TC ID#: _____

to TC name: _____ TC ID#: _____

Instructor's home address: _____

City: _____ State: _____ Zip code: _____

Home phone: _____ Work phone: _____

SECTION 3:

To be completed by the current TCC and sent with the records being transferred.

Note: All applicable instructor records, as outlined in the Program Administration Manual, must be transferred. The transferring TC must keep copies of all transferred records for 3 years.

TC name: _____ TC ID#: _____

TC address: _____

TC address: _____

City: _____ State: _____ Zip code: _____ Phone: _____

Signature of TCC: _____ Date: _____



American Red Cross
Instructor Application

First Name: _____ **Please Print Clearly*

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Last Name: _____

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Mailing Address:

Phone Number:

--

Email Address:

--

Provider Profession:	Expiration Date:
Current Instructor Card: AHA ASHI	
Discipline: HS BLS ACLS ACLS EP PALS PEARS	Expiration Date:

Requirements:

- Attach a copy of a provider background credentials **OR** proof of a minimum of 2 years teaching another training protocol such as AHA or ASHI.

Instructor Bridge:

- Please Submit completed Instructor Bridge Certificates with this Application.

Instructor Agreement:

- I agree to teach according to the current guidelines and standards set forth by American Red Cross and LifeTek.
- I agree to teach at least four (4) courses in a period of 2 years using current Red Cross curriculum, materials and books.
- I understand that any deviations from these standards will result in immediate termination of my Instructor Status with the Red Cross.
- Membership with LifeTek Inc does not imply employment with LifeTek Inc.. I am responsible for my own liability insurance and taxes when it applies.

By signing below, I have read, understand, and agree to follow all the requirements outlined above.

Instructor Signature: _____ Date: _____

LifeTek TC Signature: _____ Date: _____

American Heart Association Emergency Cardiovascular Care Programs Training Center Faculty Candidate Application

Instructions: To be completed by the Training Center Faculty (TCF) candidate with appropriate signatures.

Name: _____

Instructor ID #: _____ Expiration date of instructor card: _____

Discipline: BLS ACLS PALS

Mailing address: _____

City: _____ State: _____ Phone: _____

Email: _____

Letter of recommendation from Regional Faculty or TCF member is attached.

TCF Commitment: As a TCF member, I agree to

- Teach at least 4 provider courses in 2 years
- Teach 1 instructor course in 2 years
- Monitor instructors/instructor candidates/Course Directors in accordance with the guidelines of the AHA
- Strengthen and support the Chain of Survival and the mission of the AHA in my community
- Conduct myself in accordance with the ECC Leadership Code of Conduct
- Avoid any perception of conflict of interest in accordance with the AHA Statement of Conflict of Interest

Signature of TCF candidate: _____ Date: _____

TC Alignment: I approve this application and have provided documentation that the candidate has been an instructor for a minimum of 2 years or has taught a minimum of 8 courses with positive evaluations by students. I grant alignment with this TC for this applicant and agree to all responsibilities for this TCF member, as outlined in the current *Program Administration Manual*.

Name of TC: _____

TC ID #: _____

Signature of TC Coordinator: _____ Date: _____



American Heart Association Emergency Cardiovascular Care Programs Instructor Candidate Application

Instructions: To be completed by the instructor candidate with appropriate signatures. Complete 1 application for each discipline.

Application for Instructor Status: Select the discipline you are applying for (select only 1):

- Heartsaver® BLS ACLS ACLS EP PALS PEARS®

Renewal date of provider card: _____

Candidate's name: _____

Mailing address: _____

City: _____ State: _____ Zip code: _____

Phone: _____ Email: _____

Instructor Commitment: As an AHA Instructor, I agree to

- Teach at least 4 courses in 2 years in accordance with the guidelines of the AHA
- Maintain a current provider card
- Strengthen and support the Chain of Survival and the mission of the AHA in my community
- Conduct myself in accordance with the ECC Leadership Code of Conduct
- Avoid any perception of conflict of interest in accordance with the AHA Statement of Conflict of Interest

Signature of instructor candidate: _____ Date: _____

Verification of Instructor Potential: I verify that this instructor candidate has achieved a score of 84% or higher on the provider written examination in the discipline for which he or she is applying and has completed *at least 1* of the following options:

- Has been identified as having instructor potential during performance in a provider course
- Has demonstrated instructor potential during a screening evaluation
- Has demonstrated exemplary performance of provider skills under my direct observation

Signature of Training Center (TC) Faculty/Course Director: _____
(circle appropriate title)

Date: _____

TC Alignment and Instructor Network Verification: TC Coordinator of aligning TC has verified the following:

- I approve this application and grant alignment with this TC for this applicant. I agree to all responsibilities for this instructor as outlined in the current *Program Administration Manual*.
- I verify that this instructor is registered on the Instructor Network and has been approved as an instructor in this discipline and is aligned with this TC.

Instructor ID #: _____ Renewal Date: _____

TC Name: _____ TC ID #: _____

Signature of TC Coordinator: _____ Date: _____



American Heart Association Emergency Cardiovascular Care Programs Instructor/Training Center Faculty Renewal Checklist

Instructions: This checklist may be used to document successful completion of instructor/Training Center Faculty (TCF) renewal requirements and contact information. It is recommended that the TC keep the completed form in the instructor's file.

Complete 1 form per renewing discipline.

To be used in conjunction with the Instructor Monitoring Tool.

SECTION 1:

General information for the renewing instructor or TCF member.

Renewing discipline:

Heartsaver[®] BLS ACLS ACLS EP PALS PEARS[®]

Instructor ID#: _____ Expiration date of instructor card: _____

Primary TC name: _____ TC ID #: _____

TC Coordinator's name: _____

Instructor's or TCF's name: _____

Mailing address: _____

City: _____ State: _____ Zip code: _____ Phone: _____

Email: _____

SECTION 2:

Instructor or TCF member teaching, monitoring, and update activity for renewal.

Instructor/TCF monitoring completed successfully:

Course name: _____

Date: _____ Regional Faculty/TCF observer name: _____

Instructor/TCF update(s) attended:

Date: _____ Location: _____

Date: _____ Location: _____

Date: _____ Location: _____

Instructor Essentials course completed (if applicable):

Date: _____ Location: _____



American Heart Association Emergency Cardiovascular Care Programs Instructor/Training Center Faculty Renewal Checklist

- At least 4 provider courses taught in the past 2 years or waiver obtained (list classes below; additional classes may be attached or listed on the back of this form)

Course Name	Date	Location (TC or Site)	Station or Module

- If applicable (for TCF), at least 1 instructor/instructor renewal course taught in the past 2 years (list courses below)

Course Name	Date	Location (TC or Site)	Station or Module

SECTION 3:

Administrative Review of Conflict of Interest and Code of Conduct. Reviewed by TC Coordinator with instructor.

Professional Behavior: The *Program Administration Manual* provides specific guidelines regarding code of conduct and conflict of interest for all representatives of the AHA as leaders in the community. Instructors need to comply with these AHA guidelines because they represent the AHA while they are conducting courses.

- Endorses the ECC Leadership Code of Conduct
Date of review: _____
- Acknowledges the AHA Statement of Conflict of Interest
Date of review: _____

SECTION 4:

Administrative Competencies and Indicators. Observed by TC Coordinator through regular teaching activities

Cognitive and Psychomotor Skills: Maintains proficiency in provider-level cognitive and psychomotor skills; fulfills requirements for initial or renewal instructor certification

- Demonstrates proficiency in provider-level skills
- Teaches at least the minimum number of classes per cycle
- Is aligned on the Instructor Network
- Completes the required provider and instructor updates
- Provides precourse instructions and resources to students before the course
- Uses student and Faculty feedback to improve teaching performance
- Ensures equipment is in working order and is available in sufficient quantity, as recommended
- Secures and protects testing materials
- Decontaminates/cleans equipment according to the manufacturer's instructions



American Heart Association Emergency Cardiovascular Care Programs Instructor/Training Center Faculty Renewal Checklist

Program Administration: Successfully manages available resources, including time, materials, space, and budget, to deliver high-quality training in accordance with AHA guidelines

- Completes postcourse records, including an accurate roster, grade report, and summary evaluation
 - Complies with the current, appropriate version of the *Program Administration Manual*
 - Ensures that AHA course completion cards are issued in a timely manner
-

Overall comments from TC Coordinator:

Overall comments from instructor/TCF:

Review of Renewal Checklist is acknowledged by instructor/TCF: _____

TCC name: _____ Instructor/TCF name: _____

TCC signature: _____ Instructor/TCF signature: _____

Date: _____ Date: _____

New instructor card issued Date: _____

TCF status maintained Date: _____

American Heart Association Emergency Cardiovascular Care Program Instructor Monitor Tool

Instructions: Training Center Faculty (TCF) or Regional Faculty (RF) should use this form to assess the competencies of instructor candidates and renewing instructors. For each competency, there are several indicators or behaviors that the instructor may exhibit to demonstrate competency.

To be used in conjunction with the Instructor/TCF Renewal Checklist.

Role of the RF/TCF Observer:

The role of the RF/TCF observer for this monitoring is to observe only. Debriefing or correcting the instructor during the course should be avoided. If critical components are not being completed, contact the TC Coordinator or Course Director outside the classroom setting immediately.

Evaluating the Critical Actions:

The following questions are critical actions required for a successful course. Each item is written to maximize the objectivity and minimize the subjectivity of the evaluator. For each item, mark one of the following:

- Yes** for items present or completed if there are no required changes for improvement. There may be recommendations for improvement and comments but no required changes.
- Yes with req.** (Yes with requirements) for items that were completed but *changes are required* for full compliance. Fill in the comment box with the required change and rationale.
- No** if the required action was not done or was done incorrectly.
- Not Observed** for items the observer did not witness during monitoring.

SECTION 1:

General information for the individual and course being observed.

Instructor or instructor candidate name: _____

Instructor ID #: _____ Instructor card expiration date: _____

Course reviewed: Heartsaver® BLS ACLS ACLS EP PALS PEARS®

Purpose of review: Initial application Instructor renewal Remediation

SECTION 2:

Instructor competencies and indicators. Observed by TCF or RF in a class setting.

Course Delivery: Presents AHA course content as intended by using AHA course curricula and materials

- 2.1 Delivers all core content consistent with AHA published guidelines, Instructor Manual, Lesson Plans, and agenda

Yes

Yes with req.

No

Not observed

Reviewer's comments:

American Heart Association Emergency Cardiovascular Care Program Instructor Monitor Tool

2.2 Uses videos, checklists, equipment, and other tools as directed in the Instructor Manual

Yes

Yes with req

No

Not observed

Reviewer's comments:

2.3 Allows adequate time for content delivery, skills practice, and debriefing

Yes

Yes with req

No

Not observed

Reviewer's comments:

2.4 Promotes retention by reinforcing key points

Yes

Yes with req

No

Not observed

Reviewer's comments:

2.5 Delivers course in a safe and nonthreatening manner

Yes

Yes with req

No

Not observed

Reviewer's comments:

2.6 Relates course material to audience (prehospital or in-facility)

Yes

Yes with req

No

Not observed

Reviewer's comments:

2.7 Effectively operates technology used in the course

Yes

Yes with req

No

Not observed

Reviewer's comments:

American Heart Association Emergency Cardiovascular Care Program Instructor Monitor Tool

2.8 Adapts terminology appropriate to location, audience, and culture

Yes

Yes with req

No

Not observed

Reviewer's comments:

2.9 Accommodates students who have disabilities and other special needs

Yes

Yes with req

No

Not observed

Reviewer's comments:

2.10 Provides timely and appropriate feedback to students

Yes

Yes with req

No

Not observed

Reviewer's comments:

2.11 Uses principles of effective team dynamics during small group activities

Yes

Yes with req

No

Not observed

Reviewer's comments:

2.12 Facilitates debriefings after scenarios to improve individual and team performance

Yes

Yes with req

No

Not observed

Reviewer's comments:

Testing and Remediation: Measures students' skills and knowledge against performance guidelines and provides remediation when needed to consolidate learning

2.13 Tests students by using AHA course materials according to instructions in the Instructor Manual

Yes

Yes with req

No

Not observed

Reviewer's comments:

American Heart Association Emergency Cardiovascular Care Program Instructor Monitor Tool

2.14 Provides feedback to students in a private and confidential manner

Yes

Yes with req

No

Not observed

Reviewer's comments:

2.15 Provides remediation by directing students to reference material and by providing additional practice opportunities

Yes

Yes with req

No

Not observed

Reviewer's comments:

2.16 Retests students when indicated

Yes

Yes with req

No

Not observed

Reviewer's comments:

Professionalism: Maintains a high standard of ethics and professionalism when representing the AHA
2.17 Demonstrates professional behavior in physical presentation and teaching, including enthusiasm, honesty, integrity, commitment, compassion, and respect

Yes

Yes with req

No

Not observed

Reviewer's comments:

2.18 Follows HIPAA, FERPA, and/or local guidelines maintaining confidentiality

Yes

Yes with req

No

Not observed

Reviewer's comments:

American Heart Association Emergency Cardiovascular Care Program Instructor Monitor Tool

2.19 Recognizes and appropriately responds to ethical issues encountered in training

Yes

Yes with req

No

Not observed

Reviewer's comments:

2.20 Maintains student confidentiality when appropriate

Yes

Yes with req

No

Not observed

Reviewer's comments:

Overall comments from TCF or RF observer:

Review completed:

Successful

Comment: _____

Remediation needed

Comment: _____

Unsuccessful

Comment: _____

RF/TCF name: _____

RF/TCF signature: _____ Date: _____

American Heart Association Emergency Cardiovascular Care Program Instructor Monitor Tool

SECTION 3:

Review of candidate or instructor. To be completed by TC Coordinator.

I have reviewed the Instructor Monitor Tool with my TC Coordinator, and my instructor status has been reviewed with me. Overall comments from monitored candidate or instructor:

Candidate or instructor name: _____

Candidate or instructor signature: _____ Date: _____

TC Coordinator name: _____

TC Coordinator signature: _____ Date: _____

Date _____
Filers Name _____
Instructors Name _____
Location _____
Training Site _____
Issue to Resolve _____



Please Submit Completed Form to Learn@lifetekinc.com

Name of TC Representative Following Up:		
Follow up with Instructor:		
Follow up with Filer:		
Resolution Achieved:	Yes	No

Result

Date: _____

Representative Signature: _____