

The CPR Lady, Inc.

The CPR Lady Training Site Manual

Training Site Policies and Procedures

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REVISION 5.0

The CPR Lady Training Site Manual

Training Site Policies and Procedures

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It is the responsibility of The CPR Lady, Inc. Training Center to ensure that the Training Site (TS) and Instructors comply with all policies and procedures outlined in the *AHA Program Administration Manual: Guidelines for Program Administration and Training (PAM) United States Version, Effective February 1, 2013, Updated October 22, 2012*, as well as, with The CPR Lady, Inc. Training Center's policies and procedures. A full, complete version of the *PAM* is found on the Instructor Network and on The CPR Lady's secured Training Site/Instructor website under Documents > General. The CPR Lady, Inc. Training Center's policies and procedures Manuals are found on The CPR Lady's secured Training Site/Instructor website under Documents > TCL Manuals.

Training Site

The TS is a self-sufficient training location that operates under a Training Center. The key criteria for a TS are as follows:

- Conduct AHA courses following the guidelines outlined in the *PAM* and in the Instructor Manual for each discipline that the Training Site is approved to teach
- Meet the same standards as Training Center with regards to equipment, course completion card management, and Instructors in each discipline that the Training Site will teach
- Maintain course and Instructor records meeting the same requirement and standards of the Training Center and submit reports as requested to the Training Center
- Appoint a TS Coordinator who meets the defined position requirements and who is approved by the Training Center Coordinator.
- Conduct annual self-reviews by using the TS Administrative Self- Review and submitting the review to the Training Center. The Training Site must be able to submit these upon request from the Training Center or AHA. The TS Administrative Self-Review form is located on The CPR Lady's secured Training Site/Instructor website under Documents > Training Site Info
- Provide courses only in the same defined Territory as the Training Center as detailed in the Training Center Agreement. Any course completion card issued outside of the Territory area is not considered valid and could result in termination of the Training Site Agreement. Training Site and their Instructors may only offer AHA courses in the geographic region defined in The CPR Lady, Inc. Training Center Agreement — California, Arizona and Nevada
- The Training Center must have a signed letter of agreement/understanding on file with each Training Site that can be made available to AHA upon request.

Training Site Management

It is the responsibility of the Training Center to ensure that the Training Site complies with all policies and procedures outlined in the *PAM*, as well as, with the Training Center's own policies and procedures and the Training Center Agreement.

- The TC Coordinator/TC Faculty visits and monitors each Training Site at least once every 2 years to ensure that the Training Site complies with AHA and Training Center policies.
- The Training Center maintains documentation of these visits for at least 3 years.
- The Training Center uses the TS Quality Assurance Review Process to document a review of a Training Site.
- The Training Center ensures appropriate equipment is available in sufficient quantity and in good working order at each course conducted by the Training Site and Instructors. This can be accomplished by visits to each Training Site and by regular course/skills session monitoring.

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The Training Center will disclose **all** Training Site locations and numbers of Instructors to the AHA Account Manager or AHA Account Specialist every year or as requested.

Tools to Manage Training Site

In an effort to comply with AHA policy, The CPR Lady, Inc. has initiated a four (4) prong program to document these key criteria for a Training Site.

- TS Administrative Self-Review
- TS Quality Assurance Review
- TS Course Monitoring Review
- TS Agreement with TC

TS Administrative Self-Review

TS Administrative Self-Review form is a modified copy of the TC Administrative Self-Review form found in the *PAM*. The form has been modified and adapted to fit the needs of the Training Site. TS Administrative Self-Review form is found on The CPR Lady's secured Training Site/Instructor website under Documents > Training Site Info.

The TS Administrative Self-Review is divided into four sections:

- Section I Organization/Administration-Focused Functions
- Section II Course-Focused Functions
- Section III Instructor-Focused Functions
- Section IV Equipment-Focused Functions

Required Documentation:

- Copy of current certificate for general liability insurance
- Copy of current, signed TS Agreement with the TC
- Copy of the current business license
- Copy of the current Fictitious Business Name Statement (DBA)
- Current list of Instructors and contact information
- Training Site Policies and Procedures
 1. Quality Improvement/Quality Assurance Policy
 2. Equipment Maintenance/Decontamination Policy
 3. Internal Dispute Resolution Policy
 4. Management of Instructor Communications/Updates Policy
 5. Instructor Management/Relations Policy
- Agenda for each Course taught
- List of training equipment for courses taught

TS Quality Assurance Review

TS Quality Assurance Review form is a modified copy of the TC Quality Assurance Review form supplied by the AHA Account Manager. The form has been modified and adapted to fit the needs of the Training Site. TS Quality Assurance Review form is found on The CPR Lady's secured Training Site/Instructor website under Documents > Training Site Info.

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TS Course Monitoring Review

TS Course Monitoring Review form is a modified copy of the TC Course Monitoring Review form found in the *PAM*. The form has been modified and adapted to fit the needs of the Training Site. TS Course Monitoring Review form is found on The CPR Lady's secured Training Site/Instructor website under Documents > Training Site Info.

The TS Course Monitoring Review is divided into three sections:

- Section I Facility/Class Structure
- Section II Course Content
- Section III Equipment/Materials Available

Purpose of Review:

- Evaluate how the TS allocates resources to accommodate class size
- Evaluate how the TS incorporates course content
- Evaluate how the TS uses required equipment and AHA materials

TS Agreement with TC

TS Agreement with TC is a modified copy of the TC Agreement found in the *PAM*. It has been modified and adapted to fit the needs of the Training Site. TS Agreement form with the TC is available on The CPR Lady's secured Training Site/Instructor website under Documents > Training Site Info.

The TS Agreement is divided into eight parts:

- Responsibilities of the Training Site
- Responsibilities of the Training Center
- Training Site Reviews
- Training Site Dispute Resolution
- Training Site Costs and Fees
- Proprietary Rights
- Indemnification
- Term and Termination

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General Information

It is the responsibility of The CPR Lady, Inc. Training Center and Training Site/TS Coordinator to ensure Instructors comply with all policies and procedures outlined in the *AHA Program Administration Manual: Guidelines for Program Administration and Training (PAM) United States Version, Effective February 1, 2013, Updated October 22, 2012*, as well as, with The CPR Lady, Inc. Training Center's policies and procedures. A full, complete version of the *PAM* is found on the Instructor Network and on The CPR Lady's secured Training Site/Instructor website under Documents > General.

AHA Classroom-Based Course Criteria

An AHA course must meet the following criteria before a course completion/participation card may be issued. The intent of this policy is to ensure consistent quality in AHA courses wherever they are taught.

- The course Instructor must be a current AHA-recognized Instructor. Specialty Faculty (prior approval by the Training Center) with expertise in a particular content area may assist AHA Instructors in advanced life support courses. Specialty Faculty do not count in the required Student-to-Instructor ratio as outlined in the appropriate Instructor Manual. See Specialty Faculty for more information and to clarify use and limitations.
- The course must be taught according to the guidelines and core curriculum set forth in the current editions of the AHA course textbooks and/or Instructor Manuals. An Instructor can add topics before or after the AHA core curriculum so long as it does not interrupt the flow of the course or impact the instructional design of the course. See Non-AHA Content/Material Policy for more information.
- Each Student must have the current appropriate course textbook readily available for use before, during, and after the course. Textbooks are designed for individual use and are an integral part of the Student's education before, during, and after the course. Students may reuse their textbooks during renewals until new science guidelines are published. Exception: Online course-participants do not need to purchase textbooks because they have access to online information/book after completing the course.
- The most current edition of AHA course materials, DVDs, and exams must be used. Using the course DVDs is mandatory in classroom courses.
- A course evaluation form must be used in each AHA course to obtain feedback from Students on course content and Instructor performance. AHA strongly encourages the use of the AHA Course Evaluation form found on the Instructor Network. The CPR Lady, Inc. Training Center has elected to use its own evaluation form. The forms contain all the information on the Instructor Network form plus a marketing survey. The CPR Lady's Course Evaluation forms are found on The CPR Lady's secured Training Site/Instructor website under Documents > Course Evaluations and Documents > Course Evaluations 2005 Format.
- After successful course completion, the appropriate AHA course card must be issued. The course completion card must meet all AHA card issuance requirements.

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AHA eLearning Course Criteria

- After a Student completes the online portion of an AHA eLearning course, an Instructor can conduct the skills practice and testing.
- If the certificate does not start with SCI, go to [Laerdal](http://www.laerdal.com/certificate/) Link is <http://www.laerdal.com/certificate/> to validate the certificate.
- If the certificate number starts with SCI, go to [Online AHA](http://www.onlineaha.org/index.cfm?fuseaction=main.checkcertificate/) Link is <http://www.onlineaha.org/index.cfm?fuseaction=main.checkcertificate/> to validate the certificate.
- To validate a Student's Part 1 completion certificates
 1. Go to [OnlineAHA.org](http://www.onlineaha.org/) Link is <http://www.onlineaha.org/>
 2. On the home page, scroll down to choose "Skills Sessions."
 3. Scroll to the bottom of the Skills Session page and click the "Check Certificate" link.
 4. Look for an anatomical heart watermark as the background on the current version of certificates.

Provider Courses

Refer to the *AHA Program Administration Manual: Guidelines for Program Administration and Training (PAM)*, Chapter 7 Course Information. A full, complete version of the PAM is found on the Instructor Network and on The CPR Lady's secured Training Site/Instructor website under Documents > General.

- Provider Course Descriptions
- Provider Course Prerequisites
- Self-Directed Learning
- Provider Course Director
- Provider Course Instructors and Specialty Faculty
- Physician Instructor
- Provider Course Lead Instructor

Provider Course Structure

The following guidelines apply to Provider Course length, lesson maps, agenda, Student-to-Manikin ratios, and Student-to-Instructor ratios:

- The course educational objectives must be met according to the current guidelines in the course Instructor Manual and the AHA website. All core course content must be included
- The focus is on interactive learning and evaluation. Course materials allow maximum time for hands-on manikin skills practice and skills evaluation
- All Students will have an opportunity to practice their skills under the supervision of an Instructor who will provide ongoing feedback on their competency
- The course must adhere to the Student-to-Manikin and Student-to-Instructor ratios dictated by The CPR Lady, Inc. Training Center. This is currently a maximum of 3:1 ratio for Student-to-Manikin and an 8:1 ratio for Student-to-Instructor. These ratios supersede the ratios outlined in the specific Instructor Manuals
- Students must attend all course sessions as established by the agenda for successful completion of the course
- Failure by an Instructor to follow these policies may be cause for revocation of Instructor status

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Provider Course Completion

- To receive a course completion card, the Student must complete the following as indicated in the course-specific Instructor Manual:
 1. Attend and participate in the entire course
 2. Pass required skills tests
 3. Pass required written tests (if applicable)
 4. Opportunity to complete a course evaluation
- The Course Director/Instructor (person whose name goes on the card) is responsible for verifying the Student has met all requirements for course completion.
- The CPR Lady's Training Center policy does not allow for a Student to attend and receive AHA cards for an ACLS and PALS Provider class taught the same day. However, it is encouraged to have a Student "add-on" a BLS HCP class to either an ACLS or PALS Provider class.

Provider Course Student Assessment

Provider Course Written Test

The following rules apply to all written tests:

- The current version of the written tests for an AHA course must be used. The AHA written tests are obtained from The CPR Lady, Inc. Training Center Coordinator. Training Sites/Instructors may request exams by calling (949) 651-1020 or emailing request to info@TheCPRLady.net (click on the email link).
- Written tests are copyrighted and may not be altered in any way or posted to any Internet or Intranet sites. This includes Precourse Self-Assessments.
- Use of an altered written test or another written test in a course in which AHA course completion cards are issued is not permitted and will jeopardize the status of all involved Faculty and Instructors.
- When a Training Site/Instructor administers the written exam, the exam is administered in a proctored setting with the Student being monitored at all times while taking the exam.
- In some self-directed eLearning courses, the written test is included in the software program according to the policy for that individual course.
- Instructors may read the test to a Student who has a learning disability or language barrier. This must be done in a manner that will not indicate the correct answers to the Student.
- Students may not use any written materials when taking the written exam.
- Students may not take the exam as a team. All exams are taken individually.
- Students must score 84% or higher on **most** Provider Course written tests for course completion. A full, complete listing of Provider Course written tests and their passing scores is found on The CPR Lady's secured Instructor website under Documents > Course Exams.
- Some AHA exams are available in other languages. Training Site/Instructors should contact the Training Center Coordinator to inquire about Course Exams in other languages.

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Provider Course Skills Testing

- Instructors of the appropriate discipline will evaluate each Student for his or her didactic knowledge and proficiency in all core psychomotor skills of the course.
- Students may use the Handbook of Emergency Cardiovascular Care for Healthcare Providers and ECC algorithms for the Megacode Skills Test in the ACLS courses and the core case scenarios in PALS courses at the discretion of the Course Director.
- No AHA course completion card is issued without hands-on manikin skills testing by either an AHA Instructor for that discipline or an AHA-approved computerized manikin in an AHA eLearning course.
- Students in advanced life support courses are not required by the AHA to have a current BLS Healthcare Provider (HCP) card, but they are expected to be proficient in BLS HCP skills. Training Centers have the option to require a current HCP card.

Challenge

A “challenge” occurs when a Student requests to complete course testing requirements without participating in an AHA classroom or online course. Instructors must follow all course testing requirements as defined in the appropriate Instructor Manual for the course testing requirements being challenged. See *PAM* for detailed information. Training Memo challenge option defined, April 2012 is found on The CPR Lady’s secured Instructor website under Documents > Training Memo-Training Bulletin.

- Students cannot challenge a course until one (1) year after the release date of the corresponding product materials.
- Students must show their current AHA course completion card before testing. An expired AHA course completion card is not acceptable.

Provider Course Student Remediation

- The goal of an AHA course is to prepare Students to deliver effective resuscitation. Some Students may not meet the course objectives and will need remediation in deficient areas.
- Instructors may provide remediation to Students by monitoring and mentoring them to identify and resolve weaknesses, requesting additional skills practice, assigning additional reading, referring Students to other courses, or having Students retake the examination or assessment stations to the satisfaction of the Course Director or Lead Instructor.
- If remediation is unsuccessful, the Course Director or Lead Instructor may require Students to repeat the entire course. (For more information on specific remediation requirements for any course, see the Instructor Manual for that course.)
- If a Student scores lower than 84% on the first written test, he or she must be remediated to the satisfaction of the Course Director or Lead Instructor or take a different version of the written test for successful course completion.
- At the time of the course, some Students might not be successfully remediated through particular sections of the course (or exam or test). When this happens, the Student may arrange for a separate remediation session. A Student must meet all course objectives to the satisfaction of the Course Director or Lead Instructor before receiving a course completion card.
- Students must complete all remediation sessions, including exams, tests and skill stations, within 30 days of the last day of the original course. The remediation date will be listed as the issue date on the course completion card.
- If a Student does not achieve remediation within 30 days, the course is considered incomplete and a course completion card will not be issued.

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Provider Course Update or Renewal Procedures

- The recommended update or renewal interval for all AHA course cards is two (2) years. The only exception is the Heartsaver Bloodborne Pathogens course participation card. Per OSHA, this course participation card is only valid for one (1) year. Providers who intend to take an update or renewal course must show a current AHA Provider card to enroll in an update or renewal course.
- At the discretion of the Training Center Coordinator, Training Site Coordinator, Course Director, or Lead Instructor, exceptions may be allowed. The Training Center Coordinator has the final authority and responsibility for allowing a Student to take an update course if he or she does not have a current AHA Provider card.
- Students who present an expired AHA Provider card or do not possess an AHA Provider card may be allowed to take an update course but will not be given the option of remediation. These Students will need to complete the entire provider course if they cannot successfully meet the course completion requirements when tested.
- For more information on challenges, see the *PAM*.

Instructor Courses

Please refer to the *AHA Program Administration Manual: Guidelines for Program Administration and Training (PAM)*, Chapter 7 Course Information. A full, complete version of the *PAM* is found on the Instructor Network and on The CPR Lady's secured Training Site/Instructor website under Documents > General.

The CPR Lady, Inc. Training Center Policy

- All Instructors who are aligned with The CPR Lady, Inc. Training Center are required to have a current, valid BLS Instructor card.
- All renewing BLS Instructors must complete a BLS Instructor Course, including monitoring of teaching performance through The CPR Lady, Inc. Training Center.
- Instructors for all disciplines (BLS, ACLS, and PALS) will have their initial Instructor Course as an Instructor Candidate with The CPR Lady, Inc. BLS Instructors will have their Instructor Renewal Courses with The CPR Lady, Inc. Training Center or with an approved Training Site of The CPR Lady, Inc. Training Center. ACLS and PALS Instructors will have their Instructor Renewal Courses only with an approved Training Site of The CPR Lady, Inc. Training Center.

*Unless prior arraignments have been made with The CPR Lady, Inc. Training Center.

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AHA Course Card Ordering Guidelines

AHA Course Card Ordering

A Training Site should attempt to order AHA Course Cards from the Training Center once per calendar month. A standard \$5.00 handling fee will be assessed for the each purchase.

All Training Site AHA Course Card orders should be placed via e-mail to: Angelica@TheCPRLady.net (Click on the email link)

- A reply e-mail will be sent to confirm order receipt
- No AHA Course Cards will be shipped until payment in-full (including handling fee) is received by the Training Center

All AHA Course Card orders will be shipped in complete packets (24 cards per packet) to the shipping address on file for Training Site. No partial packets will be shipped.

Effective January 2012, pricing for AHA Course Card packets are as follows (pricing is subject to change at any time):

- Healthcare Provider: \$144.00
- Heartsaver (all types): \$144.00
- ACLS: \$360.00
- PALS: \$360.00
- PEARS: \$360.00

It is the responsibility of the Training Site/TS Coordinator to inform the Training Center if their shipping address has changed.

The Training Center will accommodate one shipping address change per calendar year.

AHA Course Cards will be shipped via United States Postal Service (USPS) Standard or Priority mail, depending on the order size.

AHA Course Cards will be shipped to the Training Site as expeditiously as possible. There is no guarantee of shipment immediately upon receipt of payment.

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Access to Website

The website is accessed through most Internet browsers by entering www.TheCPRLady.net into the address bar. Currently Microsoft's Internet Explorer 8 and Internet Explorer 9 are the only browsers that has been tested and validated.



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- Enter your Username and Password, and then click the **Submit** button to logon. The CPR Lady, Inc. staff will supply Username and Password. Your Training Site Username will be similar to your Training Site name and your Password will be preset (e.g. TheCPRLady/●●●●●●●●).
- Your first logon will require you to change your password. Please do not share this password with anyone.

The screenshot shows a web browser window titled "The CPR Lady - Instructor Login - Windows Internet Explorer". The address bar displays "https://secure.cnchost.com/thecprlady.net/users/index.php". The page content includes the "Saving Hearts The CPR Lady" logo with the tagline "One Beat at a Time" and the "American Heart Association AUTHORIZED TRAINING CENTER" logo with the tagline "Learn and Live". Below the logos, the heading "Instructor Login" is followed by the instruction "Enter username and password below to access site administration." The login form consists of two input fields: "Username:" and "Password:", both of which are circled in red. A "Submit" button is located below the password field. At the bottom of the page, there are links for "Terms of Use", "Privacy Policy", and "Refund Policy", along with the copyright notice "© 2010 The CPR Lady, Inc.".

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Training Site Interface

- The Training Site interface consists of six (6) menu bar items that access five (5) primary sections, **Training Site Main**, **Classes**, **Duplicate Card Request**, **Documents**, and **Tools** along with **Logout**.
- The logged in Training Site is notated by the “Logged in as: “Training Site Name (Training Site)” just below the Tools and Logout menu options.

Training Site Main

- Training Site Main lists **Ready to Print**, **Dup Card Requests**, **Instructor Open**, and **Waiting for Validation**. This is a quick reference page to allow a Training Site to manipulate a class, class information, and Student enrollment.
- This page auto-refreshes every 60 seconds, so as work is processed, it can be move to the appropriate category.

Training Site Home Page - Windows Internet Explorer

https://secure.cnchost.com/thecprlady.net/users/trainingsite.p

Training Site Home Page

Saving Hearts
The CPR Lady
— One Beat at a Time

American Heart Association
Learn and Live

AUTHORIZED TRAINING CENTER

Training Site Main | Classes | Duplicate Card Request | Documents | Tools | Logout

Training Site Main Logged in as: Example Training Site (Training Site)

Training Site: Example Training Site

Ready To Print Did not find any processed classes.

Dup Card Requests Did not find any duplicate card requests.

Instructor Open

	Date	Class Type	Instructor	Confirmed
Click to view/edit class detail	07/25/2012	BLS Healthcare Provider (NEW)	Instructor, Example	6
to view roster	07/25/2012	ACLS Provider (NEW)	Instructor, Example	3
to delete class	07/27/2012	Heartsaver First Aid CPR AED	Instructor, Example	1
	07/28/2012	BLS Healthcare Provider (NEW)	Instructor, Example	0

Waiting for Validation Did not find any exported classes.

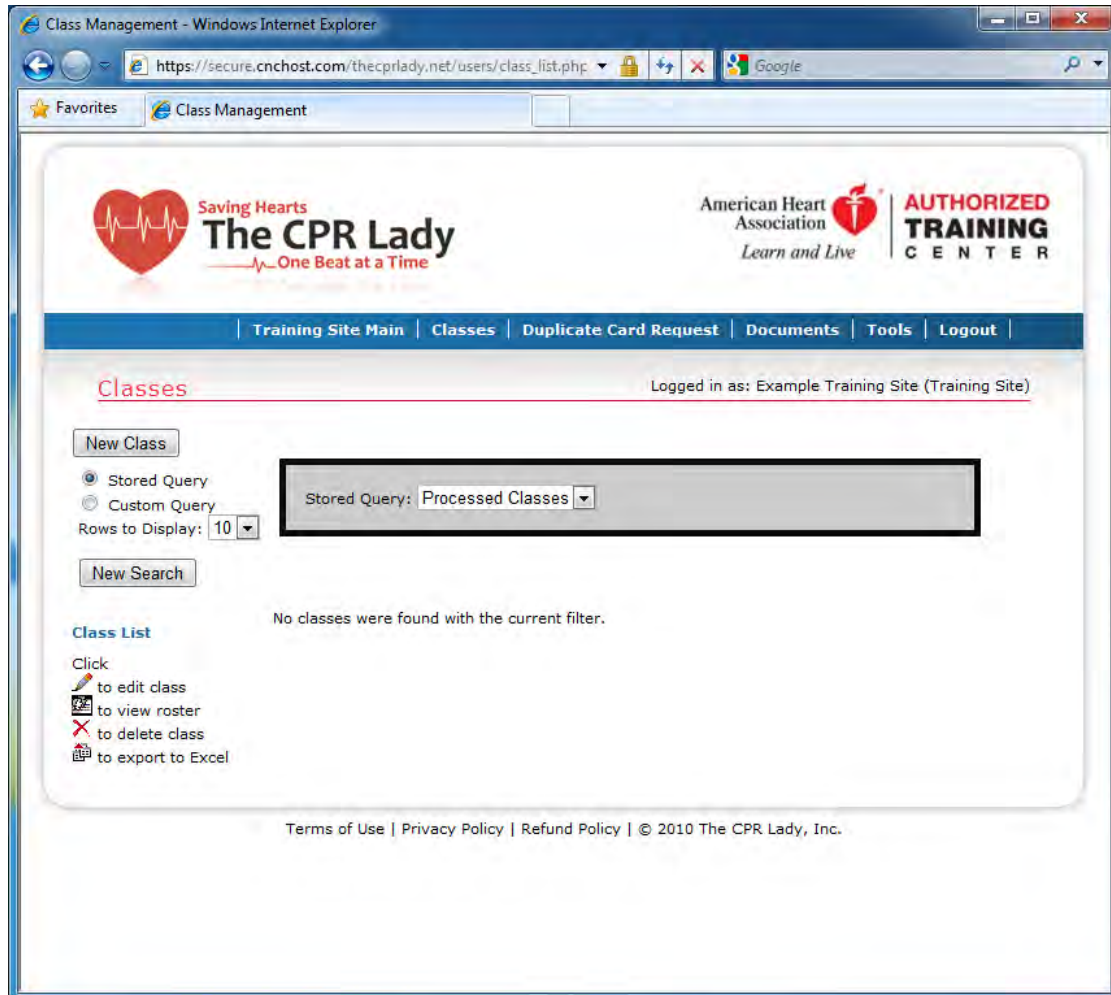
Terms of Use | Privacy Policy | Refund Policy | © 2010 The CPR Lady, Inc.

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Classes

Allows the Training Site to manipulate a class, class information, and Student enrollment. A Training Site can also search for classes and develop reports utilizing the stored and custom query functionality.

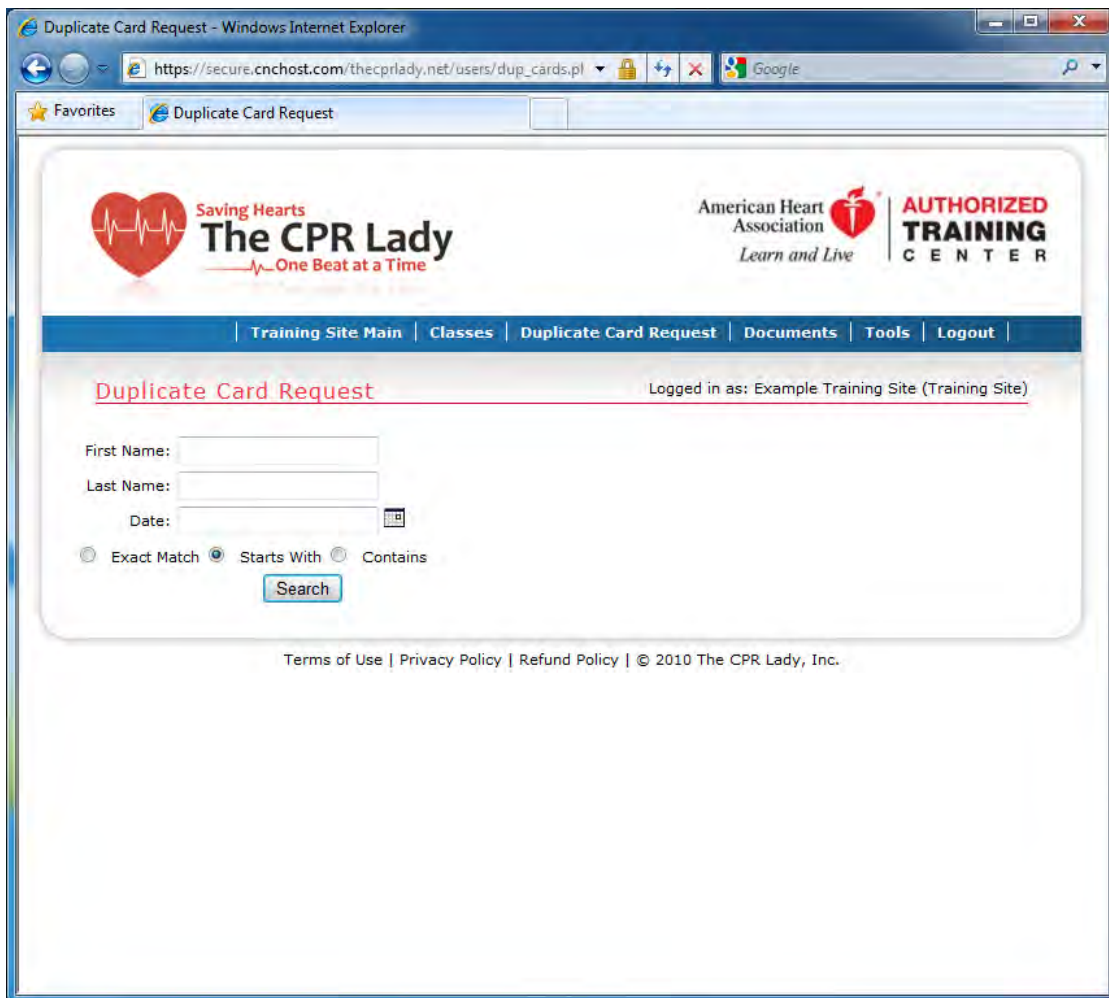


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Duplicate Card Request

Allows Training Site to request a replacement card for a specific Student. Issues come up with printed cards. For example, names can be misspelled on the roster, mistyped on the website, or even cards lost by the Student. Students can request a name change (Bill to William, etc...) to meet HR guidelines, or address legal name changes. Searching is done in multiple ways to guarantee the Training Site can find the correct Student in the correct class.



The screenshot shows a web browser window titled "Duplicate Card Request - Windows Internet Explorer". The address bar shows the URL: https://secure.cnchost.com/thecprlady.net/users/dup_cards.pl. The page features the "The CPR Lady" logo with the tagline "Saving Hearts - One Beat at a Time" and the American Heart Association logo with the text "AUTHORIZED TRAINING CENTER". A navigation menu includes "Training Site Main", "Classes", "Duplicate Card Request", "Documents", "Tools", and "Logout". The main content area is titled "Duplicate Card Request" and shows a user is logged in as "Example Training Site (Training Site)". The form includes input fields for "First Name:", "Last Name:", and "Date:". Below these fields are radio buttons for search criteria: "Exact Match", "Starts With" (which is selected), and "Contains". A "Search" button is located below the radio buttons. At the bottom of the page, there are links for "Terms of Use", "Privacy Policy", and "Refund Policy", along with the copyright notice "© 2010 The CPR Lady, Inc."

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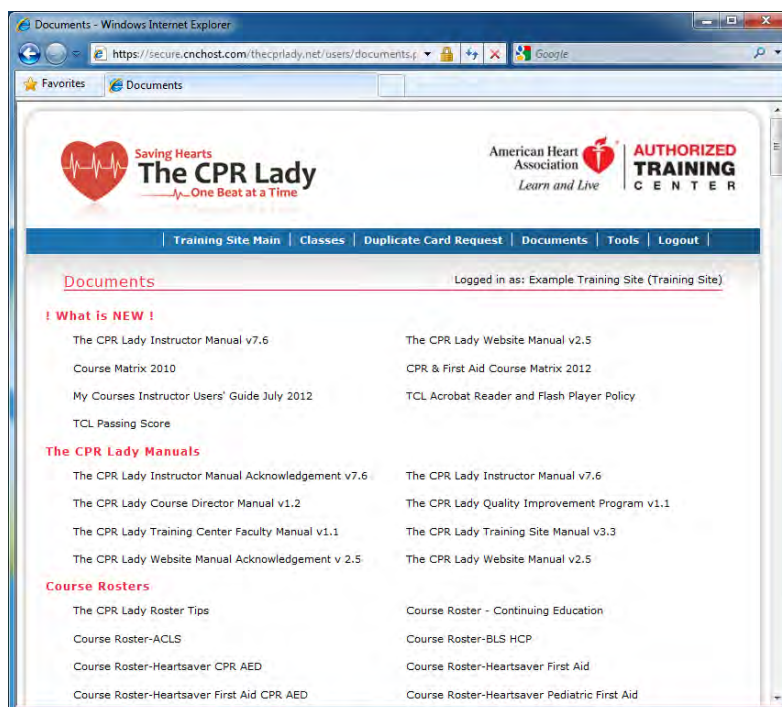
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Documents

Allows Training Site/Instructor quick, easy access to AHA documents, Rosters, Course Evaluations, Course Skills Testing, etc. **This is a dynamic and constantly changing area. Training Sites should check frequently to find the latest information.**

The Documents page is divided into several sections (not all sections listed below) that are relevant to Training Site based on classes Instructors at Training Site teach:

- ! What is NEW! – Information relevant to a Training Site/Instructor and recently posted
- The CPR Lady Manuals
- Course Rosters – Current rosters for all AHA Courses – ACLS, BLS, PALS, PEARS, Family & Friends, Heartsaver, and eLearning classes with features that allow you to enter information in certain areas prior to printing
- Course Evaluations – Current evaluations for all AHA Courses – ACLS, BLS, PALS, PEARS, Family & Friends, and Heartsaver classes with features that allow you to enter information in certain areas prior to printing. Each Course Evaluation form contains a special section “How did you hear about us?” to track effective marketing tools
- Course Study Guides – Guides for assisting Students to successfully complete AHA courses
- Course Exams – Current Course Exams for Instructor appropriate courses (e.g. BLS [both English and Spanish], ACLS, PALS and PEARS exams)
- Course Skills Testing – Current skills testing, memos, and scripts for several AHA Courses (ACLS, BLS, PEARS, and Heartsaver classes)
- General – Many important AHA documents — AHA Program Administration Manual, Course Card Reference Guide, Course Matrix, The CPR Lady, Inc. Website Manual, etc.
- Etc...



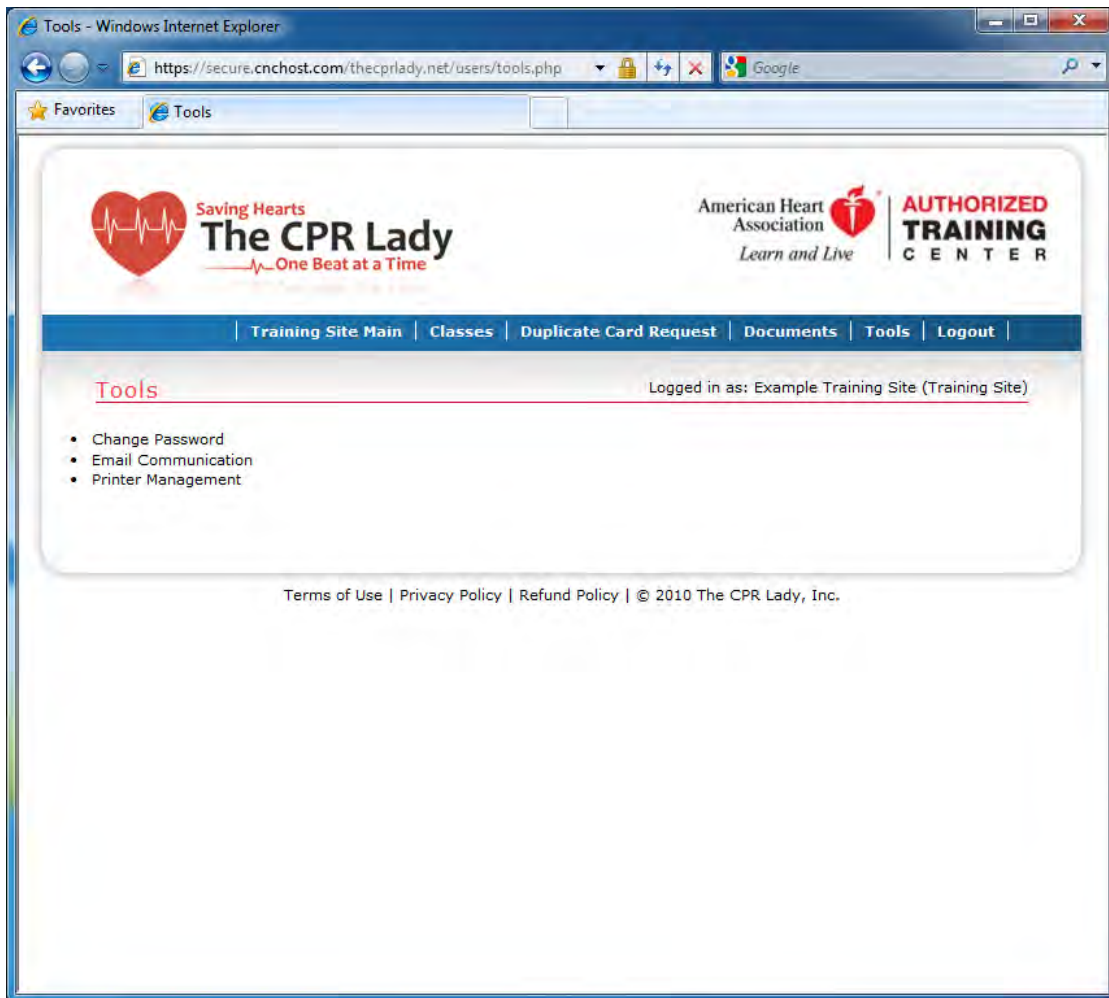
The CPR Lady Training Site Manual

Training Site Policies and Procedures

Tools

Website Tools developed by The CPR Lady, Inc. Training Center to assist Training Site in using the website and accessing the data stored there. Future tools area being developed and will be made available upon completion.

- AHA Resources – Links to several AHA websites
- Change Password – Allows Training Site to change their logon password
- Email Communication – Allows Training Site/Instructor to send email communications to Students
- Printer Management – Setup card printing specifics based on specific printer being used to print cards by Training Site



The CPR Lady Training Site Manual

Training Site Policies and Procedures

Tool List

Tools developed by The CPR Lady, Inc. Training Center to assist a Training Site in using the website and accessing the data stored there. Future tools area being developed and will be made available upon completion.

- AHA Resources – Links to several AHA websites and social media (Facebook, Twitter, YouTube, Google+)
- Change Password – Allows Instructor to change their logon password
- Email Communication – Allows Instructor to send email communications to students
- Printer Management – Setup card printing specifics based on specific printer being used to print cards

AHA Resources Tool

- The AHA Resources tool can be found on The CPR Lady’s secured Training Site website under Tools
- Convenient links to AHA websites and social media (Facebook, Twitter, YouTube, Google+)
 1. [American Stroke Association](http://www.strokeassociation.org/STROKEORG/) – Link <http://www.strokeassociation.org/STROKEORG/>
 2. [American Heart Association](http://www.heart.org/HEARTORG/) – Link <http://www.heart.org/HEARTORG/>
 3. [Be The Beat](http://www.strokeassociation.org/STROKEORG/) – Link <http://www.strokeassociation.org/STROKEORG/>
 4. [Hands–Only CPR](http://www.heart.org/HEARTORG/CPRAndECC/HandsOnlyCPR/Hands-Only-CPR_UCM_440559_SubHomePage.jsp) – Link http://www.heart.org/HEARTORG/CPRAndECC/HandsOnlyCPR/Hands-Only-CPR_UCM_440559_SubHomePage.jsp

Change Password Tool

- The Change Password tool can be found on The CPR Lady’s secured Training Site/Instructor website under Tools
- The CPR Lady, Inc. Training Center strongly recommends the Training Site changes its logon password every 6 months.
- Instructions can be found on The CPR Lady’s secured Training Site/Instructor website under Documents > Instructor Info > TCL Secured Website Tool Tips

Email Communications Tool

- The Email Communication tool is available on The CPR Lady’s secured Training Site/Instructor website under Tools
- The CPR Lady, Inc. Training Center encourages a Training Site/Instructor to send emails to Students:
 1. Thank you for attending email
 2. Renewal notice email
 3. Promotional email
- Instructions are available on the Email Communication page after entering the search criteria and clicking the Search button
- Instructions and examples of email content can also be found on The CPR Lady’s secured Training Site/Instructor website under Documents > Instructor Info > TCL Secured Website Tool Tips

The CPR Lady Training Site Manual

Training Site Policies and Procedures

Printer Management Tool

Every printer is different, and even different printers by the same manufacturer can have inconsistencies in how they print documents. It is strongly recommended that all Training Sites use a business grade printer for printing of continuing education unit certificates and AHA cards. It is also recommended that the printer have the capabilities to print in color. The website is designed and setup to allow for multiple printer configurations, but only 1 can be designated as the “default printer”.

- The Printer Management tool is available on The CPR Lady’s secured Training Site/Instructor website under Tools
- The CPR Lady, Inc. Training Center will assist the Training Site in the initial setup of the printer to print cards and CEU certificates
- Instructions for management are available on The CPR Lady’s secured Training Site/Instructor website under Documents > Instructor Info > TCL Secured Website Tool Tips. They are also incorporated into the tool directly for ease of access

Logout

- Logs Training Site out of The CPR Lady’s secured Training Site/Instructor website and places Training Site at the logon prompt.
- Training Site will also be logged out of The CPR Lady’s secured Training Site/Instructor website after approximately 30 minutes of inactivity

The CPR Lady Training Site Manual

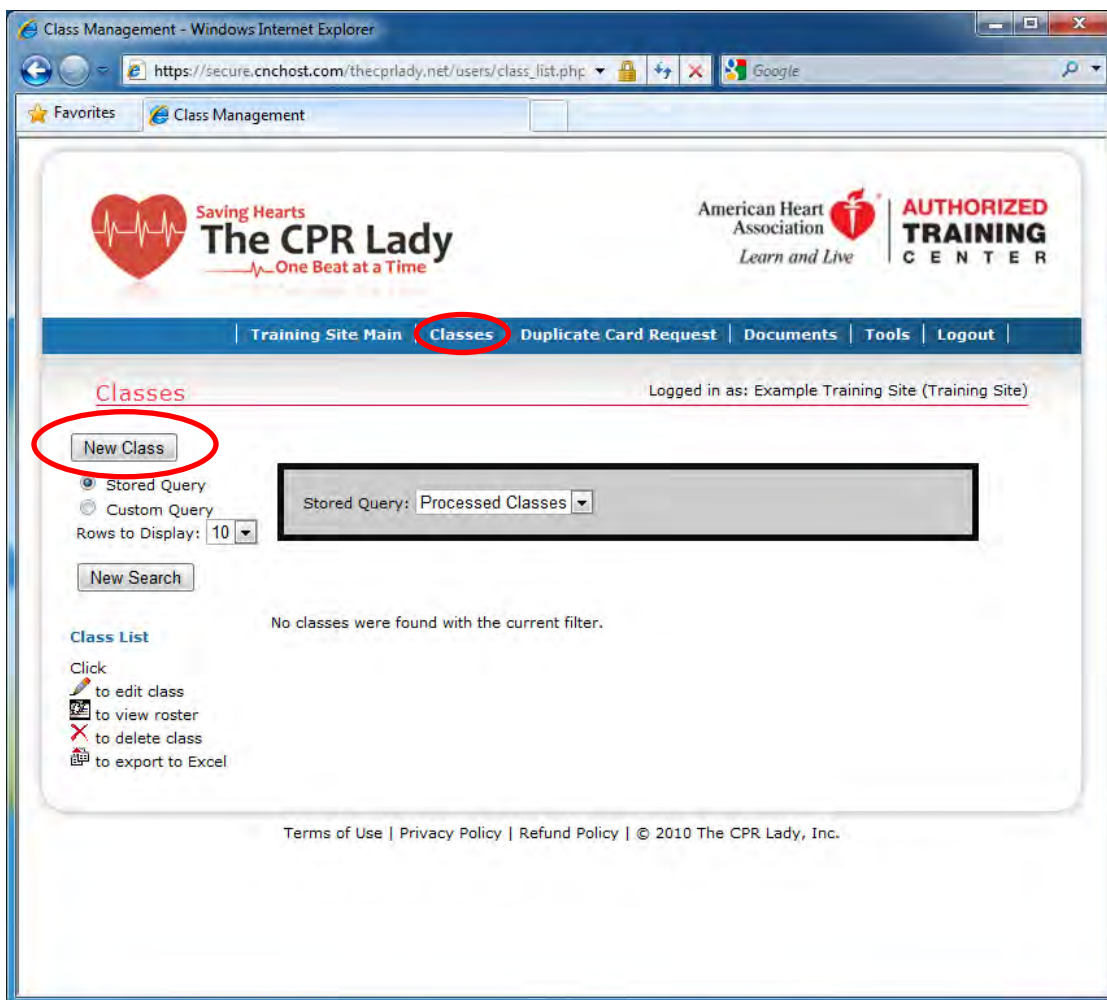
Training Site Policies and Procedures

Class Procedures

- The American Heart Association’s policy states course cards must be issued **within 20 business days of the course completion** (starting last day of class). Business days exclude Saturday, Sunday, and National Holidays. For The CPR Lady’s purposes, National Holidays are the days banks are closed.
- The CPR Lady, Inc. Training Center grants a Training Site the privilege and responsibility to print their own cards; to place the card in the Student’s hand as quickly as possible. A Training Site that wants The CPR Lady, Inc. Training Center website to state “Receive AHA card day of class” will need to issue cards upon the Student leaving the Training Site.


Create a Class

To create a class, click on the **Classes** menu bar item and then click the **New Class** button.



The CPR Lady Training Site Manual

Training Site Policies and Procedures

- Enter your class data as follows:
 1. Instructor:
 - Enter the Instructor Name via the drop down menu. Available Instructor names are based on Instructors teaching for Training Site.
 2. Class Date:
 - Enter the Class Date either in the format MM/DD/YYYY or click on the Calendar Icon  and select the appropriate date on the displayed calendar. **If you do not use the format MM/DD/YYYY, your class date will be incorrect.**
 3. Site:
 - Determined by logon
 4. Class Type:
 - Enter the Class Type via the drop down menu. Available class types are based on Instructor certification(s).
 5. Assistant Instructors: (optional, but 1:8 Instructor-to-Student ratio is enforced)
 - Enter Assisting Instructor's name (*First Name Last Name*) and click the "+" icon to add the name
 - There is no limit to the number of Assisting Instructors that can be added
 - Highlight an Instructor name within the box and click the "-" icon to remove the name
 6. Click the **Create** button.

Class Detail - Windows Internet Explorer

https://secure.cnchost.com/thecprlady.net/users/class_detail.p

Class Detail

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Training Site Main | Classes | Duplicate Card Request | Documents | Tools | Logout

Class Detail Logged in as: Example Training Site (Training Site)

Instructor: Instructor, Example

Class Date:

Site: Example Training Site

Class Type: Select One

Assistant Instructors: Click + to add

Class Status: In Progress

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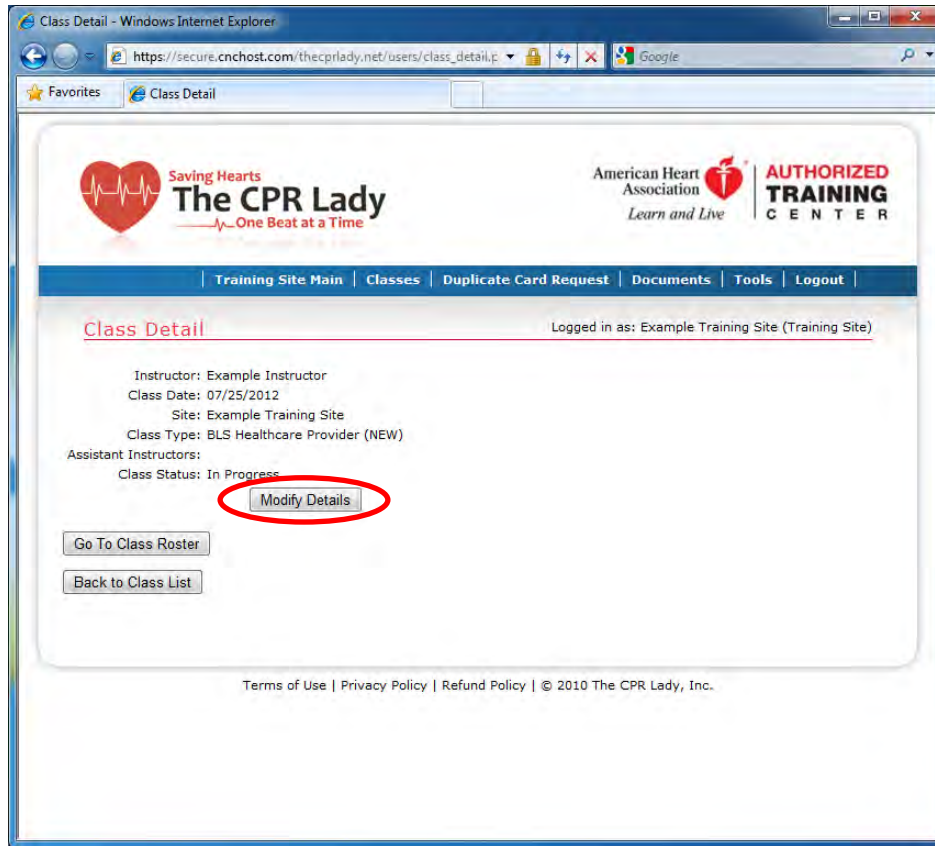
The CPR Lady Training Site Manual


Training Site Policies and Procedures

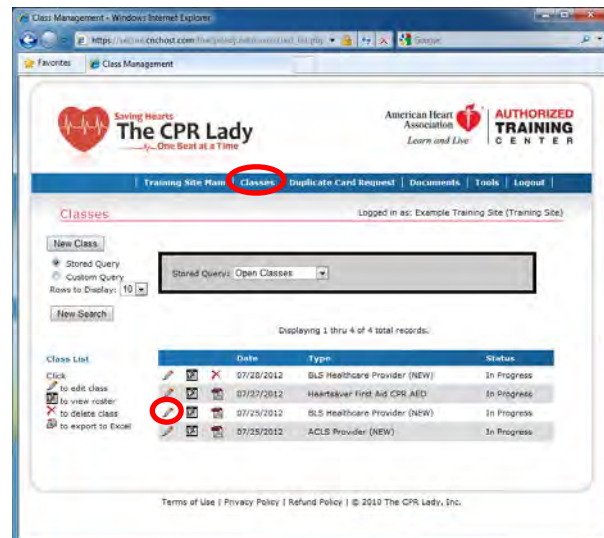
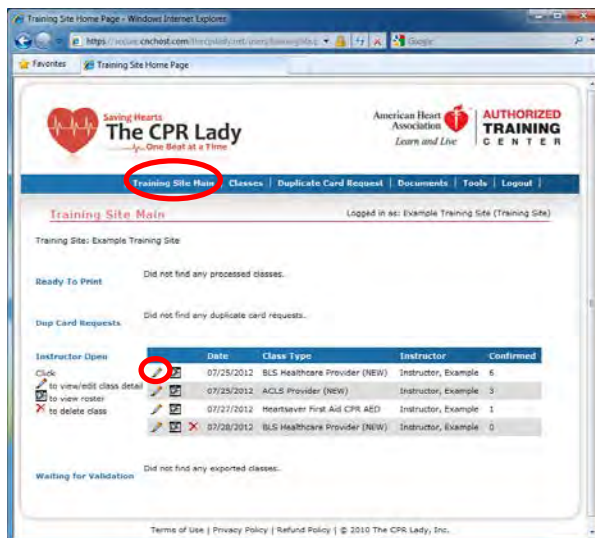
Modify a Class

To modify a class (2 methods):

1. Method #1: Click on the **Modify Details** button immediately after creating a class



2. Method #2: Click the Edit Icon  on the **Training Site Main** or **Classes** webpage.




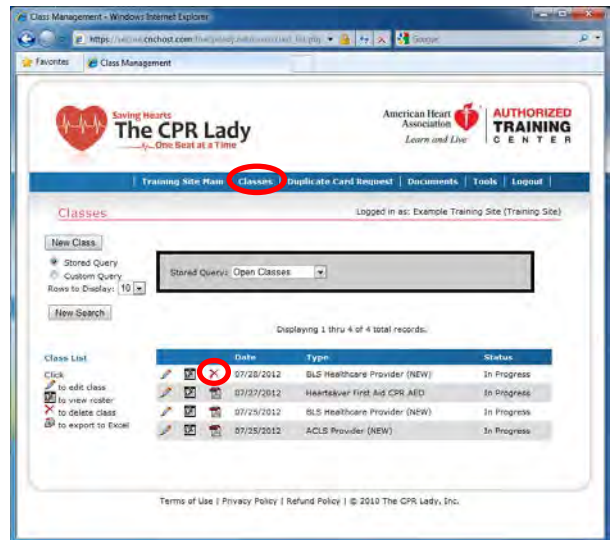
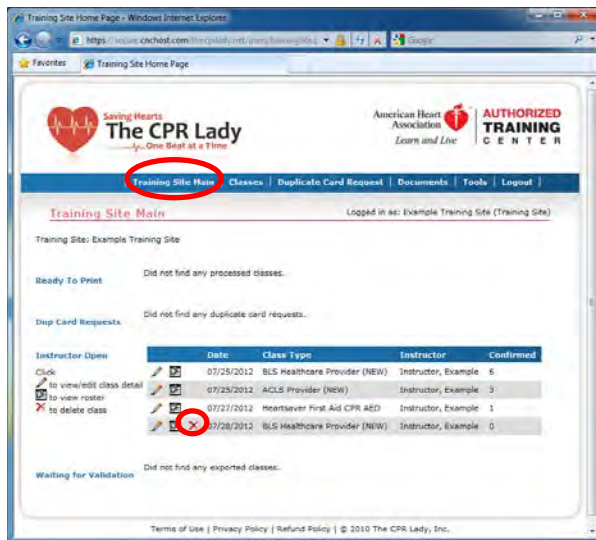
The CPR Lady Training Site Manual

Training Site Policies and Procedures

Delete a Class

To delete a class:

1. Click the Delete Icon  on the **Training Site Main** or **Classes** webpage.
2. This Icon is only available if there are **No Students** associated with the class.



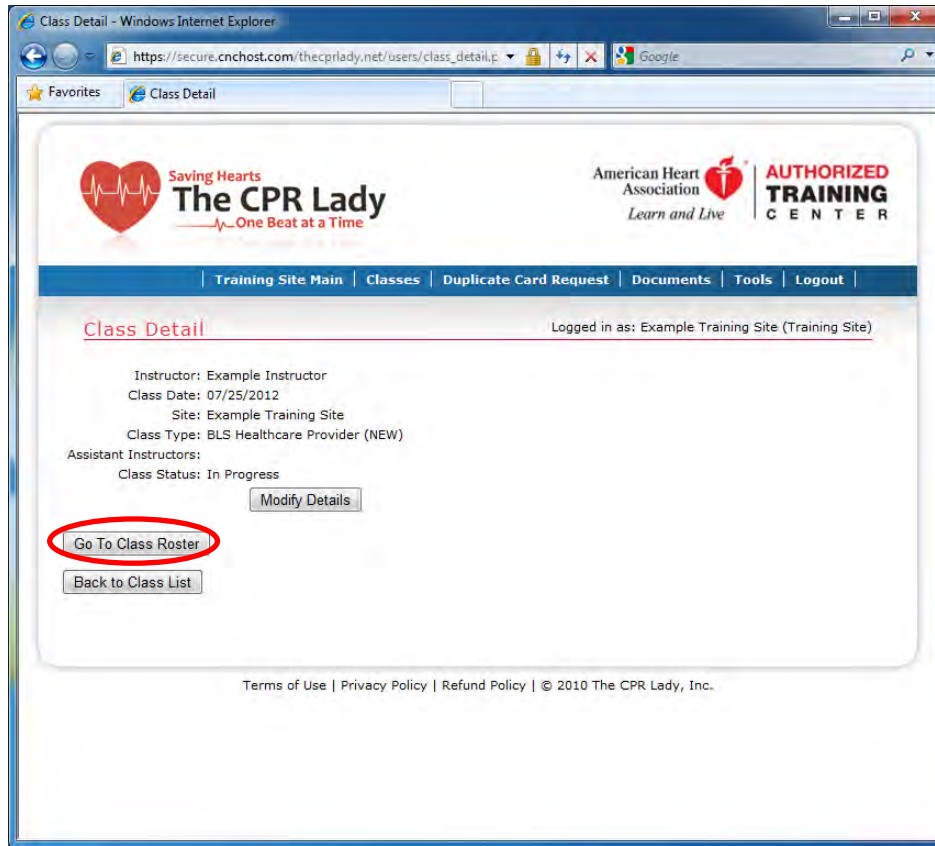
The CPR Lady Training Site Manual


Training Site Policies and Procedures

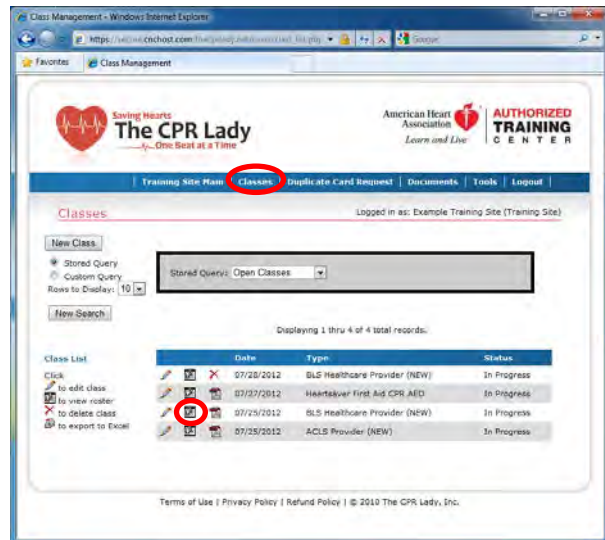
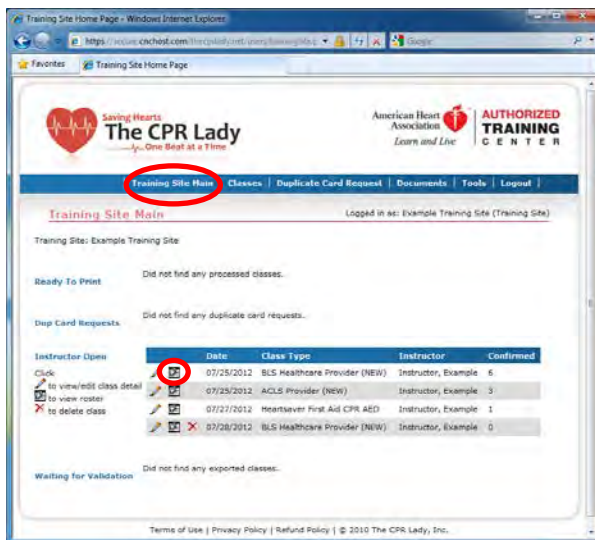
Add Student(s) to a Class

To add one or more Students to a class (2 methods):

1. Method #1: Click on the **Go to Class Roster** button immediately after creating a class.



2. Method #2: Click the Roster Icon  on the **Training Site Main** or **Classes** webpage.



The CPR Lady Training Site Manual

Training Site Policies and Procedures

On the Class Roster page, click the **New Student** button.

- Note the Available Slots for Students entry shows eight (8) initially (for a class with one Instructor). This is the counter of how many Students may be entered into a class until the class is full. This counter is based on the 1:8 Instructor to Student ratio per The CPR Lady, Inc. Training Center policy.
 - 1 Instructor equals 8 Available Slots for Students
 - 2 Instructors equal 16 Available Slots for Students
 - 3 Instructors equal 24 Available Slots for Students
 - 4 Instructors equal 32 Available Slots for Students

Roster Management - Windows Internet Explorer

https://secure.cnchost.com/thecprlady.net/users/roster.php?cl

Training Site Main | Classes | Duplicate Card Request | Documents | Tools | Logout

Class Roster

Logged in as: Example Training Site (Training Site)

Filter: Students In Specified Class **New Student**

Class: BLS Healthcare Provider (NEW) on 07/25/2012
Site: Example Training Site
Instructor: Instructor, Example
Current Status: In Progress
Available Slots for Students: 8

Current Student List	Student Name	Email	License Type	License #	Status
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Click
to edit
to delete
to change status

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The CPR Lady Training Site Manual

Training Site Policies and Procedures

On the **Student Detail** page, do not use foreign punctuation such as tildes or umlauts in the First Name or Last Name fields (e.g. Magaña). How you enter the name is very important, because this is exactly how the Student's name will appear on the card (e.g. John Doe vs. john doe vs. JOHN DOE). When the card is printed, all other fields will be case correct. It is recommended all Student Names be entered case correct.

- First Name: Student's first name (REQUIRED)
 1. Do not input any prefixes before the first name (e.g. Dr. John)
 - Instead input as a suffix (e.g. Dr. = MD, DDS, PhD)
 2. Input any requested middle names or initials into the First Name field
- Last Name: Student's last name (REQUIRED)
 1. Input hyphenated last names (e.g. Romain-Stamos) into the Last Name field
 2. Input any suffixes (e.g. DDS, MD, RN) into the Last Name field
- Email: Student's email (OPTIONAL)
- If CEUs are available and offered by the Instructor, check the **Show CEU Info** checkbox (*A CEU Roster entry must be filled out by each Student [including signature] requesting CEUs*)
 1. Select the appropriate CEU type from the drop down list (comprehensive listing in the CEU Appendix)
 2. Enter License # (e.g. 25748; not D 25748, Den 25748, etc...)
- Click the **Create** button.
- If you are finished entering the Student names, click the **Back to Roster** button

**IMPORTANT: COURSE ROSTERS MUST MATCH THE DATA ENTERED ON THE WEBSITE EXACTLY.
DO NOT COMBINE OR SPLIT ROSTERS WHEN ENTERING THEM ON THE WEBSITE.**

The screenshot shows a web browser window titled "Student Detail - Windows Internet Explorer". The address bar shows the URL "https://secure.cnchost.com/thecprlady.net/users/student_detail". The page header includes the "Saving Hearts The CPR Lady" logo and the "American Heart Association AUTHORIZED TRAINING CENTER" logo. The main content area is titled "Student Detail" and shows the following information:

- Class: BLS Healthcare Provider (NEW) on 07/25/2012
- Site: Example Training Site
- Instructor: Instructor, Example
- Current Status: In Progress
- Available slots for Students: 8

The form fields are:

- First Name: John
- Last Name: Doe
- Email: JohnDoe@email.com

There is a checkbox for "Show CEU Info" and a "Create" button. Below the form is a "Back to Roster" button. At the bottom of the page, there is a table header for "Current Student List" with columns for "Student Name", "License Type", and "License #".

The CPR Lady Training Site Manual

Training Site Policies and Procedures

AHA Instructor to Student Ratio Cap

If you fill a class to the 1:8 Instructor to Student ratio cap, the screen changes to the **Class Roster** page and a pop-up notice appears that the 1:8 ratio cap has been reached

To increase the number of Students in a class

- Go to the Class Detail page and click the **Modify Details** button to access the class information
- Enter Assisting Instructor's name (*First Name Last Name*) and click the "+" icon to add
- Each additional Instructor creates an additional 8 available Student slots
- Once additional Instructor(s) have been entered, click the **Save Changes** button
- Go back to the Class Roster page and click on the **New Student** button

Submit the class for card processing (See Submitting a Class for Cards section)


The screenshot shows a web browser window titled "Roster Management - Windows Internet Explorer" with the URL "https://secure.cnchost.com/thecprlady.net/users/roster.php?cl...". The page header includes the "Saving Hearts The CPR Lady" logo and the "American Heart Association AUTHORIZED TRAINING CENTER" logo. A navigation bar contains links for "Training Site Main", "Classes", "Duplicate Card Request", "Documents", "Tools", and "Logout". The main content area is titled "Class Roster" and shows a filter set to "Students In Specified Class". A large red warning box is overlaid on the page, stating: "You have reached the 1:8 instructor to student ratio cap allowed by AHA. To increase the number of students in this class you are required to add a valid Assisting Instructor. Please make sure the physical roster for this class matches exactly what is input onto the website including but not limited to: number and name of students, date of class, and name of all Assisting Instructors." Below the warning, a table lists current students with columns for "e #", "Status", and "Name". The table shows eight students, all with a "Confirmed" status. A "Close Notice" button is located at the bottom right of the warning box.

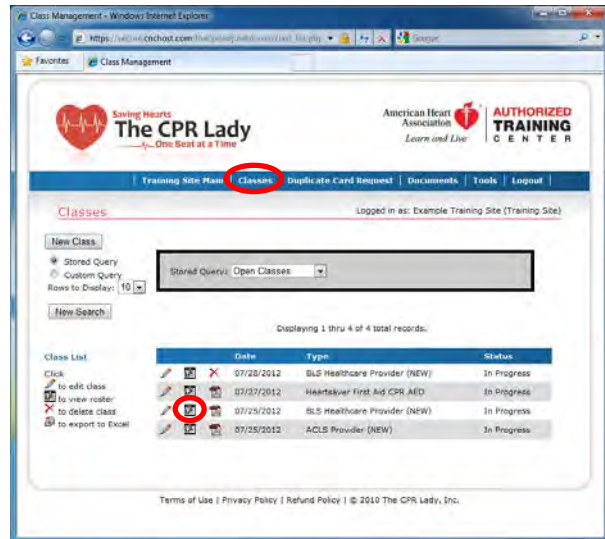
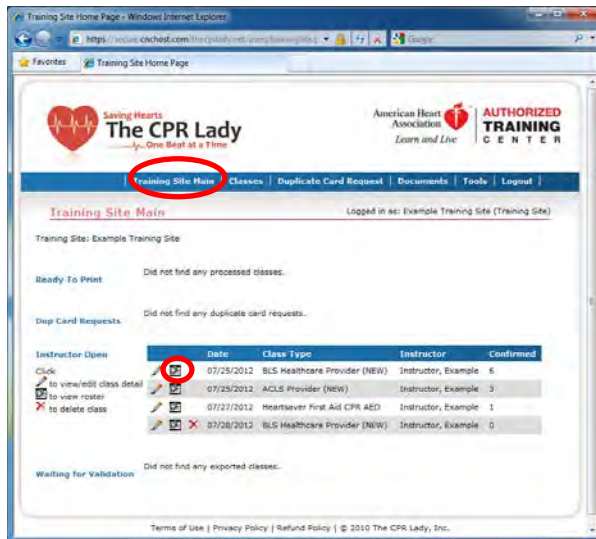
e #	Status	Name
	Confirmed	
78	Confirmed	
	Confirmed	Student Three
	Confirmed	Student Four
	Confirmed	Student Five
	Confirmed	Student Six
	Confirmed	Student Seven
	Confirmed	Student Eight

The CPR Lady Training Site Manual

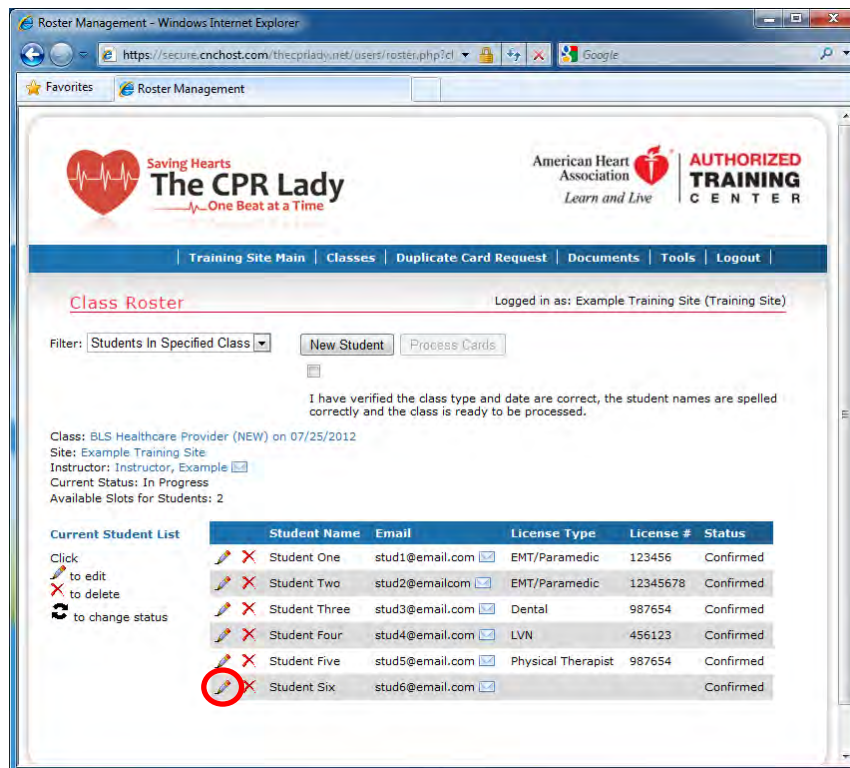
Training Site Policies and Procedures

Modify Student(s) in a Class

To modify Students in a class click on the **Training Site Main** or **Classes** menu bar item and then click on the Roster Icon  next to the open class you want to modify.



On the **Class Roster** page, click the Edit Icon  next to the Student's name you wish to modify.



The CPR Lady Training Site Manual

Training Site Policies and Procedures

- On the **Student Detail** page, type the changes in
 1. First Name
 2. Last Name
 3. Email
 4. Show CEU Type and License # (if applicable)
- Click the **Save Changes** button

Student Detail - Windows Internet Explorer

https://secure.cnchost.com/thecprlady.net/users/student_details

Student Detail

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Training Site Main | Classes | Duplicate Card Request | Documents | Tools | Logout

Student Detail Logged in as: Example Training Site (Training Site)

Class: BLS Healthcare Provider (NEW) on 07/25/2012
Site: Example Training Site
Instructor: Instructor, Example
Current Status: In Progress
Available Slots for Students: 2

First Name:
Last Name:
Email:
 Show CEU Info Type:
License #:


Current Student List

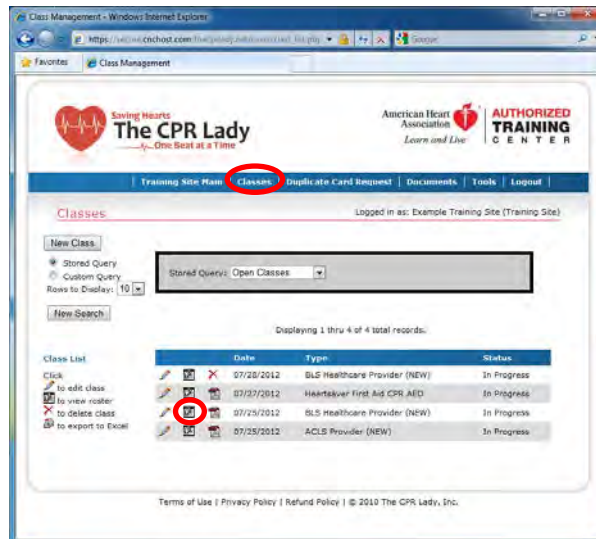
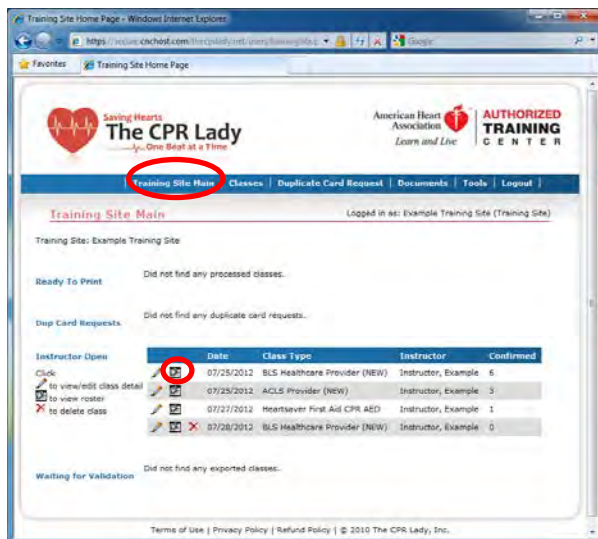
Student Name	License Type	License #
Student One <input checked="" type="checkbox"/>	EMT/Paramedic	123456
Student Two <input checked="" type="checkbox"/>	EMT/Paramedic	12345678
Student Three <input checked="" type="checkbox"/>	Dental	987654
Student Four <input checked="" type="checkbox"/>	LVN	456123
Student Five <input checked="" type="checkbox"/>	Physical Therapist	097654


The CPR Lady Training Site Manual

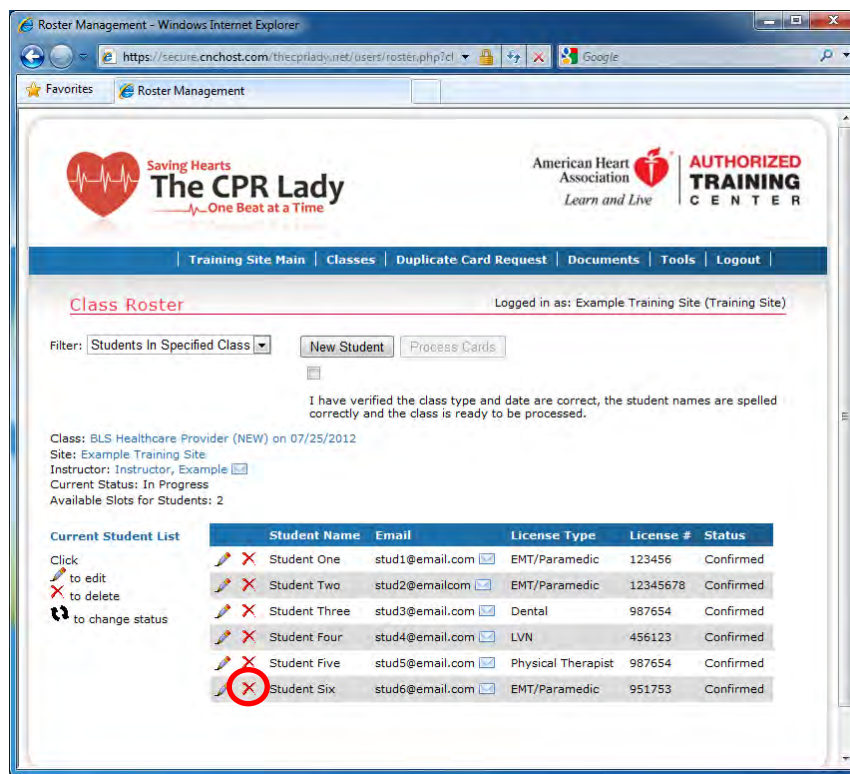
Training Site Policies and Procedures

Delete Student(s) in a Class

- To delete Students in a class click on the **Training Site Main** or **Classes** menu bar item and then click on the Roster Icon  next to the open class you want to modify.




- On the **Class Roster** page, click the Delete Icon  next to the Student's name you wish to delete.

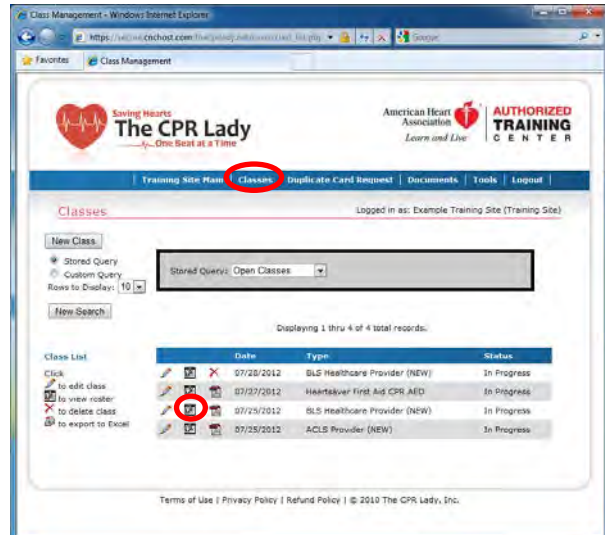
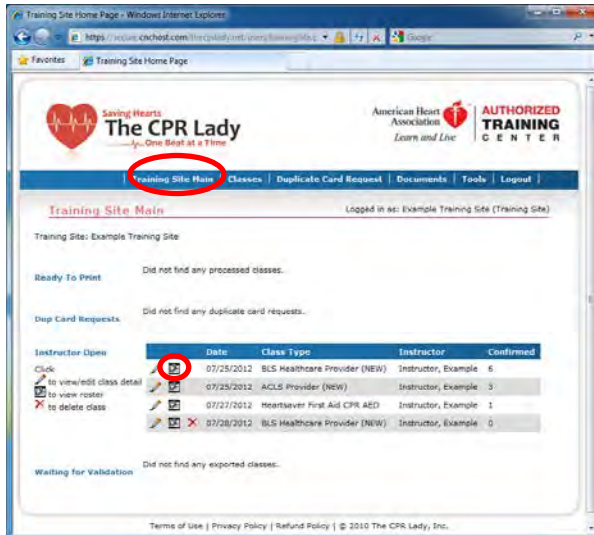


The CPR Lady Training Site Manual

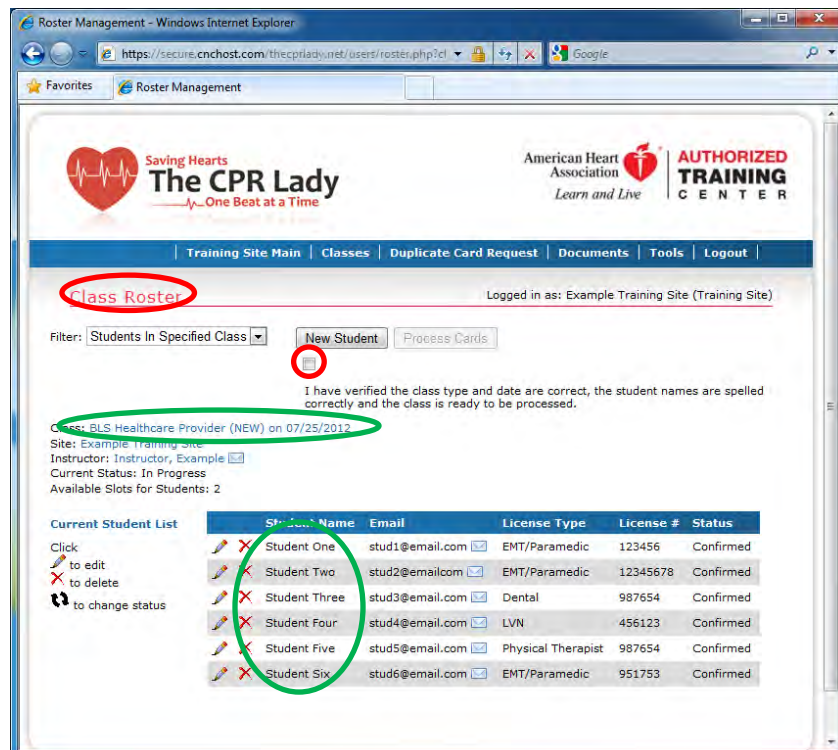
Training Site Policies and Procedures

Process a Class for Cards

- To process a class for cards click on the **Training Site Main** or **Classes** menu bar item, then click on the Roster Icon  next to the In Progress class you want to submit for cards.



- On the **Class Roster** page, double check the Class type, Class date, and Student Names match your roster. Also, check all Student names for spelling and correct case usage. **This is important to do EVERY TIME, because once a class is submitted for processing, YOU CANNOT MAKE ANY CHANGES.**
- Click the check box confirming you have verified all the information.



The CPR Lady Training Site Manual

Training Site Policies and Procedures

- Click on the **Process Cards** button to complete the request. This action is your commitment to print the class.

Class Roster Logged in as: Example Training Site (Training Site)

Filter:

I have verified the class type and date are correct, the student names are spelled correctly and the class is ready to be processed.

Class: BLS Healthcare Provider (NEW) on 07/25/2012
Site: Example Training Site
Instructor: Instructor, Example
Current Status: In Progress
Available Slots for Students: 2

Current Student List

	Student Name	Email	License Type	License #	Status
Click to edit	Student One	stud1@email.com	EMT/Paramedic	123456	Confirmed
to delete	Student Two	stud2@email.com	EMT/Paramedic	12345678	Confirmed
to change status	Student Three	stud3@email.com	Dental	987654	Confirmed
	Student Four	stud4@email.com	LVN	456123	Confirmed
	Student Five	stud5@email.com	Physical Therapist	987654	Confirmed
	Student Six	stud6@email.com	EMT/Paramedic	951753	Confirmed

The CPR Lady Training Site Manual

Training Site Policies and Procedures

- The class is now queued to print the cards.
 1. REQUIRED
 - Make a copy of these documents for your records (originals sent to the Training Center)
 - Roster
 - Online certificate (if applicable)
 - CEU Roster (if applicable)
 - a. CEU certificate (copy; original goes to Student)
 - b. Course evaluations for each CEU recipient
 2. Paperwork per class taught kept onsite at the Training Site includes:
 - Copy of Roster
 - Copy of Online certificate (if applicable)
 - Copy of CEU Roster (if applicable)
 - Pre-course evaluation sheet (if applicable)
 - Test answer sheet (if applicable)
 - Skills testing sheet
 - Course evaluation sheet (copy if CEUs were issued)

Training Site Home Page - Windows Internet Explorer
https://secure.cnchost.com/theprlady.net/users/trainingSite.p...
Favorites Training Site Home Page

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American Heart Association **AUTHORIZED TRAINING CENTER**
Learn and Live

Training Site Main | Classes | Duplicate Card Request | Documents | Tools | Logout

Training Site Main Logged in as: Example Training Site (Training Site)

Training Site: Example Training Site

Ready To Print

	Date	Type	Instructor	#
Click: to view class detail to view roster to print to PDF	07/25/2012	BLS Healthcare Provider (NEW)	Instructor, Example	6

Dup Card Requests Did not find any duplicate card requests.

Instructor Open

	Date	Class Type	Instructor	Confirmed
Click: to view/edit class detail to view roster to delete class	07/25/2012	ACLS Provider (NEW)	Instructor, Example	3
	07/27/2012	Heartsaver First Aid CPR AED	Instructor, Example	1
	07/28/2012	BLS Healthcare Provider (NEW)	Instructor, Example	0


Waiting for Validation Did not find any exported classes.

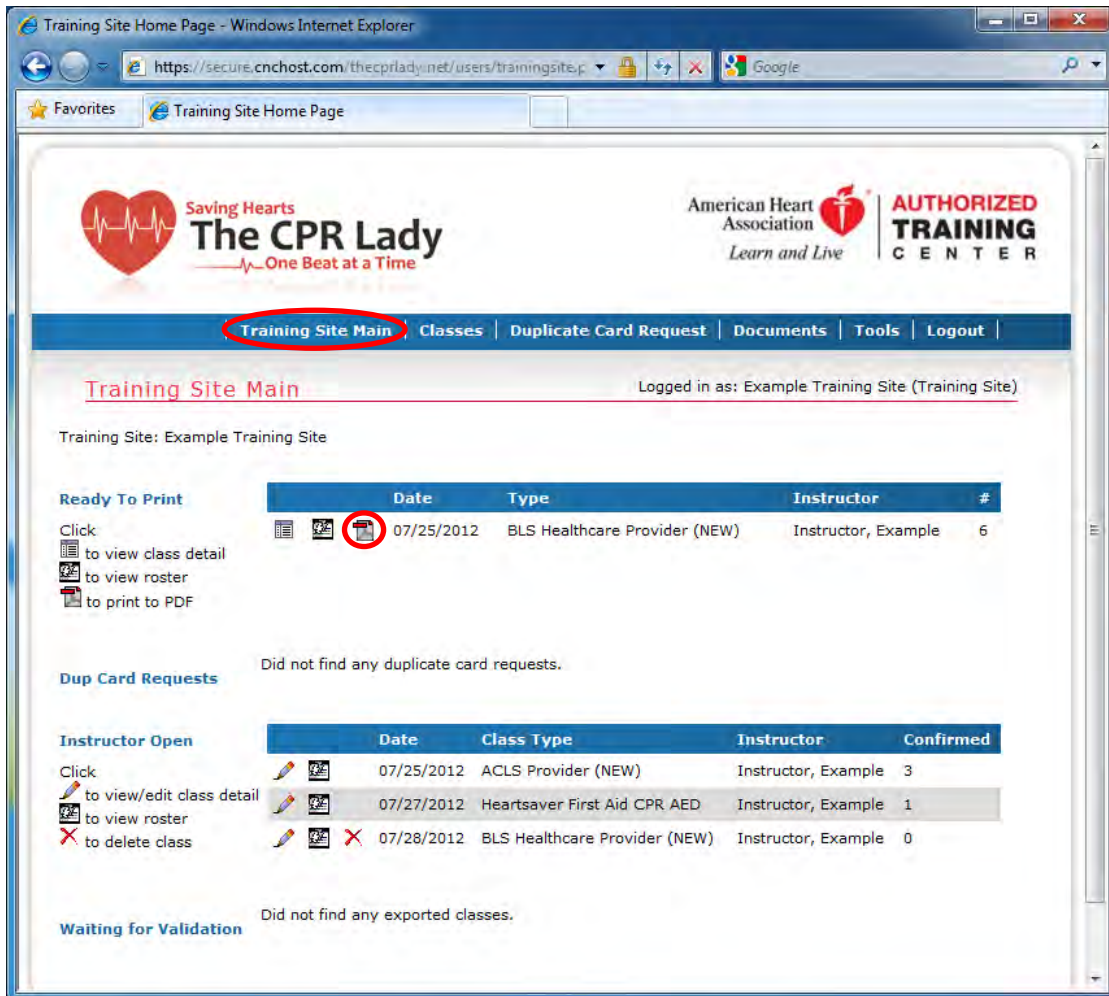
The CPR Lady Training Site Manual

Training Site Policies and Procedures

Card Procedures

Printing Cards

- To print a class for cards click on the **Training Site Main** menu bar item, then click on the PDF Print Icon  next to the Ready To Print class you want to process.



Training Site Home Page - Windows Internet Explorer

https://secure.cnchost.com/theoprady.net/users/trainingsite.p

Training Site Home Page

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AUTHORIZED TRAINING CENTER

Training Site Main | Classes | Duplicate Card Request | Documents | Tools | Logout

Training Site Main Logged in as: Example Training Site (Training Site)




Training Site: Example Training Site

Ready To Print

	Date	Type	Instructor	#
Click:  to view class detail  to view roster  to print to PDF	07/25/2012	BLS Healthcare Provider (NEW)	Instructor, Example	6

Dup Card Requests Did not find any duplicate card requests.



Instructor Open

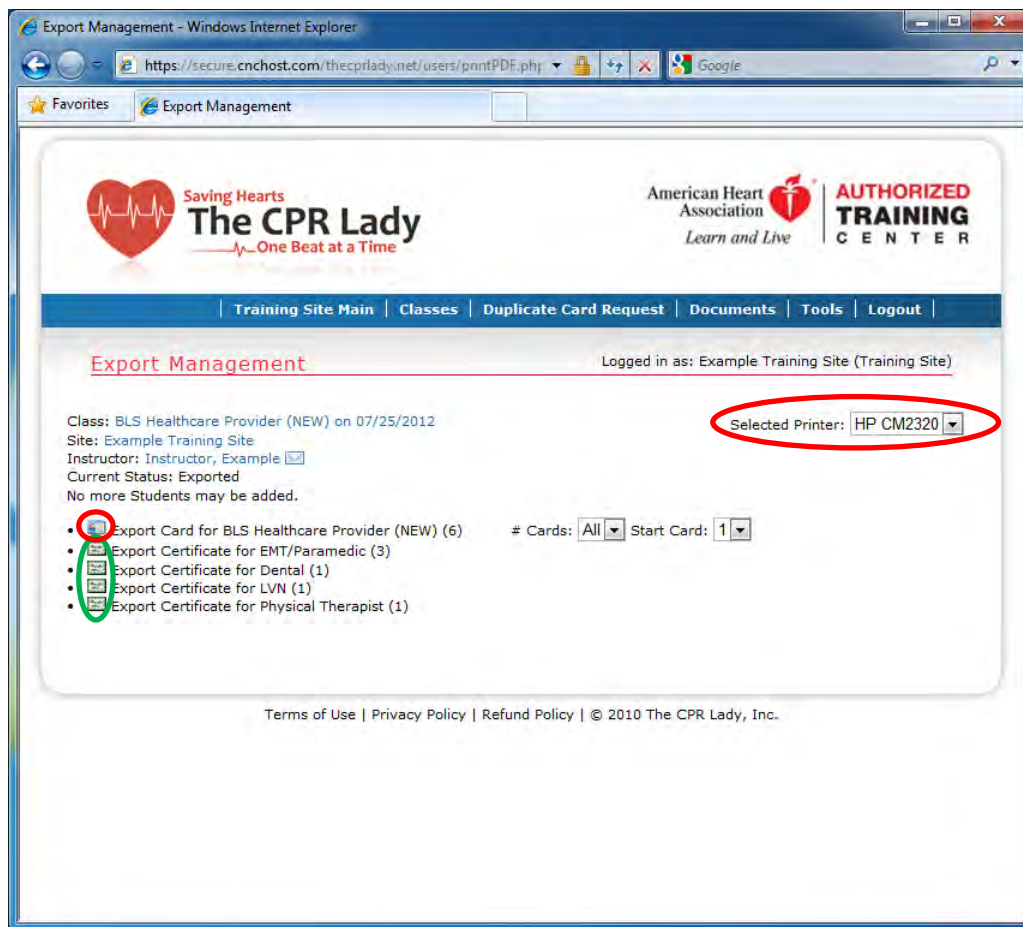
	Date	Class Type	Instructor	Confirmed
Click:  to view/edit class detail  to view roster  to delete class	07/25/2012	ACLS Provider (NEW)	Instructor, Example	3
	07/27/2012	Heartsaver First Aid CPR AED	Instructor, Example	1
	07/28/2012	BLS Healthcare Provider (NEW)	Instructor, Example	0

Waiting for Validation Did not find any exported classes.

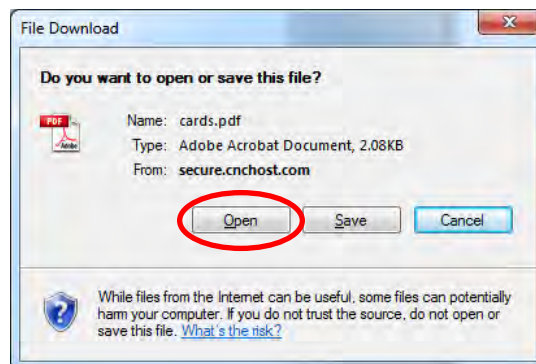
The CPR Lady Training Site Manual

Training Site Policies and Procedures

- On the **Export Management** page, confirm the Selected Printer is the correct printer you will be printing the cards to, and:
 1. Click the card icon  to generate and build the PDF document that will be printed.
 2. If needed, click on the certificate icon  for each CEU certificate type to generate and build the PDF that will be printed.



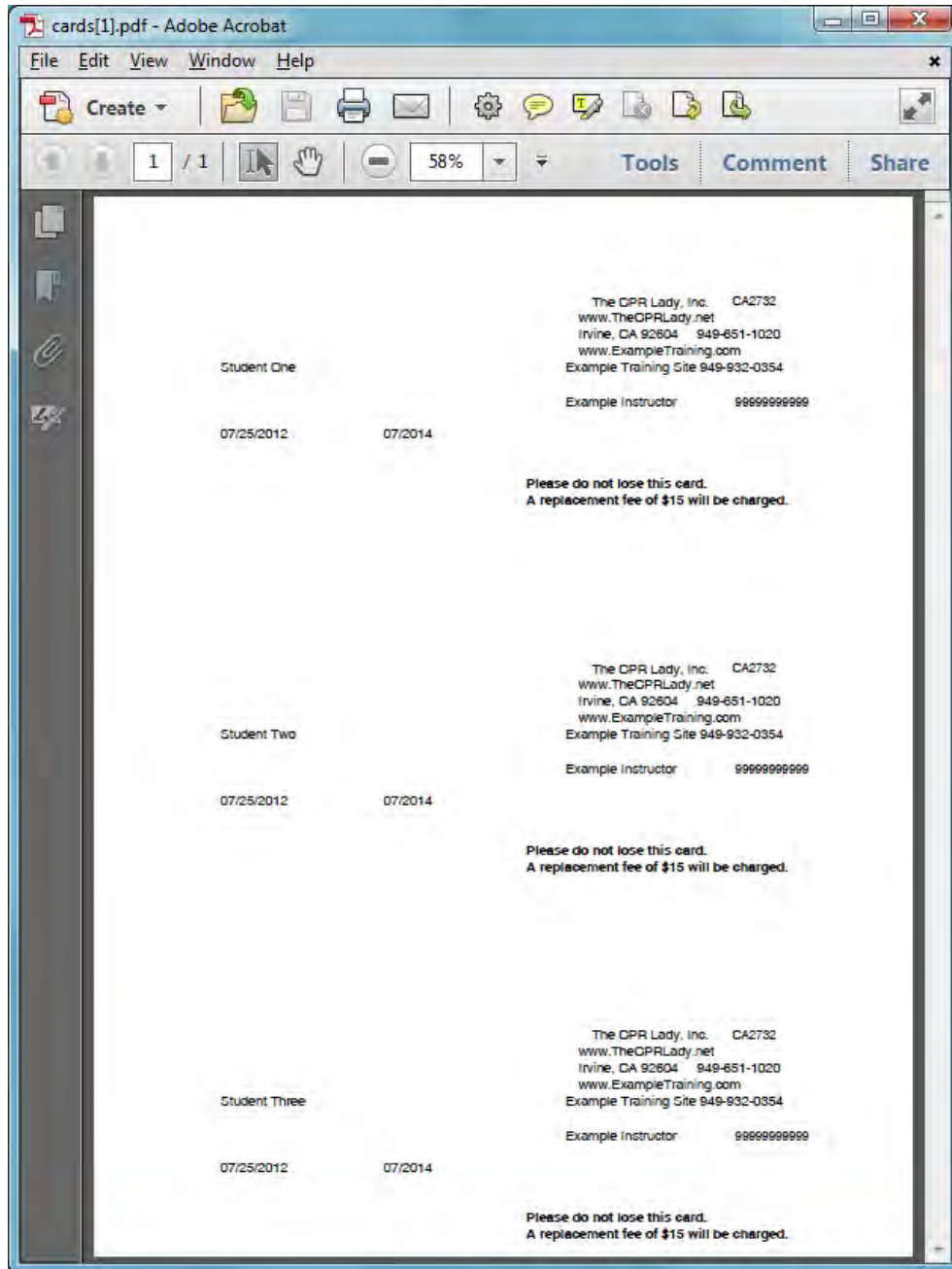
- On the File Download pop-up window for each generated PDF document, click the Open button.



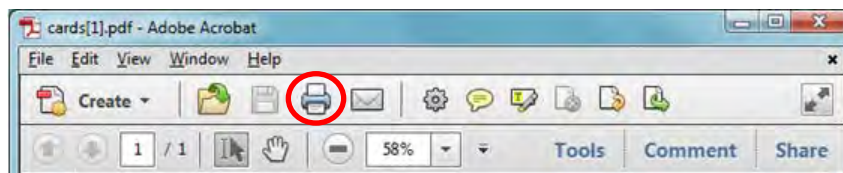
The CPR Lady Training Site Manual

Training Site Policies and Procedures

- The card/CEU template with Student information will open within your PDF application (documentation is based on Adobe Acrobat 10).



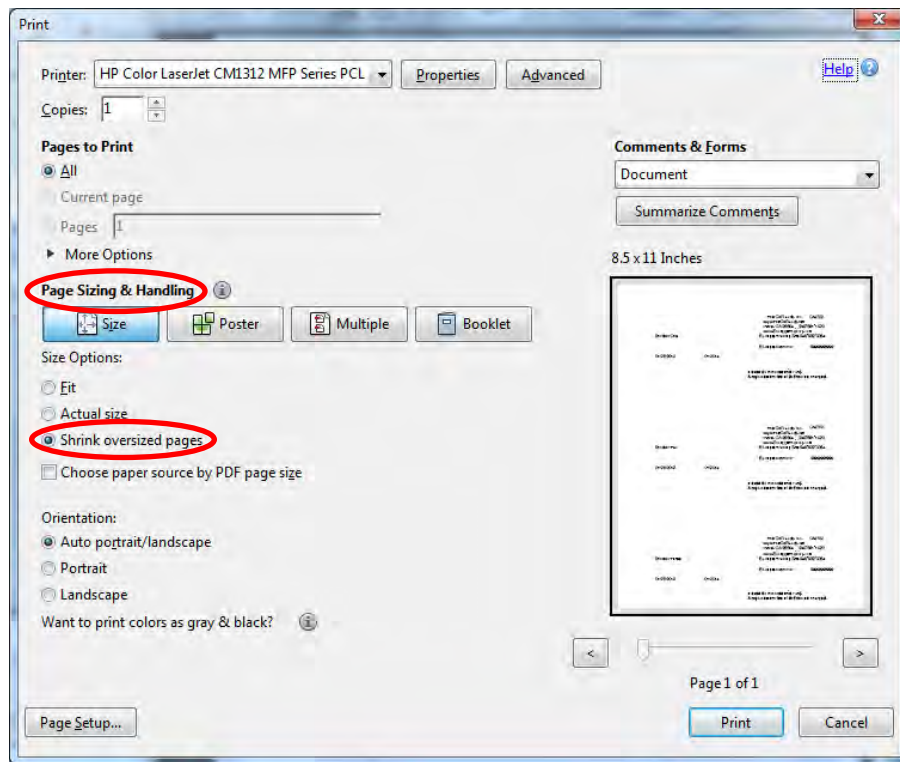
- Click on the printer icon to bring up the Print window



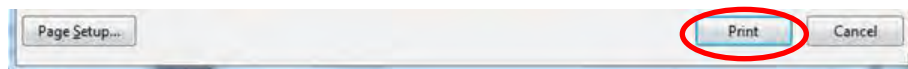
The CPR Lady Training Site Manual

Training Site Policies and Procedures

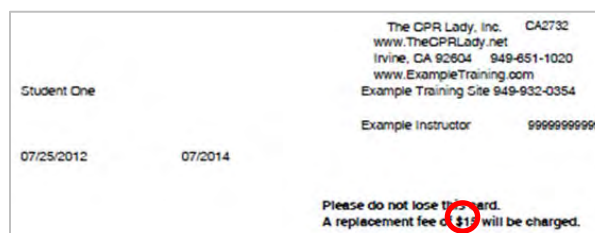
- Under **Page Sizing & Handling**, confirm Size Options: is set to Shrink oversized pages



- Insert appropriate sheets (AHA cardstock / paper for CEUs) into printer
- Click the Print button on the Adobe Print window to print cards/CEUs



- Close the PDF document
 1. Options for printing cards on less than a full 3 card strip are addressed by generating multiple PDF files to match the available card strips (1 or 2 card) if the default PDF generation does not meet your immediate needs. You can use the “# Cards” and “Start Card” options to the right of the “Export Card for ...” to generate any version of 1, 2, or 3+ card strips.
 2. Please note the “replacement fee” listed on the cardstock outside the physical card area. The default is set to \$15 for any card, but this can be changed by the Training Center at the request of the Training Site.



The CPR Lady Training Site Manual

Training Site Policies and Procedures

Duplicate Card Request (Duplicate Card/Name Change/Misspelling)

Issues come up with printed cards. Names can be misspelled on the roster, mistyped on the website, or the Student can lose a card. Students can request a name change (Bill to William, etc...) to meet HR guidelines, or address legal name changes. To assist in resolving these issues, a duplicate card may be requested for any class once the initial card has been printed. The same method is used to submit for a duplicate card, whether the card is lost or requires a spelling correction.

Do not refer Students to the AHA for replacement of course completion cards.

- Click on the **Duplicate Card Request** menu bar item.

Training Site Home Page - Windows Internet Explorer
https://secure.cnchost.com/thecprlady.net/users/trainingsite.p
Google

Training Site Home Page

Saving Hearts
The CPR Lady
— One Beat at a Time

American Heart Association
AUTHORIZED TRAINING CENTER
Learn and Live

Training Site Main | Classes | Duplicate Card Request | Documents | Tools | Logout

Training Site Main Logged in as: Example Training Site (Training Site)

Training Site: Example Training Site

Ready To Print Did not find any processed classes.

Dup Card Requests Did not find any duplicate card requests.

Instructor Open

	Date	Class Type	Instructor	Confirmed
Click to view/edit class detail	07/27/2012	Heartsaver First Aid CPR AED	Instructor, Example	1
to view roster	07/28/2012	BLS Healthcare Provider (NEW)	Instructor, Example	0
to delete class				


Waiting for Validation

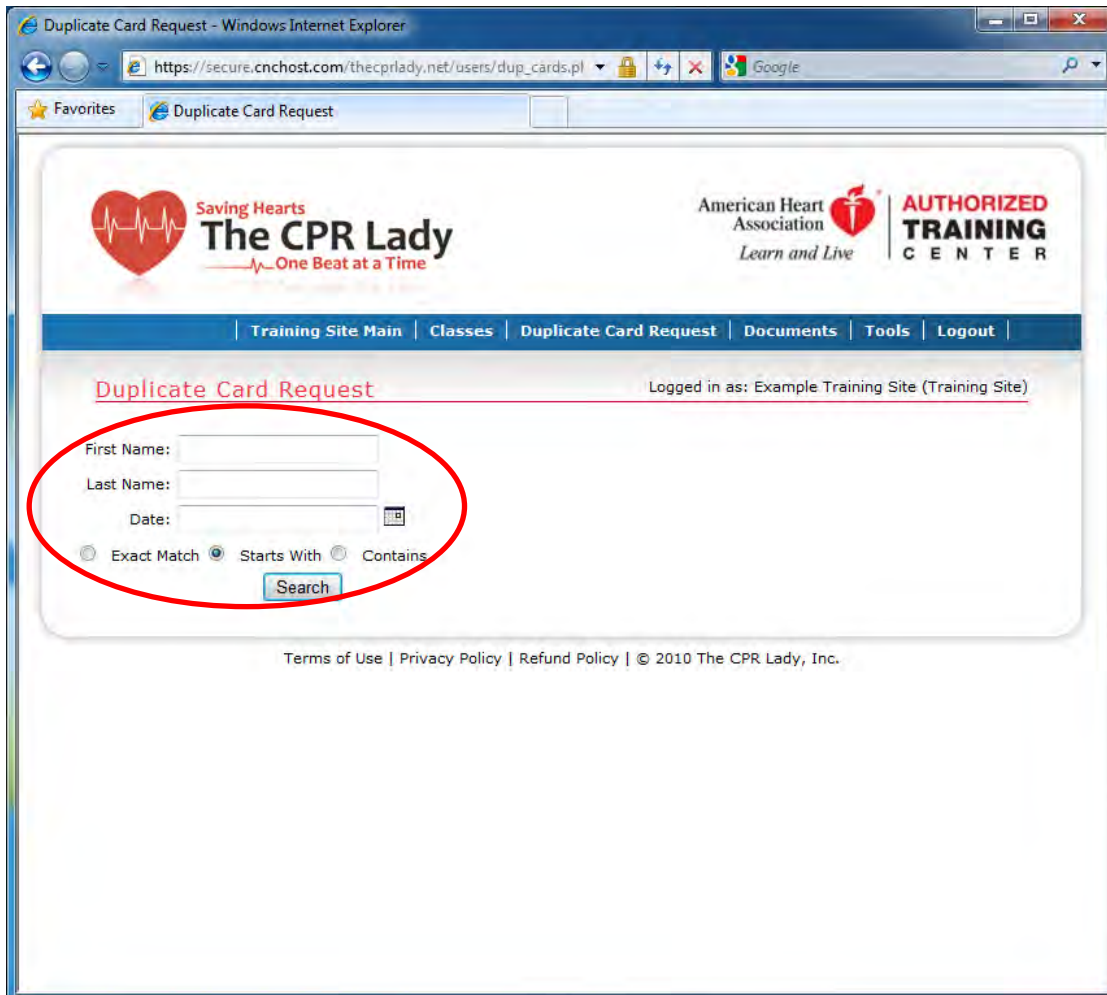
	Date	Type	Instructor	#
Click to view class detail	07/25/2012	BLS Healthcare Provider (NEW)	Instructor, Example	6
to view roster	07/25/2012	ACLS Provider (NEW)	Instructor, Example	4
to print to PDF				

2 total entries (view all)

The CPR Lady Training Site Manual

Training Site Policies and Procedures

- Submit the following information, partially or in full, to assist in finding the correct entry:
 1. Student's First Name (how it was spelled on the card)
 2. Student's Last Name (how it was spelled on the card)
 3. Date of the Class (format of MM/DD/YYYY or click on the Calendar Icon )
 4. Select the best search function to find the Student
 - Exact Match (you know your entries are correct in each field filled out)
 - Starts With (you know your entries are close enough to allow you to find the entry from all returned possibilities)
 - e.g. entering Jo; if unsure whether the name is JoAnn, Jo Ann, JoAnne, or Jo Anne
 - Contains (will return the largest subset and require searching for the correct entry)



Duplicate Card Request - Windows Internet Explorer

https://secure.cnchost.com/thecprlady.net/users/dup_cards.pl


Google

Training Site Main | Classes | Duplicate Card Request | Documents | Tools | Logout

Duplicate Card Request Logged in as: Example Training Site (Training Site)

First Name:

Last Name:


Date: 

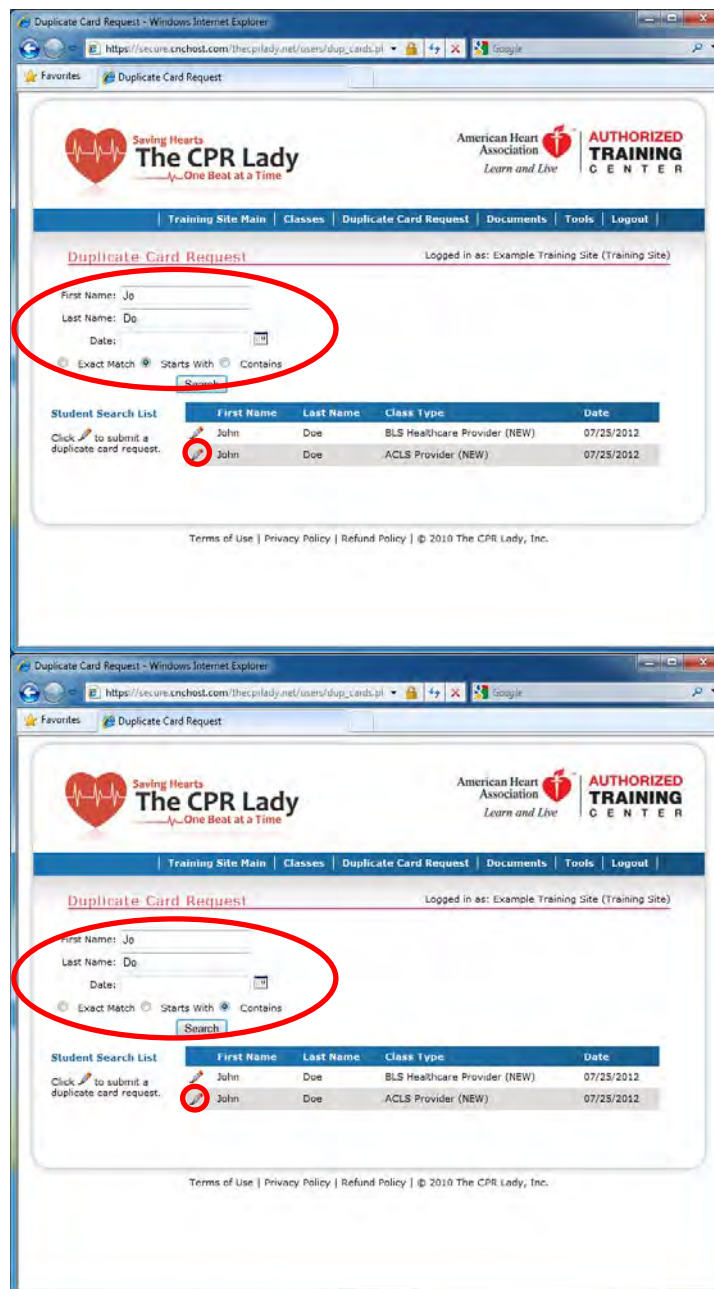
Exact Match Starts With Contains

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The CPR Lady Training Site Manual

Training Site Policies and Procedures

- As an example looking for Student John Doe from an ACLS Provider (New) class in February.
 1. Look up
 - First Name: John (used Jo)
 - Last Name: Doe (used Do)
 - Date: (blank)
 - Using “Starts With” or “Contains” (use Exact Match if your information is exact)
 - Click Search
 2. Select the correct Student entry by clicking on the Edit Icon .



The screenshots show the 'Duplicate Card Request' web application interface. The top screenshot shows the search form with 'First Name: Jo' and 'Last Name: Do' entered, and the search results table. The bottom screenshot shows the same page with the search form highlighted by a red circle.

Search Form:

First Name: Jo
Last Name: Do
Date:

Exact Match Starts With Contains

Search

Student Search List

First Name	Last Name	Class Type	Date
John	Doe	BLS Healthcare Provider (NEW)	07/25/2012
John	Doe	ACLS Provider (NEW)	07/25/2012

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The CPR Lady Training Site Manual

Training Site Policies and Procedures

- Before you can submit the Student for a Duplicate Card, there are a few items to confirm.
 1. Class Type and Class Date
 2. Correct spelling of First Name and Last Name (these fields are editable)
 3. What you need a duplicate of (only if Student also received a CEU certificate)
 4. Checkbox confirming you have verified the above information

Student Detail - Windows Internet Explorer
https://secure.cnchost.com/thecprlady.net/users/student_detail

Training Site Main | Classes | Duplicate Card Request | Documents | Tools | Logout

Student Detail Logged in as: Example Training Site (Training Site)

Class: ACLS Provider (NEW) on 07/25/2012

Instructor: Instructor, Example

Current Status: Expired
No more Students may be added.

First Name: John
Last Name: Doe
Email: JohnDoe@email.com

CEU Info: Type: EMT/Paramedic License #: 123456

Choose one:
 Duplicate Card Only
 Duplicate Certificate Only
 Duplicate Card and Certificate

I have verified that the student's name is spelled correctly and wish to submit a request for a duplicate card.

Submit for Duplicate Card

Back to Roster

Student Name	License Type	License #
Student One		

5. Click the **Submit for Duplicate Card** button to complete the request.

Student Detail - Windows Internet Explorer
https://secure.cnchost.com/thecprlady.net/users/student_detail

Training Site Main | Classes | Duplicate Card Request | Documents | Tools | Logout

Student Detail Logged in as: Example Training Site (Training Site)

Class: ACLS Provider (NEW) on 02/27/2012

Site: Example Training Site

Instructor: Instructor, Example

Current Status: Expired
No more Students may be added.

First Name: John
Last Name: Doe
Email:

CEU Info: Type: EMT/Paramedic License #: 123456

Choose one:
 Duplicate Card Only
 Duplicate Certificate Only
 Duplicate Card and Certificate

I have verified that the student's name is spelled correctly and wish to submit a request for a duplicate card.

Submit for Duplicate Card

Back to Roster

Student Name	License Type	License #
Student One	EMT/Paramedic	123456

The CPR Lady Training Site Manual

Training Site Policies and Procedures

- The card is now queued for the Training Site to print. The Duplicate card will be on the Training Site Main page under Dup Card Requests. The card is printed as any class would be under the Ready To Print section.

Training Site Home Page - Windows Internet Explorer
https://secure.cnchost.com/thecprlady.net/users/trainingsite.p

Training Site Home Page

Saving Hearts
The CPR Lady
— One Beat at a Time

American Heart Association
Learn and Live

AUTHORIZED TRAINING CENTER

Training Site Main | Classes | Duplicate Card Request | Documents | Tools | Logout

Training Site Main Logged in as: Example Training Site (Training Site)

Training Site: Example Training Site

Ready To Print Did not find any processed classes.

Dup Card Requests

	Date	Type	Student	Instructor	#
Click to view student detail to print PDF	07/25/2012	ACLS Provider (NEW)	John Doe	Instructor, Example	0

Instructor Open

	Date	Class Type	Instructor	Confirmed
Click to view/edit class detail to view roster to delete class	07/27/2012	Heartsaver First Aid CPR AED	Instructor, Example	1
	07/28/2012	BLS Healthcare Provider (NEW)	Instructor, Example	0

Waiting for Validation

	Date	Type	Instructor	#
Click to view class detail to view roster to print to PDF	07/25/2012	BLS Healthcare Provider (NEW)	Instructor, Example	6
	07/25/2012	ACLS Provider (NEW)	Instructor, Example	3

The CPR Lady Training Site Manual

Training Site Policies and Procedures

Month End Procedures

Sending original AHA Rosters to Training Center for validating at end of month

- It is the responsibility of the Training Site/TS Coordinator on the 1st of each month, the prior month's original AHA Rosters with any associated online certificates and original CEU Rosters with copies of CEU certificates, Evaluations, and Written Exams need to be forwarded to The CPR Lady, Inc. Training Center via the United States Postal Service (USPS)
- A complete list of the AHA Rosters to be mailed each month is found on Training Site Main Page under Waiting for Validation. In addition, the total number of entries is noted

Training Site Home Page - Windows Internet Explorer

https://secure.cnchost.com/theprlady.net/users/trainingsite.p

Training Site Home Page

Saving Hearts
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Learn and Live

AUTHORIZED TRAINING CENTER

Training Site Main | Classes | Duplicate Card Request | Documents | Tools | Logout

Training Site Main Logged in as: Example Training Site (Training Site)

Training Site: Example Training Site

Ready To Print Did not find any processed classes.

Dup Card Requests Did not find any duplicate card requests.

Instructor Open

	Date	Class Type	Instructor	Confirmed
Click to view/edit class detail	07/27/2012	Heartsaver First Aid CPR AED	Instructor, Example	1
to view roster	07/28/2012	BLS Healthcare Provider (NEW)	Instructor, Example	0

to delete class

Waiting for Validation

	Date	Type	Instructor	
Click to view class detail	07/25/2012	BLS Healthcare Provider (NEW)	Instructor, Example	6
to view roster	07/25/2012	ACLS Provider (NEW)	Instructor, Example	4

to print to PDF

2 total entries (view all)

The CPR Lady Training Site Manual

Training Site Policies and Procedures

- Mail original AHA Rosters with any associated online certificates and original CEU Rosters with copies of CEU certificates to:
The CPR Lady, Inc.
c/o Angelica Dudley
81 Courant
Irvine CA 92618-1504
- **AHA Roster:** Make a complete copy of each AHA Roster and online certificate for your Training Site records. Original rosters and online certificates need to be sent to The CPR Lady, Inc. Training Center.
- **CEU Roster:** Make a complete copy of each CEU Roster, CEU certificate, Evaluation and Written Exam for your Training Site records. Original rosters, with copies of certificates, Evaluations, and Written Exams need to be sent to The CPR Lady, Inc. Training Center.
- **Paperwork:** Supporting paperwork is not required, but needs to be filed with the Training Site's copies of rosters; so it is available if requested by the Training Center.
- All AHA Rosters will be checked for completeness and correctness then validated. If discrepancies are found a more complete and full audit of the Training Site's paperwork may be initiated.

Returning misprinted AHA Cards to Training Center at end of month

- On the 1st of each month, the prior month's misprinted AHA cards along with the AHA rosters and online certificates need to be returned to The CPR Lady, Inc. Training Center via the United States Postal Service (USPS). The USPS mail address will be provided to you.
- Mail to:
The CPR Lady, Inc.
c/o Angelica Dudley
81 Courant
Irvine CA 92618-1504

The CPR Lady Training Site Manual

Training Site Policies and Procedures

Training Site Coordinator Appointment

- It is the responsibility of the Training Site owner to appoint a TS Coordinator to interface with the Training Center; however, the TS owner is ultimately responsible for the actions of the TS Coordinator. The TS owner may appoint himself /herself as TS Coordinator.
- The Training Site Coordinator's contact information will be provided to the Training Center; at a minimum name and email address. It is assumed the Training Site's business number is the primary contact number for the Training Site Coordinator.
- The TS Coordinator is required to read The CPR Lady, Inc. Training Site Manual and The CPR Lady, Inc. Instructor Manual; and agrees to comply with the policies, procedures, and statements contained therein.
- The TS Coordinator will fill out and sign the final page of The CPR Lady Training Site Manual and return the completed form to The CPR Lady, Inc. Training Center. A Training Site Coordinator Signature Page is REQUIRED with each Training Site contract renewal (every 2 years).

Instructor Manual Signature Page Policy

- It is the responsibility of the Training Site/TS Coordinator to see that Instructors teaching for the Training Site comply with the Instructor Manual Signature Page Policy.
- Each Instructor at the Training Site is required to read The CPR Lady, Inc. Instructor Manual and agrees to comply with the statements contained therein. Each Instructor will also complete the final sheet with signature and return it to The CPR Lady, Inc. Training Center. A new Instructor Manual Signature Page is REQUIRED with each Instructor renewal (every 2 years).

Internet and Email Requirements

- It is the responsibility of the Training Site/TS Coordinator to see that Instructors teaching for the Training Site comply with the AHA Internet and Email Requirements Policy.
- The Training Center requires the Training Site, TS Coordinator and TS Instructors to maintain Internet access and an email address.
- Training Site, TS Coordinator and TS Instructors should immediately communicate any change in the email address by calling (949) 651-1020 or emailing information to Info@TheCPRLady.net (Click on the email link).
- Failure to maintain Internet access and an active, monitored email address could be grounds for termination.

Smoking Policy

It is the responsibility of the Training Site/TS Coordinator to see that Instructors teaching for the Training Site comply with the AHA Smoking Policy.

Training Site/Instructor must prohibit smoking in classrooms and training facilities during all AHA training programs.

The CPR Lady Training Site Manual

Training Site Policies and Procedures

AHA Copyright Policy

- It is the responsibility of the Training Site/TS Coordinator to see that Instructors teaching for the Training Site comply with the AHA Copyright Policy.
- The American Heart Association owns the copyrights to AHA textbooks, manuals, and other ECC training materials. These materials may not be copied, in whole or in part, without the prior written consent of the AHA.
- No AHA copyright materials may be posted on Training Site/Instructor website

AHA Disclaimer

- The AHA does not set or receive fees for courses offered by Training Site/Instructors. It is the responsibility of the Training Site/TS Coordinator to determine what fees, if any, to charge for courses and to ensure that billing practices comply with applicable laws.
- Disclaimer must be displayed on any web page with fee or cost information.
- The disclaimer **must** be printed on all Training Site promotional brochures, announcements, agendas, or other materials distributed to Students in courses for which 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.

Training Boundaries within the US

- It is the responsibility of the Training Site/TS Coordinator to see that Instructors teaching for the Training Site comply with the AHA Training Boundaries Policy.
- Training Site and their Instructors may only offer AHA courses in the geographic region defined in The CPR Lady, Inc. Training Center Agreement — California, Arizona and Nevada
- The following steps need to be taken if a Training Site wants to conduct training outside the Training Center’s geographic region:
 1. Training Site must obtain permission from the Training Center Coordinator prior to teaching outside California, Arizona and Nevada.
 2. The Training Center will contact the AHA Account Manager to request permission for Instructors to teach outside of its allowed region. When approved in writing, the Training Center will contact the Training Site.

The CPR Lady Training Site Manual

Training Site Policies and Procedures

International Training by US Instructors

- It is the responsibility of the Training Site/TS Coordinator to see that Instructors teaching for the Training Site comply with the AHA International Training Policy.
- The AHA acknowledges that many Training Sites have opportunities to form relationships in the international medical community.
 1. US-based Training Site/Instructors may only conduct occasional training outside their geographic territory with preapproval from the Training Center Coordinator.
 2. The Training Center will apply to ECC Global Training at least 6 weeks before the intended training. Approval is not automatic. Approval in writing from ECC Global Training is required.
 3. US Training Site/Instructors cannot teach in Canada unless they are aligned with a Heart and Stroke Foundation of Canada training program.

Failure by a Training Site, TS Coordinator, or TS Instructor to follow these policies may be cause for revocation of the Training Site/Instructor status.

Use of AHA Materials Policy

Refer to the AHA Program Administration Manual: Guidelines for Program Administration and Training (*PAM*), Chapter 3 TC Policies and Procedures clearly states the Use of AHA Materials.

It is the responsibility of the Training Site/TS Coordinator to see that Instructors teaching for the Training Site comply with the Use of AHA Materials Policy.

Textbook or Student Manual

Each Student must have the current appropriate course textbook readily available for use before, during, and after the course. Textbooks are designed for individual use and are an integral part of the Student's education. Students may reuse their textbooks during renewals or updates until new science guidelines are published.

TC Employee Libraries, ACLS / PALS Precourse Self-Assessments, and Core Curriculum

- See the full, complete version of the *PAM* found on the Instructor Network and on The CPR Lady's secured Instructor website under Documents > General for details regarding Training Center Employee Libraries, ACLS / PALS Precourse Self-Assessments, and Core Curriculum

The CPR Lady Training Site Manual

Training Site Policies and Procedures

Problem Resolution Policy

All problems, complaints, or issues a Training Site, TS Coordinator, or TS Instructor may have should be resolved at the lowest support level possible. The hierarchy of support is as follows:

- First, check reference materials – Training Center Instructor Manual, Course Matrix, BLS and HS Instructor Manuals, AHA Program Administration Manual, etc. These documents are found on the Instructor Network and on The CPR Lady’s secured Training Site/Instructor website under Documents > General
- Second, check with Training Site Coordinator if problem, complaint, or issue cannot be resolved with the available reference materials
- Finally, contact the Training Center Coordinator if dispute or issue is still not resolved. Contact Info@TheCPRLady.net (Click on the email link) or (949)-651-1020

DO NOT call or contact the AHA Dallas office unless directed by the Training Center Coordinator.

Dispute Resolution Policy

- All disputes, complaints, or allegations within the ECC Training Network are to be managed in a clear, respectful, impartial and organized fashion consistent with the ethics, values, policies, and procedures of the American Heart Association.
- It is the responsibility of the Training Site/TS Coordinator to manage and resolve any disputes, complaints, or problems that arise from activities conducted by their Instructors.
- Any complaints or problems brought to the Training Center by the AHA will be directed to the Training Site Coordinator for resolve. The Training Site Coordinator with the help of the Training Center Coordinator will to develop a plan of action and a timeline for repair in consultation with the Account Manager.
- Refer to the *AHA Program Administration Manual: Guidelines for Program Administration and Training* for complete AHA Policy. Full, complete version of *PAM* is found on the Instructor Network and on The CPR Lady’s secured Instructor website under Documents > General.

ECC Beat

- The *ECC Beat* is a monthly e-newsletter published by the AHA for the AHA Training Network and volunteers. The *ECC Beat* provides information on the latest ECC science, training, program administration, campaigns, events, and news.
- The AHA strongly encourages Training Centers, Training Sites, TS Coordinators and Instructors to read the *ECC Beat* to stay updated on useful information from ECC volunteers, committees, and other ECC professionals. To access the *ECC Beat* newsletter, visit the Instructor Network.
- It is the responsibility of the Training Site/TS Coordinator to ensure that all Instructors aligned with the Training Site are aware of the *ECC Beat*.

The CPR Lady Training Site Manual

Training Site Policies and Procedures

Non-AHA Content/Material Policy

It is the responsibility of the Training Site/TS Coordinator to see that Instructors teaching for the Training Site comply with the Non-AHA content/Material Policy.

The *AHA Program Administration Manual: Guidelines for Program Administration and Training (PAM)* clearly states the non-AHA Content policy:

- Adding non-AHA content to the course is not advisable.
- Although it is not considered a best practice to add to the course, Training Sites/Instructors may add related topics as long as
 1. None of the required AHA lessons or course content is eliminated, altered, or shortened
 2. Additional topics and information are added only at the beginning or end of the course so that the additional information does not disrupt the flow of the required lessons
 3. The course length increases in proportion to the amount of non-AHA content/material added
- The Training Site Coordinator in conjunction with the Course Director or Lead Instructor must approve any supplementary materials before the course.
- Once approved, the Instructor must inform Students of any additional information that is from non-AHA sources, and such material must be clearly labeled as “Not AHA approved.”
- A Student is not held responsible for or tested on, non-AHA content and cannot be failed over non-AHA content.
- Any location-specific protocols or procedures that do not comply with AHA process (substituting new medications, specialized techniques, etc.) should be identified as *location-specific* and separated from the core content of the course.”
- Materials created by the Training Center, Training Sites or Instructors must state material is non-AHA content/material and must be clearly labeled as not being AHA approved
- Use this statement or variation of statement on non-AHA content/materials is required by The CPR Lady, Inc. Training Center

“Additional materials created by Training Center, Training Site or Instructor to enhance and supplement the learning experience and are not AHA approved”

The CPR Lady Course Study Guides

Course Study Guides are available on The CPR Lady’s secured Instructor website under Documents > Course Study Guides. The Documents are in Word 2010, not locked in PDFs.

Available Course Study Guides:

- ACLS Study Guide 2011 updated 8-2012
- CAB of CPR updated 8-2012 Healthcare Provider
- Heartsaver Steps of CPR updated 8-2012
- PALS Study Guide 2011 updated 8-2012

The non-AHA Content/Material Policy and the AHA Disclaimer affect the Course Study Guides.

- Course Study Guides on The CPR Lady, Inc. secured Training Site/Instructor website have been updated to reflect the American Heart Association non-AHA Content/Material Policy. Study Guides also contain the AHA disclaimer for compliance.
- Course Study Guides are in Word 2010 so that Training Sites/Instructors may replace The CPR Lady, Inc. branding with their own branding.

The CPR Lady Training Site Manual

Training Site Policies and Procedures

Core Instructor Course Policy

- It is the responsibility of the Training Site/TS Coordinator to see that Instructors teaching for the Training Site comply with the Core Instructor Course Policy.
- The *Course Instructor Course (CIC)* is a requirement for all AHA Instructors. This is a ONE TIME only requirement and does not need to be repeated.
- Detailed information about the CIC is on The CPR Lady's secured Instructor website under Documents > Instructor Info > Core Instructor Course Tips.

Instructor Network Policy

- It is the responsibility of the Training Site/TS Coordinator to see that Instructors teaching for the Training Site comply with the Instructor Network Policy.
- It is The CPR Lady, Inc. Training Center's policy that Instructors MUST register on the Instructor Network and align with The CPR Lady, Inc. Training Center. Detailed directions are on The CPR Lady's secured Training Site/Instructor website under Documents > Instructor Info
- It is responsibility of the Training Site/TS Coordinator to assist the Training Center with this policy regarding Instructors teaching for the Training Site.
- **Add Facilitator Disciplines:** If Instructor is registered and aligned with The CPR Lady, Inc. Training Center and wishes to add Facilitator Disciplines, this is done with the existing Instructor Username and Password. Detailed directions are on The CPR Lady's secured Training Site/Instructor website Documents > Instructor Info > Instructor Network Registration Tips.

Instructors are encouraged to register as Facilitators for:

1. BLS Instructors
 - Family & Friends
 - Heartsaver Bloodborne Pathogens
 2. ACLS and PALS Instructors. Instructor is asked to summarize qualifications as an expert
 - Airway management
 - ECG and Pharmacology
- **Add a New Instructor Discipline:** If Instructor is registered and aligned with The CPR Lady, Inc. Training Center and adds a new Instructor discipline, this is done with the existing Instructor Username and Password. Detailed directions are on The CPR Lady's secured Training Site/Instructor website Documents > Instructor Info > Instructor Network Registration Tips.
 - **Change Training Center Alignment:** If Instructor is registered on the Instructor Network with another TC, this is done with the existing Instructor Username and Password. The Instructor uses "Edit my profile" to remove old TC and add The CPR Lady, Inc. as new TC. Detailed directions are on The CPR Lady's secured Training Site/Instructor website under Documents > Instructor Info > Instructor Network Registration Tips.

The CPR Lady Training Site Manual

Training Site Policies and Procedures

AHA Instructor ID Number

It is the responsibility of the Training Site/TS Coordinator to see that Instructors teaching for the Training Site have an AHA Instructor ID Number.

All AHA Instructors who are registered and confirmed on the AHA Instructor Network have an Instructor identification number assigned to them. Instructors can find this number in the box in the upper right-hand corner of the AHA Instructor Network site. ID# is the last line in the box. Instructors must be logged in to view this number.

My Courses Policy

In July 2012, the AHA's new **My Courses** replaced the "ECC Class Connector." **My Courses** is a completely redesigned tool that allows for a much more user-friendly, streamlined and intuitive experience for scheduling of classes and skills sessions. With **My Courses**, Instructors enjoy a simple interface, a fresh look and feel and most importantly, fewer steps and fewer screens of information to complete to enter and update class information.

Training Center Responsibilities

- It is the TC responsibility to enter each Training Site on the **My Courses** website. The information entered by the Training Center for each Training Site is maintained and controlled by the Training Center. Any changes to this Training Site information must be relayed to the Training Center within 2 weeks (14 days) of the change occurring by the owner of the Training Site.
- The Information maintained by the Training Center for each Training Site is:

Training Site Name	Public URL (website)
Address	Display on Web Y/N
City	Public Email Address
State	Public Phone Number
ZIP Code	Courses Taught by Training Site
Country	
- Confirm each Instructor, aligned with The CPR Lady, Inc. Training Center, on the AHA Instructor Network for every Course/Discipline they are authorized to teach.
 - The Training Center **IS NOT RESPONSIBLE** for entering Class schedule information on **My Courses**. A Class is a scheduled time/place instance of a Course taught by the Training Site
- The Training Center may at its discretion:
 - Remove a Training Site from **My Courses**
 - Remove an Instructor from the AHA Instructor Network

Training Site Responsibilities

- Confirming that each Instructor that teaches for their Training Site is registered on the AHA Instructor Network and is:
 - Affiliated with The CPR Lady, Inc. Training Center
 - Affiliated with an AHA Training Center in "Good Standing"
- The Training Site **IS UNABLE** to enter Class schedule information on **My Courses**. This must be done at the Instructor level

The CPR Lady Training Site Manual

Training Site Policies and Procedures

Instructor Responsibilities

- Register on the AHA Instructor Network and align logon with The CPR Lady, Inc. Training Center
- See AHA Instructor Network Registration Tips. Document is found on the Training Site/ Instructor Network and on The CPR Lady's secured Training Site/Instructor website under Documents > Instructor Info
- Create and maintain Class schedule information (Course instances) on **My Courses**
- See American Heart Association My Courses Instructor User s' Guide July 2012. Instructor User Guide is found on The CPR Lady's secured Training Site/Instructor website under Documents > My Courses.

Instructor Who Needs AHA Provider Card Policy

- It is the responsibility of the Training Site/TS Coordinator to comply with the AHA Provider Card Policy.
- For Instructors a new Provider card may be issued at the discretion of the Training Site or on request of the Instructor but is not required by the AHA. The Instructor card "supersedes" the Provider card. Therefore an Instructor may have Instructor status without possessing a Provider card.
- If Instructor requests a Provider card for professional or work related credentialing, dates on Provider card match the dates on the Instructor card. This is only for the same discipline as the Instructor card.

Heartsaver Instructor

The American Heart Association has two (2) types of CPR Instructors - Heartsaver and Basic Life Support Instructors. Heartsaver Instructors teach lifesaving CPR, AED, and first aid courses for the non-medical community. They may NOT teach the Healthcare Provider. Heartsaver Instructors are not required to have a medical background to teach. **The CPR Lady, Inc. Training Center has no Heartsaver Instructors.** BLS Instructors may teach BLS for Healthcare Providers and all of the Heartsaver courses and is consider to be a higher Instructor level.

BLS Instructor

BLS for Healthcare Providers Course

A Training Site must purchase BLS for HCP Course and Renewal Course DVD 90-1035 about \$65.

- Prior to teaching the course, BLS Instructors need to be familiar with the course agendas, skills testing, course materials and review the DVD several times.

Heartsaver Courses

A Training Site wishing to provide Heartsaver Courses (Heartsaver CPR AED, Heartsaver First Aid, Heartsaver First Aid CPR, and Heartsaver Pediatric First Aid) must purchase the Heartsaver Instructor Manual and appropriate DVD sets.

- Prior to teaching any Heartsaver courses, BLS Instructors need to be familiar with the course agendas, skills testing and course materials.

The CPR Lady Training Site Manual

Training Site Policies and Procedures

Family& Friends Course/Bloodborne Pathogens Course

A Training Site wishing to provide Family & Friends CPR and Heartsaver Bloodborne Pathogens Courses must purchase the Facilitator Guides and appropriate DVD sets.

- Prior to teaching any courses, BLS Instructors need to be familiar with the course agendas, skills testing, course materials, and review the DVD several times.
- BLS Instructors need to register on the Instructor Network as Family & Friends and Bloodborne Pathogens facilitators.
- Students are entered on The CPR Lady's secured Instructor website; paperwork and Roster are sent like any other course to the Training Center. BUT AHA Cards\Certificates are in the back of each Student Manual. No fee to The CPR Lady, Inc. is required.

Course Roster Policy

- It is the responsibility of the Training Site/TS Coordinator to see that Instructors teaching for the Training Site comply with the Course Roster Policy.
- There are several different types of Rosters on The CPR Lady's secured Training Site/Instructor website under Documents > Course Rosters.
 1. AHA Provider Course Rosters
 2. AHA eLearning Skills Session Rosters
 3. Continuing Education Course Roster
- All Rosters on The CPR Lady's secured Training Site/Instructor website are designed for the exclusive use by The CPR Lady, Inc. Training Center, Training Sites, and Instructors **ONLY**.
- All Rosters must be completed using blue or black ink.
- Provider Course Rosters and eLearning Skills Session Rosters have two (2) pages. If Rosters are not printed on a single sheet (front page 1 and back page 2), the Date and Course name on both pages are **CRITICAL** to keep both sheets together.

Online AHA Certificates Policy

- An Online AHA Certificate does not constitute successful completion of the program. A skills review and test, conducted by an AHA Instructor, is required to receive the AHA course completion card.
- Student has **60 days** from the date of completion listed on the Online Certificate to complete the skills test.
- Student is required to bring the Online Certificate to the skills testing session.
- Instructor is required to attach the Online Certificate to the Skills Session Roster. Rosters are found on The CPR Lady's secured Training Site/Instructor website under Documents > Course Rosters.
- Training Site/Instructor may wish to verify the validity of an Online Certificate presented. Detailed directions for verifying are on The CPR Lady's secured Training Site/Instructor website under Documents > Instructor Info> Verifying Online AHA Certificates.

The CPR Lady Training Site Manual

Training Site Policies and Procedures

Issuing of Cards to Students Policy

- It is the responsibility of the Training Site/TS Coordinator to comply with the Issuing of Cards to Students Policy.
- It is The CPR Lady, Inc. Training Center's policy that Students receive their cards **within 20 business days of the course completion** (starting last day of class). Business days exclude Saturday, Sunday, and National Holidays. For The CPR Lady's purposes, National Holidays are the days banks are closed.
- . All cards should be in the Student's hands as quickly as possible.
- The Training Site is responsible for the following before distributing the AHA cards to the Students.
 1. Cards are printed only using the CPR Lady's website. No other card printing tools are acceptable
 2. Check to confirm Student has the correct AHA card for the class provided.
 3. Check each card for correct information, to include:
 - Issue and Expiration Date
 - First and Last name of Student
 - Correct Training Site information (e.g. Site name and telephone number).
 4. For Heartsaver cards (CPR, AED, First Aid, and Pediatric First Aid)
 - i. ▪ On the front of the card, fill in the circles of the modules **NOT** completed.
 5. Request Student to sign card upon receipt. **Card is not valid if unsigned.**

Printing and Mailing of Continuing Education Certificates Policy

Continuing Education Certificate (CEU) Roster

All of these fields and requested paperwork must be filled out correctly or attached for the issued CE Certificates to be valid. Roster can be found on The CPR Lady's secured Training Site/Instructor website under Documents > Course Rosters.

- Instructor Required Fields-Located across top of CE Course Roster
 1. Date
 2. Course
 3. Instructor Name
- Student Required Fields
 1. Name (Printed)
 2. Address
 3. Signature
 4. License # and Type
- Required paperwork to be attached
 1. Copy of each Student's Course Evaluation
 2. Copy of each Student's Written Exam
 3. AHA Roster (copy of original)
 4. Instructor's Resume (with first CEU each calendar year)
 5. Copy of each Student's Certificate (TS only); Training Center will provide for Instructors

The CPR Lady Training Site Manual

Training Site Policies and Procedures

Continuing Education Certificate Fee

The fee for each Continuing Education Certificate is based on the Fee Structure section below, and will be the same regardless of the number of units issued

Eligible Courses for Continuing Education Certificates and Units per Course Type

Please refer to the CEU APPENDIX for matrix of available course units

Policy and Procedure for Issuing CEUs after a Class

Occasionally a Student will request CEUs days, weeks, or even months after a class. This is something that the Instructor/Training Site is not able to assist the Student with because they are “locked out” of the roster and are not able to make additions or changes (TS and Instructor may correct the email address only). When this happens, have the Student contact the Training Center directly.

Continuing Education Certificate Request Procedure

- Option #1—By Mail: All items below are **REQUIRED** to process a request:
 1. Enclose a note that includes as much of the following information as possible. The more information provided, the easier it is to find your class entry and create the Continuing Education Certificate.
 - Name on card
 - Class type (BLS, ACLS, PALS, etc.)
 - Date of class
 - Instructor name
 - Your contact information (phone # / email) if additional information is required
 2. Enclose completed CEU Roster. Complete Student required Fields:
 - Name (Printed)
 - Address
 - Signature
 - License # and Type
 3. Enclose self-addressed stamped envelope to mail the Continuing Education Certificate back to Student. Use a standard letter #10 envelope. The address Student writes on the envelope is where the certificate will be mailed. Postage is **REQUIRED**, meeting USPS First Class Postage rate.
 4. Continuing Education Certificate fee - **\$15.00** in the form of cash or check (no credit cards accepted). Make check payable to The CPR Lady, Inc.
 5. Mail the note, CEU roster, self-addressed stamped envelope, and fee for the Continuing Education Certificate to:
 - The CPR Lady, Inc.**
 - c/o Angelica Dudley**
 - 81 Courant**
 - Irvine, CA 92618**
- Option #2—Phone/Pick Up: When the Student has an urgent need for a Continuing Education Certificate, contact The CPR Lady, Inc. Training Center by phone.
 1. Phone # is 949-651-1020.
 2. Make arrangements to pick up CEU Certificate at address:
 - 81 Courant
 - Irvine, CA 92618
 3. CEU Certificate fee is \$15.00 + \$10.00 rush fee in the form of cash or check (no credit cards)

The CPR Lady Training Site Manual

Training Site Policies and Procedures

Heartsaver Optional Written Exam Certificates

- AHA does not require the successful completion of a written exam for its Heartsaver level courses. However, AHA created optional written Heartsaver exams to meet the needs of Students whose employers require that they take and successfully complete an exam.
- Optional exams are available on The CPR Lady's secured Training Site/Instructor website under Documents > Course Exams. Instructors who administer an optional exam should indicate this on the Student's course completion card by NOT marking through the "Optional Written Test" bubble.
- Also to show successful completion of an optional Heartsaver exam, certificates of completion are available on The CPR Lady's secured Training Site/Instructor website under Documents > Heartsaver Course Materials.
- Instructors should print the corresponding course exam certificate and provide it to Heartsaver Students who successfully complete an optional Heartsaver exam.
 1. Written Exam Certificate First Aid Course
 2. Written Exam Certificate CPR AED Course
 3. Written Exam Certificate First Aid CPR AED Course

Student Services – The CPR Lady Public Website

The CPR Lady, Inc. provides additional support beyond CPR training classes on [The CPR Lady](http://www.TheCPRLady.net) website. Link is <http://www.TheCPRLady.net>

- Duplicate Card Request: Students may request a replacement/duplicate card originally received from The CPR Lady, Inc. or a Training Site affiliated with The CPR Lady.
- Letter of Completion: Students may request a Letter of Completion on Training Center letterhead signed by the Training Center Coordinator for a candidate applying to a California State Board. Letter states Student completed the AHA course and holds a valid AHA card.

Duplicate Card Request

Duplicate Card request on The CPR Lady, Inc. public website is located on Customer Support page allowing the Student to order a duplicate card directly from the Training Center. Students are encouraged to contact the Instructor/ Training Site where they took the class first. There are two options to request the duplicate card.

Letter of Completion Request

Letter of Completion request on The CPR Lady, Inc. public website is located on Customer Support page allowing the Student to request a Letter of Completion directly from the Training Center. The Letter of Completion is on Training Center letterhead signed by the Training Center Coordinator for a candidate applying to a California State Board. Letter states Student completed the AHA course and holds a valid AHA card. There are two options to request the letter.

The CPR Lady Training Site Manual

Training Site Policies and Procedures

Card Verification – The CPR Lady Public Website

The CPR Lady provides Card Verification on [The CPR Lady](http://www.TheCPRLady.net) website. Link is <http://www.TheCPRLady.net>. Employers may request verification of an AHA card issued by The CPR Lady, Inc. Training Center.

Card Verification

Card Verification on The CPR Lady public website does not replace the Student having an actual AHA card. The purpose of Customer Support - Card Verification is to allow the Student's employer to verify the authenticity of a card the Student has given to their employer. It is designed to take data the employer has entered from reading the actual card and then letting the employer know that The CPR Lady, Inc. has confirmed that the card was issued by the Training Center; thus verifying the card.

Email Signature Policy

- The CPR Lady, Inc. Training Center requires Training Site to create an email signature which will be automatically attached and sent with each email
- The email signature might include:
 1. Full name
 2. Title
 3. DBA – Doing Business As
 4. Address
 5. Phone number
 6. FAX number
 7. Email address
 8. Website address
 9. Training Site Logo
- Email signature example

Helen McCracken RDH, MS

The CPR Lady, Inc.

American Heart Association Training Center
12 Spoonbill
Irvine, CA 92604
Phone 949.552.3383
Fax 949.552.3382

Helen@TheCPRLady.net

www.TheCPRLady.net



Website Policy

- The CPR Lady, Inc. Training Center requests all TS to create a website to advertise and promote AHA classes.
- Please refer to The CPR Lady's Website Manual: Website Guidelines.
- The CPR Lady, Inc. Website Manual: Website Guidelines is available on The CPR Lady's secured Training Site/Instructor website under Documents > General.

The CPR Lady Training Site Manual

Training Site Policies and Procedures

Documentation Policy

All documents supplied via The CPR Lady's secured Training Site/Instructor website will be in PDF format only. These documents are the property of The CPR Lady, Inc. Training Center or the American Heart Association, and have been secured to preserve the validity of the documents. These documents shall not be unsecured and modified in any way. If you leave The CPR Lady, Inc. Training Center, all electronic copies of these documents must be removed from your computer, and new versions downloaded from either AHA directly or your new Training Center.

Adobe Acrobat Reader

All PDF documents on The CPR Lady's secured Training Site/Instructor website have been normalized to Adobe Reader 9.0 or higher. Older versions of Adobe Reader or other PDF readers are not supported, and can hinder the viewing of these documents. Adobe Reader is a free software package available from Adobe, and the latest version can be downloaded and installed from the [Adobe](http://get.adobe.com/reader/) website. Link is <http://get.adobe.com/reader/>. If you have Adobe Acrobat Reader installed, and are still having issues, please check to see if you have the latest version.

Flash Player

Instructors will need the Flash Player to view the Flash videos. Instructors may download the Mac or PC version free by clicking on this link [Flash Player](http://get.adobe.com/flashplayer/). Link is <http://get.adobe.com/flashplayer/>. If you have Flash Player installed, and are still having issues, please check to see if you have the latest version.

Specialty Faculty Policy

- The course Instructors must be current AHA-recognized Instructors. However, Specialty Faculty with expertise in a particular content area may assist AHA Instructors in courses
- Specialty Faculty must hold a current provider card in the discipline in which they are instructing
- Specialty Faculty may teach in skills stations but may not evaluate Students or be involved in the evaluation process
- Specialty Faculty may assist if approved in advance by the Training Center. See page 1 AHA Course Criteria to clarify Specialty Faculty

Specialty Faculty is not counted in the Student-to-Instructor ratio unless he or she is an AHA Instructor. This means that a BLS Instructor as Specialty Faculty may teach the BLS/AED station and testing in an ACLS Course or PALS Course and be counted in the ratio. On the other hand, a Paramedic as Specialty Faculty in BLS, ACLS and PALS who is not an AHA Instructor may not be counted in the ratio. This is a change in the Program Administration Manual policy.

The CPR Lady Training Site Manual

Training Site Policies and Procedures

BLS Course Completion During ACLS or PALS Provider Course

- Two new Training Memos, now available address BLS for Healthcare Providers Course completion during advanced life support courses (ACLS, ACLS Update, PALS, and PALS Update). The memos specifically address statements on page 32 of the *BLS Instructor Manual*, page 22 of the *ACLS Instructor Manual* and page 37 of the *PALS Instructor Manual*.
- Read Memos carefully
 1. Training Memo BLS Course Completion During ACLS is available on The CPR Lady, Inc. secured Training Site/Instructor website under Documents > ACLS Course Materials. Released January 20, 2012
 2. Training Memo BLS Course Completion During PALS with Skills Sheet is available on The CPR Lady, Inc. secured Training Site/Instructor website under Documents > PALS Course Materials. Released January 20, 2012

AHA Instructor Wishing to Have Rescuer Recognized by AHA



Tell Us Your Story

Contact the Training Center to obtain a form so that the rescuer can be recognized. AHA keeps records of survivor stories. Allow 7 - 10 working days for turnaround. In some cases, awards are fulfilled more quickly. Please contact Training Center or survivorstory@heart.org (Click on the email link) if you have questions.

Many times AHA receives requests to use survivor stories for AHA marketing purposes, as well as from the media, who may need a story involving someone of a certain gender, race, or age range. AHA uses the information for future/potential marketing purposes. Rescuer will be contacted if AHA uses your story.

The CPR Lady Training Site Manual

Training Site Policies and Procedures

AHA Books and CPR Supplies Policy

The American Heart Association policy states, "Each Student must have current, appropriate textbook readily available before, during and after the course. Students may reuse their textbooks during renewals until new science guidelines are published." If requested, the Training Site/Instructor must be able to supply documentation/receipts to the Training Center regarding card to textbook ratios.

Training Center Contract extended to Training Sites/Instructors

I encourage all Training Sites/Instructors to take advantage of the Channing Bête contract discounts and Priority Club benefits.

- The CPR Lady, Inc. Training Center has a contract with Channing-Bête. The CPR Lady 's Training Sites/Instructors receive the following discounts:
 - a. 3% of AHA Online products (not including "Learn" and "HeartCode" products) on orders of 50 or more units of Online products per order
 - b. 8% discount on all AHA products (including "Learn" and "HeartCode" products)
 - c. 10% on CPR training equipment carried by Channing-Bête, and free shipping & handling on **any order of \$200 or more.**
- Priority Club benefits:
 1. Automatic entry into our quarterly sweepstakes
 2. Special email promotions sent only to Priority Club members
 3. Quarterly email updates of account
 4. A members-only hotline: 1-888-649-2978
- My account manager is Nicole Petersen. Contact information below. Please call Nicki when placing your first order of \$200 or more and enroll in the "Priority Club."
- Remember that there can be a difference in time zones. Call before 3PM Pacific Time. Her direct line is 1-888-834-6640 ext. 5

Nicole M. Petersen
American Heart Association Account Manager
Channing Bête Company
One Community Place
South Deerfield, MA 01373
Phone: 888-834-6640, option 5
Fax: 800-329-2939
npetersen@channing-bete.com
<http://aha.channing-bete.com>

Certified Mail, Return Receipt, Registered Mail Policy

The CPR Lady, Inc. Training Center strongly encourages Training Sites/Instructors to send mail to Training Center via USPS First-Class mail. If mail is sent certified mail, return receipt, or registered mail, there will be a delay with the Training Center receiving the mail.

The CPR Lady Training Site Manual

Training Site Policies and Procedures

Check Policy

Check Cashing Policy

- Checks are made payable to **The CPR Lady, Inc.** and mailed to:
The CPR Lady, Inc.
c/o Angelica Dudley
81 Courant
Irvine CA 92618-1504
- The CPR Lady, Inc. Training Center will only accept checks written from a Training Site aligned with the Training Center. Payment for AHA Course Cards with 3rd party checks from individuals or companies will not be accepted.
- Angelica may be reached at:
Angelica@TheCPRLady.net (Click on the email link)
(949) 651-1020

Returned Check Policy

- The CPR Lady, Inc. Training Center will charge a fee of \$25 for any returned checks.
- This fee plus the face value of the check will be remitted by the Training Site upon demand in the form of cash or money order.
- The CPR Lady, Inc. Training Center will only accept cash or money orders from any Training Site with a history of returned checks.

Continuing Education Units (CEUs)

Continuing Education Certificate (CEU) Roster

All of these fields and requested paperwork must be filled out correctly or attached for the issued CE Certificates to be valid. Roster can be found on The CPR Lady's secured Instructor website under Documents > Course Rosters.

- Instructor Required Fields-Located across top of CE Course Roster
 1. Date
 2. Course
 3. Instructor Name
- Student Required Fields
 1. Name (Printed)
 2. Address
 3. Signature
 4. License # & Type
- Required paperwork to be attached
 1. Copy of each Student's Course Evaluation
 2. Copy of each Student's Written Exam
 3. AHA Roster (copy of original)
 4. Instructor's Resume (with first CEU each calendar year)
 5. Copy of each Student's Certificate (TS only) Training Center will provide for Instructors

The CPR Lady Training Site Manual

Training Site Policies and Procedures

Eligible Courses for Continuing Education Certificates and Units per Course Type

Please refer to the CEU APPENDIX for matrix of available course units

Policy and Procedure for Issuing CEUs after a Class

Occasionally a student will request CEUs days, weeks, or even months after a class. This is something that the Instructor is not able to assist the student with because they are “locked out” of the roster and are not able to make additions or changes (TS and Instructor may correct the email address only). When this happens, have the student contact the Training Center directly.

Continuing Education Certificate Request Procedure

CEU pricing from The CPR Lady, Inc. Training Center

- All CEU certificates regardless of class or number of approved hours are no additional fee for a Training Site
- Duplicate CEU certificates are no additional fee for a Training Site

The CPR Lady Training Site Manual

Training Site Policies and Procedures

CEU APPENDIX

Course	EMT Paramedic	Medical Dr. Physicians Asst.	Registered Nurse	Dental	LVN	Physical Therapy
BLS for HCP	Approved	N/A	N/A	Approved	Approved	Approved
NEW	4			4	4	4
RENEW	4			4	4	4
ONLINE	1			1	1	1
Heartsaver CPR AED	Approved	N/A	N/A	Approved	Approved	Approved
NEW	3			3	3	3
ONLINE	1			1	1	1
Heartsaver First Aid [no CPR]	N/A	N/A	N/A	N/A	N/A	N/A
Heartsaver First Aid CPR AED	N/A	N/A	N/A	N/A	N/A	N/A
Heartsaver Ped First Aid	N/A	N/A	N/A	N/A	N/A	N/A
Bloodborne Pathogens	Approved	Approved	Approved	Approved	Approved	Approved
	1	1	1	1	1	1
Airway Management	Approved	Approved	Approved	Approved	Approved	N/A
	5	5	5	5	5	
ACLS	Approved	Approved	Approved	Approved	N/A	N/A
NEW	10	10	10	10		
UPDATE	6	6	6	6		
ONLINE	1	1	1	1		
ECG & Pharmacology	Approved	Approved	N/A	Approved	Approved	N/A
	6	6		6	6	
PALS	Approved	Approved	Approved	Approved	N/A	N/A
NEW	14	14	14	14		
UPDATE	6	6	6	6		
ONLINE	2	2	2	2		
PEARS	Approved	Approved	Approved	Approved	N/A	N/A
NEW	6	6	6	6		
RENEW	3	3	3	3		
BLS Instructor	Approved	Approved	Approved	Approved	Approved	N/A
NEW	8	8	8	8	8	
RENEW	6	6	6	6	6	
ACLS Instructor	Approved	Approved	Approved	Approved	N/A	N/A
NEW	10	10	10	10		
RENEW	8	8	8	8		
PALS Instructor	Approved	Approved	Approved	Approved	N/A	N/A
NEW	10	10	10	10		
RENEW	8	8	8	8		

THE CPR LADY TRAINING SITE COORDINATOR SIGNATURE PAGE

Revision 5.0

I, _____
(Print Training Site Coordinator Name)

do hereby acknowledge I have read the foregoing TRAINING SITE MANUAL, by The CPR Lady, Inc., and do agree to comply with the policies, procedures and statements contained therein.

(Signature of Training Site Coordinator)

(Email of Training Site Coordinator)

(Training Site Name)

(Date)