

TCAM

TRAINING CENTER ADMINISTRATIVE MANUAL 2008

TRAINING CENTER OPERATIONS,
INSTRUCTOR AUTHORIZATION,
QUALITY ASSURANCE,
AND TRAINING PROGRAMS







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Note

It is the responsibility of Training Center Directors and MEDIC FIRST AID-authorized Instructors to remain current with these Standards and Guidelines for Quality Assurance as they exist now or may change. Please take note of the version number of this TCAM and check frequently for new versions. The most recent version of this document, as well as its appendices and answers to Frequently Asked Questions, can be found on MEDIC FIRST AID's website: www.medicfirstaid.com

SUBJECT TO CHANGE WITHOUT NOTICE

MEDIC FIRST AID International, Inc.

MEDIC FIRST AID® is a worldwide innovator and leader in emergency care training programs for business, industry, and the general public. We provide nationally recognized training programs through approved Training Centers across the United States and around the world.

MEDIC FIRST AID collaborates with a wide variety of organizations to produce public safety and health products, materials and services that meet the needs of our customers. MEDIC FIRST AID is a member of the International First Aid Science Advisory Board co-founded by the American Red Cross (ARC) and American Heart Association®, Inc. (AHA), and was a participant in the International Liaison Committee on Resuscitation (ILCOR) 2005 International Conference on Cardiopulmonary Resuscitation (CPR) and Emergency Cardiovascular Care (ECC) Science with Treatment Recommendations, hosted by the AHA.

Mission

We Make Learning to Save Lives Easy.™

Vision

To be the preferred training resource for safety and health training centers.

Goals

- To provide Training Centers and Instructors with support and information that will help them practice and promote the highest professional standards in health and safety instruction—in the community and in the workplace.
- To use and promote principles of sound research and review to facilitate the development and revision of high-quality safety and health training programs.
- To provide opportunities for Training Centers and Instructors to improve themselves and the operation of their Training Centers by facilitating professional networking opportunities and continuing education through conferences, publications, and other means.

Training Centers

MEDIC FIRST AID authorizes approved Training Centers (TC) to provide MEDIC FIRST AID programs in accordance with the standards and guidelines for quality assurance in this Training Center Administrative Manual (TCAM). Training Center eligibility and authorization is determined by review of an application available at our website: www.medicfirstaid.com. Training Center Directors agree to follow the rules and regulations contained in the TCAM.

Instructors

MEDIC FIRST AID authorizes Instructors to certify (issue Successful Completion Cards to) participants in MEDIC FIRST AID programs via courses conducted through approved Training Centers. Training Centers may apply to add authorized, affiliated Instructors by completing and submitting an Instructor application available at our website.

Quality Assurance

MEDIC FIRST AID maintains a robust Quality Assurance program that includes a system of measures, audits, and corrective actions designed to ensure that our training programs and Instructors are of the highest achievable quality.

Establishing a Training Center

To establish a MEDIC FIRST AID Training Center, complete and submit the Training Center Application available on our website: www.medicfirstaid.com. There are only three requirements for MEDIC FIRST AID Training Centers:

1. They must have at least one authorized affiliated Instructor.
2. They must purchase at least one MEDIC FIRST AID training program.
3. The Director must agree to follow the requirements contained in the TCAM (see next section).



Training Centers

Section 2

The affiliated Instructor can be the Training Center Director and can receive Instructor authorization at the same time that the Training Center is created. Please see Section 3 for information on becoming a MEDIC FIRST AID Instructor.

Training Center Director

The Training Center Director is responsible for ensuring that the Training Center, its affiliated Instructors, and any Branches adhere to the standards and guidelines for quality assurance described in this TCAM and its appendices. This responsibility includes, but is not limited to:

1. ensuring that all Instructors affiliated with or teaching courses for the Training Center are properly qualified and authorized by MEDIC FIRST AID;
2. immediately notifying MEDIC FIRST AID of any change in the Training Center Director's or an affiliated Instructor's status;
3. ensuring that Instructors are prepared to provide a high-quality educational experience for students;
4. ensuring that appropriate equipment is available to Instructors for use during MEDIC FIRST AID courses in sufficient quantities to allow each student adequate hands-on practice of required psychomotor skills;
5. ensuring adequate classroom health and safety to prevent injury and minimize the risk of disease transmission;
6. ensuring that Instructors dress in clean, professional attire suitable to the setting of the class;
7. ensuring that classrooms are free from discrimination, harassment, prejudice, and abusive behaviors;
8. removing Instructors from the Training Center teaching staff who have failed reasonable attempts at remediation, or those involved in dishonest, unprofessional, unethical, or illegal conduct, and notifying MEDIC FIRST AID of their removal; and
9. working with MEDIC FIRST AID to investigate and correct any situation that endangers the goodwill associated with MEDIC FIRST AID programs, Training Centers, or Instructors.

The Training Center Director may designate another staff member to assume day-to-day management of Training Center administration but remains personally responsible for all aspects of the Training Center's operations.

Policies & Procedures

Each Training Center (TC) must have policies and procedures that address, at a minimum:

- classroom and Instructor quality assurance
- equipment maintenance and decontamination
- professional conduct
- student's ability to communicate with Training Center

These policies and procedures must be available, in writing, for inspection upon request. Please see Appendix XI for sample Policies and Procedures. Training Center Directors may adopt these sample policies or develop their own Training Center-specific policies and procedures.

Record Maintenance

Training Centers need comprehensive and legally sound document retention practices to protect themselves and their employees, officers, and directors in the case of litigation, investigation, or regulation by government entities. All Training Center records are official documents that must be made available upon request by MEDIC FIRST AID staff or designees, and by appropriate state or federal officials. The Training Center is required to keep clear, legible, and orderly records pertaining to Instructors, courses and course evaluations for no less than three years, including:

1. A signed application for each Instructor.
2. Copies of all pertinent credentials.
 - a. If the Instructor attained MEDIC FIRST AID Instructor authorization through an Instructor Development Course, the Training Center must retain a copy of course completion documentation and/or the Instructor Trainer signature on the Instructor's application.

- b. If the Instructor attained MEDIC FIRST AID Instructor authorization through reciprocity, the Training Center must retain a copy of the original reciprocal certification (e.g. Instructor's American Heart Association Instructor Card).
3. A completed course roster reflecting the participants' names, course date, time, and location, type of course, Instructor's name, and Instructor's signature for each course.
4. Records of students' scores for courses in which Written Knowledge Reviews (examinations) were given.
5. Skill Performance Evaluation Sheets.
6. All documentation related to Quality Assurance investigations or other types of problem resolution.

All records may be stored electronically.

Training Center Branches

Organizations with multiple locations may choose to make each location an independent Training Center, or a Branch of the Training Center. Instructors may be affiliated with either the primary Training Center or a specific Branch. While the primary Training Center Director may assign a local director for each Branch, he or she is ultimately responsible for the training activities at the Branches.

Affiliated Instructors

Each Training Center must have at least one affiliated Instructor; likewise, all Instructors must be affiliated with one primary Training Center. An affiliated Instructor is one for whom the Training Center Director maintains responsibility. The Training Center Director may be the only affiliated Instructor, or there may be many affiliated Instructors. Training Center Directors may employ additional Instructors who are not affiliated with the Training Center but they are responsible for ensuring that each Instructor is currently authorized by MEDIC FIRST AID to teach the programs offered. Training Center Directors may verify authorization by employing the Search Instructor/Training Center tool on the MEDIC FIRST AID website. Training Centers with authorized Instructor Trainers may offer Instructor Development Courses to create affiliated Instructors or to train Instructors who intend to establish their own Training Centers. They may also allow Instructors authorized by reciprocity or by another MEDIC FIRST AID Training Center to transfer affiliation to them. Training Centers must ensure that the applicable fee is paid for each affiliated Instructor, and Training Center Directors are responsible for renewing their affiliated Instructors' authorization every two years. Please see Section 3 for more information on Instructors.

Course Offerings

In order for students to receive a Successful Completion Card (be certified) in a MEDIC FIRST AID program, they must successfully complete a course led by an Instructor who is authorized to issue successful completion cards to certify students in that program. The Instructor may teach a given program only for a MEDIC FIRST AID Training Center that has purchased that program. The ability to purchase training programs and certification materials is unrelated to the authorization of Instructors affiliated with a Training Center. For example, a Training Center who has purchased the CarePlus program may purchase CarePlus Student Packs without having an affiliated Instructor who is authorized to teach CarePlus. However, only a currently authorized Instructor who is authorized to teach CarePlus may issue the certification (successful completion) card. The Instructor may or may not be affiliated with the Training Center. This policy allows a Training Center to centralize purchases and manage logistics without endangering the legitimate issuance of certification.

Training Center Segmentation

MEDIC FIRST AID strives to provide meaningful benefits to our Training Centers based on their business structure. We recognize that there are two types of Training Centers and we endeavor to provide benefits accordingly. Entrepreneurial Training Centers are entities established for the purpose of providing health and safety training to customers who either desire or require it. For these entities, functioning as a Training Center is the focus of their business, and their benefits are designed to be commercially useful, such as marketing assistance and business referrals. Training Centers that charge tuition or course fees to any students will be designated Entrepreneurial. Corporate Training Centers use MEDIC FIRST AID programs primarily to provide in-house training for their own personnel; they function primarily in another role, and maintain a Training Center to support that role. Public and private corporations, government agencies, and not-for-profit organizations often fall into this category. Corporate Training Center benefits are designed to lessen their administrative burden, facilitate compliance with regulations, and ensure consistent program delivery throughout their organizations.



Training Centers

Section 2

Training Center Referral List

Entrepreneurial Training Centers may choose whether to be listed on the MEDIC FIRST AID website's Training Center Directory. The purpose of this list is to serve as a referral resource for individuals and organizations seeking emergency care training. Entrepreneurial Training Centers may use the scheduling tool in the login area of the website to post classes they are offering to the public and to allow their customers to register for these classes.

Liability Insurance

MEDIC FIRST AID strongly recommends that all Training Centers maintain professional and general liability insurance for themselves and for their Instructors. MEDIC FIRST AID offers Training Centers and Instructors competitive pricing for insurance through Hayes Affinity Solutions. For more information, visit www.medicfirstaid.com.

Training Center Communication

Training Center Directors must maintain a valid email address. This email address will be used by MEDIC FIRST AID to communicate updates and other important information. The Training Center Director is responsible for disseminating all information provided by MEDIC FIRST AID to all affiliated Instructors. The Director must provide each student with the means to contact the Training Center. Training Centers are required to respond to students, customers, affiliated Instructors, and MEDIC FIRST AID promptly. Doing so is the best way to avoid formal complaints and quality assurance actions against the Training Center.

Purchasing Training Materials

Anyone may purchase any MEDIC FIRST AID material or product, with the exception of certification materials. Training Centers may purchase training materials, products, and Student Packs through our online store at www.medicfirstaid.com, or by calling Client Services at 800-800-7099. Our Client Services representatives are available Monday-Thursday from 7:30am to 4:30pm and Fridays from 8:00 a.m. to 4:30 p.m. Pacific Time.

Purchasing Certification (Successful Completion) Materials

Only Training Centers may purchase Student Packs; Training Center Directors may authorize specific affiliated Instructors to make these purchases on their behalf. The Training Center may purchase Student Packs only for programs for which it has purchased the Instructor materials.

Training Center Relationship with MEDIC FIRST AID

MEDIC FIRST AID designs and develops training programs and authorizes qualified individuals to teach courses in these programs and issue certification (Successful Completion) cards to students that have met the program's knowledge and skill objectives. MEDIC FIRST AID is not a franchise, and Training Center Directors, staff and Instructors are not MEDIC FIRST AID employees. MEDIC FIRST AID Training Centers may not represent themselves as MEDIC FIRST AID agents, employees, consultants, contractors or legal representatives. MEDIC FIRST AID encourages its entrepreneurial Training Centers to help improve health and safety training through professional training in the community and workplace. Nonetheless, MEDIC FIRST AID does not grant exclusive or protected territories. MEDIC FIRST AID does not place a restriction on goods and services that may be offered for sale, and, excluding MEDIC FIRST AID's Standards and Guidelines for Quality Assurance, MEDIC FIRST AID does not impose control over or provide significant assistance in the method of operation, including any fees that Training Centers charge.

Training Center Relationship with Training Center Customers

Training Centers are responsible for all communication, scheduling and monetary dealing with their clients. MEDIC FIRST AID will always endeavor to provide the necessary support to Training Centers so that the Training Centers may, in turn, provide excellent customer service to their clients. MEDIC FIRST AID will become involved in the interactions between a Training Center and its clients only when quality assurance issues are present.

MEDIC FIRST AID courses may be taught only by MEDIC FIRST AID-authorized Instructors who are affiliated with approved Training Centers.



Affiliation

Although Instructors may teach for as many Training Centers as they wish, they must be affiliated with only one primary Training Center. Instructors may establish their own Training Centers or may affiliate with one that is already established. The affiliation link between an Instructor and a Training Center requires the written assent of both parties, but may be dissolved at any time by either party. Instructors are free to change their Training Center affiliation at any time. Likewise, a Training Center Director may choose to accept or decline an Instructor's affiliation with the Training Center. The Training Center Director is responsible for ensuring that all affiliated Instructors comply with the standards and guidelines for quality assurance set forth in this TCAM and its appendices, as well as for maintaining Instructor applications, applicable pertinent credentials, and all required course records for all affiliated Instructors.

Instructors & Instructor Development

Section 3

Becoming an Instructor

Instructor Authorization may be obtained in one of two ways:

1. Classroom Training
 - a. Attendance at and successful completion of a MEDIC FIRST AID Instructor Development Course. Current certification as a provider for at least one of the programs the candidate intends to teach is a minimum prerequisite or co-requisite to attendance.
 - b. Apprenticeship training during MEDIC FIRST AID provider courses. Current certification as a provider for at least one of the programs the candidate intends to teach is a minimum prerequisite for apprenticeship.
2. Reciprocity with other organizations whose program materials are evidence-based. MEDIC FIRST AID accepts current and valid Instructor and Instructor-Trainer credentials from:
 - a. American Safety & Health Institute
 - b. American Heart Association®, Inc.
 - c. American National Red Cross
 - d. National Safety Council

Reciprocity will also be granted for individuals who can demonstrate successful completion of an Instructor training program that meets or exceeds the United States Department of Transportation National Highway Traffic Safety Administration 2002 National Guidelines for Educating EMS Instructors. Other credentials may be approved and will be reviewed on a case-by-case basis by the MEDIC FIRST AID national office to ensure adult education and clinical competency consistent with the MEDIC FIRST AID program the applicant desires to teach. Please call Client Services at 800-800-7099 to discuss the credentials and background of your prospective Instructors who do not hold certifications as described above.

Training Center Directors must attest that any credentials used for authorization are properly earned, legitimate credentials (licenses, certifications, or registrations). Evidence of falsification of any data on the application, including but not limited to credentials, will result in revocation of the Instructor's authorization to teach MEDIC FIRST AID programs and may result in revocation of the Training Center's authorization, as well as criminal and/or civil legal actions. Training Center Directors who need help in determining the suitability or validity of an individual's medical or teaching credentials should refer to Appendix VI: Instructor Development or contact Client Services at 800-800-7099.

Instructor authorization is subject to a \$25.00 fee every 24 months, or upon upgrade to a different Instructor level, change of Training Center affiliation, or any other change that results in a new expiration date. MEDIC FIRST AID charges a \$5.00 replacement fee for Instructor authorization cards. Training Center Directors may find applications for new Instructor authorization or for Instructor re-authorization (Status Change Form) at MEDIC FIRST AID's website.



Note

Only MEDIC FIRST AID may produce MEDIC FIRST AID Instructor authorization cards and Training Center certificates. Any cards or certificates created or produced by individuals or entities other than MEDIC FIRST AID are fraudulent and thus invalid.

Instructors are authorized to conduct MEDIC FIRST AID courses within their scope of teaching or healthcare practice, consistent with the general requirements above. For more information on Instructor training and development, please see Appendix VI: Instructor Development.

Registry

Instructor authorizations are maintained in MEDIC FIRST AID's Instructor Registry, which allows MEDIC FIRST AID to track each Instructor's authorization process and training level over time. Only Instructors currently authorized by MEDIC FIRST AID and actively affiliated with a MEDIC FIRST AID-approved Training Center may issue MEDIC FIRST AID certification (successful completion) cards. Prospective students and Training Center customers can look up the status of any MEDIC FIRST AID Instructor or Training Center on MEDIC FIRST AID's website.

General Instructor Requirements

As a condition of authorization, MEDIC FIRST AID Instructors agree to:

- maintain affiliation with an authorized MEDIC FIRST AID Training Center;
- maintain current authorization as an Instructor while actively teaching MEDIC FIRST AID programs;
- ensure a high-quality educational experience for students;
- ensure that classrooms are free from discrimination, harassment, prejudice, and abusive behaviors;
- use an instructional approach that gives priority to the care provider's safety and the patient's welfare;
- teach in accordance with the most recent MEDIC FIRST AID curriculum and administrative policies and procedures;
- comply promptly with quality assurance monitoring, investigations or actions recommended by MEDIC FIRST AID or its designees;
- refrain from engaging in dishonest, unethical or unprofessional conduct including, but not limited to, issuing unearned certification (successful completion) cards and withholding properly earned certification (successful completion) cards;
- refrain from engaging in fraudulent or illegal actions, such as financial or other business-related misconduct, false advertisement, discrimination, forgery, misrepresentation and unauthorized duplication of copyrighted training materials; and
- complete and submit paperwork to the Training Center in a timely manner.

Reauthorization

Instructor reauthorization requires:

1. current affiliation with a MEDIC FIRST AID-approved Training Center;
2. teaching at least two MEDIC FIRST AID classes during the authorization period (two years);
3. submission of the appropriate Instructor fee; and
4. Training Center submission of a re-authorization fee and appropriate application for each two-year authorization period.

Individual Instructors are responsible for maintaining evidence of active teaching and providing this evidence to their Training Centers. Ultimately, however, it is the Training Center Director's responsibility to maintain records of each Instructor's teaching activity and to produce this evidence when an audit is conducted by MEDIC FIRST AID.

- "Evidence" means a copy of two student course rosters.
- Instructors who do not meet the minimum teaching requirements may be required to submit further documentation or complete additional training (MEDIC FIRST AID Instructor Development Course, or a portion thereof).
- An Instructor whose MEDIC FIRST AID authorization has expired must submit a new Instructor application, with appropriate fees, through his or her Training Center.

Instructor Trainers (IT)

Instructors are authorized to certify class participants as providers of the skills taught in MEDIC FIRST AID programs. Instructor Trainers are authorized to teach providers "how to teach," and to provide documentation of course completion to support the providers' application for authorization as Instructors. An IT is a training expert capable of communicating instructional knowledge and skills consistent with MEDIC FIRST AID program design and the standards and guidelines for quality assurance herein. MEDIC FIRST AID ITs also serve as role models to new Instructors. They provide competent, capable, and effective leadership by example. A MEDIC FIRST AID IT is a valuable resource to MEDIC FIRST AID and to MEDIC FIRST AID-authorized Instructors and Training Center staff. The duration of authorization for an IT is two years.

Instructors & Instructor Development

Section 3

Master Instructor Trainers (MIT)


Master Instructor Trainers (MITs) are authorized to conduct all levels of MEDIC FIRST AID programs within their scope of expertise or healthcare practice, including the development of Instructors and Instructor Trainers. The duration of authorization is two years for a Master Instructor Trainer. MEDIC FIRST AID is not currently accepting applications for new MIT's—changes to this status will be posted on the MEDIC FIRST AID website.

Instructor Program Authorization and Cards

The programs that a given Instructor is authorized to teach are based on the Instructor's credentials and past experience. MEDIC FIRST AID authorizes Instructors in six Instructor types. Each Instructor's authorization card indicates the Instructor type attained by the holder, and the back of the Instructor card indicates which programs each Instructor type is authorized to teach:


AUTHORIZED PROGRAMS	INSTRUCTOR TYPES					
	Advanced First Aid & CPR/AED	Bloodborne Pathogens	CPR/AED & First Aid	Adult-only CPR/AED & First Aid	CPR/AED	First Aid
Advanced First Aid Supplement	X					
Basic Training Programs (CPR, AED, and First Aid for Adults)	X		X	X		
Bloodborne Pathogens	X	X	X	X		X
Emergency Care First Aid	X		X	X		X
Oxygen First Aid for Emergencies	X		X	X	X	
CarePlus CPR and AED for Adults, Children, and Infants	X		X		X	
Child/Infant CPR & AED Supplement	X		X		X	
Pediatric Training Programs (CPR, AED, and First Aid for Children, Infants, and Adults)	X		X			

Please visit medicfirstaid.com for more information.



For example, an Adult-only CPR/AED & First Aid Instructor is authorized to teach Basic Training Programs, Bloodborne Pathogens, Emergency Care First Aid, and Oxygen First Aid for Emergencies. In order to certify providers in any of these programs, the Instructor must teach for a Training Center that has purchased the Instructor materials for the programs.

Instructor Trainer and Master Instructor Trainer status, if appropriate, is also noted on an Instructor's authorization card.



John B. Instructor

is hereby authorized as:

Adult-only CPR/AED & First Aid Instructor
Instructor Trainer
Master Instructor Trainer

0000000 **12/09** **0000000**
Registry No. Expiration Date Training Center ID

See back of card for authorized programs by Instructor type.

Program Standards

For a complete list of MEDIC FIRST AID programs, including prerequisites, times, certification periods, ratios, and other program information, please see Appendix VIII: Program Standards.

Teaching Materials

In order to offer MEDIC FIRST AID programs, an approved Training Center must purchase the appropriate teaching materials as defined in the Program Standards. Teaching materials may be purchased online at www.medicfirstaid.com.

Teaching Methodology

MEDIC FIRST AID Training Programs use a unique instructional design proven to facilitate a low-stress, student-centered learning environment. Integrated instructional techniques employed in each learning segment target cognitive, psychomotor, and affective learning, and include video-based scenarios, and various levels of demonstration and practice. MEDIC FIRST AID materials must be used when providing MEDIC FIRST AID programs. This includes Instructor guides, audio-visual media, student handbooks, and exams. .

Certification (Successful Completion)

Only an authorized MEDIC FIRST AID Instructor affiliated with an approved MEDIC FIRST AID Training Center may certify that a student has successfully completed a MEDIC FIRST AID course. The term “certification” or “successful completion” means verification by a qualified and authorized Instructor that a participant has met the required knowledge and skill objectives of the course. Certification does not guarantee future performance, or imply licensure or credentialing. Certification is documented by issuance of a correctly completed certification (successful completion) card. Samples of current cards are available at MEDIC FIRST AID’s website.

Certification Materials

MEDIC FIRST AID allows Training Centers to pre-purchase certification materials and to issue them to students directly through the qualified Instructor conducting the course. Only authorized MEDIC FIRST AID Training Centers may purchase Student Packs from MEDIC FIRST AID. Training Center Directors may designate affiliated Instructors or other staff to purchase student packs under the auspices of the Training Center, but the Director remains responsible for maintaining the continued trust and confidence of regulatory authorities, employers, other MEDIC FIRST AID customers, and the public. Legitimate distribution means that certification may be awarded only after the skill and knowledge of the individual has been evaluated and determined to be acceptable in accordance with the Program Standards by the Instructor whose name appears on the card. The responsibilities regarding secure and proper handling of certification (successful completion) materials may not be assigned or transferred to any unauthorized individual or organization. It is not permissible to issue a certification card or any other indicator of successful completion contingent upon later course completion. Once a certification card has been rightfully earned by a student, it remains valid until the stated expiration date.



Note

MEDIC FIRST AID does not issue certification (successful completion) cards directly to course participants. Please do not send course rosters to MEDIC FIRST AID unless specifically requested to do so.

Blended and Online Training

MEDIC FIRST AID is working with its Training Centers and other partners to develop acceptable blended learning options to make certification more easily attainable for course participants. These self-study or online learning options are acceptable for covering the knowledge objectives of many programs. However, all programs including a physical skill component must include a hands-on demonstration of that skill in a classroom setting. CPR courses in particular are inherently kinesthetic learning processes—no reputable certification organization or training agency supports online-only CPR certification and neither do regulatory agencies that require CPR certification. MEDIC FIRST AID certification cards for programs including skills components may be issued only to those students who have competently demonstrated these skills in the presence of an MEDIC FIRST AID-authorized Instructor.

Training Programs

Section 4

Recognition of Participation

MEDIC FIRST AID allows Training Centers to issue documents indicating recognition of participation to students who have participated in a MEDIC FIRST AID course. Recognition of participation documents are not certificates of successful completion. The approved MEDIC FIRST AID recognition of participation document may be found in Appendix IX of this manual and may also be downloaded in the login area of the MEDIC FIRST AID website. Students who take an online class as part of blended training can receive a recognition of participation document that indicates they have participated in the online portion of the class.

Instructors must issue certification (successful completion) cards or recognition of participation documents to students immediately upon successful completion of a MEDIC FIRST AID course. Participant names must be correctly spelled and clearly legible (typed, computer-generated or handwritten), and the Training Center name, Training Center ID, and contact information must be clearly indicated on each card. For more information, please refer to Appendix V: Guidelines for Completing Certification Cards. Only certification (successful completion) cards and recognition of completion documents produced by MEDIC FIRST AID may be distributed as evidence of participation in a MEDIC FIRST AID course. Training Centers may not create or distribute any course completion documents bearing the name or marks of MEDIC FIRST AID.



Note

Only MEDIC FIRST AID may create and distribute MEDIC FIRST AID certification cards. Any cards or certificates purporting to convey MEDIC FIRST AID certification created or produced by individuals or entities other than MEDIC FIRST AID are fraudulent and thus invalid.

Course Equivalents

MEDIC FIRST AID recognizes the validity of appropriately earned completion cards issued by authorized Instructors of the American Safety & Health Institute, the American Heart Association®, Inc., the American National Red Cross, and the National Safety Council. Persons holding these credentials are welcome to participate in a comparable MEDIC FIRST AID course for the purpose of retraining, recertification or continuing education. These certifications may also be used to fulfill prerequisite obligations for MEDIC FIRST AID Instructor or Provider courses.



Note

Reciprocal acceptance of MEDIC FIRST AID certification by Training Centers authorized by the American Heart Association®, Inc., the American Red Cross and the National Safety Council® cannot be guaranteed.

Licensure and Local Protocol Variance

MEDIC FIRST AID has made every effort to ensure that information contained within its programs is consistent with current and accepted guidelines. Science and technology are constantly creating new knowledge and practice in safety and health education. Guidelines for safety and emergency care cannot be given that will apply exactly in all cases. If local or organizational guidelines, practice protocols or scientific data differ from treatment guidelines in any MEDIC FIRST AID program, the local, physician-directed protocol should supersede MEDIC FIRST AID guidelines.

Regulatory Acceptance

MEDIC FIRST AID programs are well known and widely accepted. However, legislative requirements for health and safety training are constantly changing and it is not possible to guarantee unconditionally that any MEDIC FIRST AID program will be accepted or approved for meeting a specific regulatory or occupational requirement. Our regulatory department monitors these changes on an ongoing basis, and works diligently to ensure acceptance of MEDIC FIRST AID programs. A library of specific approvals of MEDIC FIRST AID programs is maintained in the login area of our website. These documents are updated regularly, and MEDIC FIRST AID Training Centers should develop familiarity with them and with the regulatory requirements of the industries in which they are training.

In order to maintain a high level of ethical, instructional, and operational excellence, the Training Center application requires the Training Center Director to agree to implement specific quality assurance measures for the Training Center's officers, employees and MEDIC FIRST AID-authorized Instructors. We reserve the right to investigate these measures at any time and to release our findings to appropriate officials upon request. Quality Assurance inquiries or investigations may be triggered either as a regular and random part of our Training Center review, or as a result of one of our other Quality Assurance instruments detailed below.

Instructor/Class Evaluations

Encouraging students to provide feedback and then using that feedback to improve instruction is an essential aspect of any high-quality educational effort. MEDIC FIRST AID requires that students have access to class and Instructor evaluation instruments in order to gather opinions of a particular program's strengths and weaknesses. Some of these instruments allow students the opportunity to bypass the Instructor and Training Center and comment directly to MEDIC FIRST AID on the Instructor's presentation style and effectiveness, and on the quality and quantity of psychomotor skills practice in a given course. The purpose of this evaluation process is to strengthen future training and quality assurance efforts. All information obtained by MEDIC FIRST AID through this process is reviewed for legitimacy and possible incorporation into both programs and Quality Assurance practices.

MEDIC FIRST AID Student Packs include two evaluation instruments available to class participants. There is a required evaluation at the back of each Student Guide that must be detached, completed, and presented to the Instructor at the end of class. In addition, there is an Independent Class Evaluation card designed to be mailed by the student directly to MEDIC FIRST AID after the class. MEDIC FIRST AID reviews all student evaluation cards received and follows up with Instructors and Training Center Directors on both positive and negative reviews.

In addition to the paper evaluations found in the Student Packs, MEDIC FIRST AID provides an online "Rate Your Program" tool in the Quality Assurance section of its website at www.medicfirstaid.com. This short electronic survey gathers the same information as the Independent Class Evaluation card. Instructions on completing the Rate Your Program tool are printed on the back of MEDIC FIRST AID certification cards.

Check Instructor/Training Center Status

MEDIC FIRST AID maintains a database of all current and past Instructors and Training Centers. As part of our Quality Assurance program, we maintain a search tool on our website indicating the status of these customers. Regulators, employers, and prospective customers can enter the name and state of an Instructor or Training Center into our search tool and immediately verify their authorization status. Results of the status search will show one of the following:

Instructor

- Current and Active
- Expired
- Inactive
- Suspended
- Revoked

Training Center

- In good standing
- Inactive
- Suspended
- Revoked

When the Instructor is in good standing, the search result will also indicate the Training Center with which the Instructor is affiliated, and the programs he or she is authorized to teach.

Training Center Audits

Each year, MEDIC FIRST AID selects a random sample of our Training Centers for a Quality Assurance document review. A Training Center audit may also be conducted in response to a complaint. These reviews allow the Training Centers selected the opportunity to demonstrate that they are in compliance with MEDIC FIRST AID's requirements, and if they are not, to receive help from MEDIC FIRST AID to become so. The Training Centers selected receive written notification informing them of their selection. This notification instructs Training Center Directors to complete a short questionnaire, and to provide the administrative documents required by the MEDIC FIRST AID TCAM. A Training Center can be selected for a random audit only once during any calendar year.



Quality Assurance

Section 5

The documents that are required include, but are not limited to, copies of:

- Required Training Center policies and procedures
- Rosters, skill performance evaluations and Written Knowledge Review (examination) scores (if given) for the last three MEDIC FIRST AID classes conducted
- Signed applications for each Instructor
- Copies of all pertinent Instructor credentials

See Section 2 on Training Centers for more information on record maintenance.

MEDIC FIRST AID reserves the right to require other documents at its discretion. Training Center documents will be examined by MEDIC FIRST AID staff for adherence to MEDIC FIRST AID requirements. Training Center Directors will be informed of the results of their audits and, if their documents fail to meet MEDIC FIRST AID's requirements, will be given specific direction on corrections to be made. A random audit is designed to be educational and helpful with the intent of improving the quality and defensibility of training and certification; it is not a punitive process. Nonetheless, where weaknesses are found, reasonable corrective actions will be required to satisfy our quality assurance requirements. Training Centers that fail to submit documents promptly risk suspension.

MEDIC FIRST AID may also anonymously attend classes conducted by Training Centers. This is sometimes necessary to evaluate allegations of very serious violations of the TCAM or Program Standards, or to substantiate reports of dishonest, unethical, illegal or unprofessional conduct. Undisclosed reviews may also be performed randomly as part of MEDIC FIRST AID's Quality Assurance program. MEDIC FIRST AID will notify the Training Center Director of its findings and intended actions in writing promptly following the review.

Training Center Customer Complaints

Anyone with a complaint about a MEDIC FIRST AID Instructor or Training Center can complete the online complaint questionnaire found in the Quality Assurance section of our website. Only persuasive written complaints will be acted upon. Reports of unprofessional conduct or fraudulent or illegal actions that are discovered by MEDIC FIRST AID to have been falsely made for malicious, competitive, or political reasons are grounds for revocation.

On receipt of a complaint, MEDIC FIRST AID will notify the Training Center Director of the complaint and request a thorough and explicit response within a reasonable period. MEDIC FIRST AID will consider and carefully balance the response against the complaint, requesting additional information as necessary. At the conclusion of the investigation, MEDIC FIRST AID may:

- Dismiss the complaint without action;
- Provide the Training Center Director with reasonable and specific quality assurance recommendations, which must be implemented; or
- Suspend or revoke the MEDIC FIRST AID Training Center and/or Instructor authorization.

Failure of the Training Center Director to respond appropriately will result in the suspension or revocation of the Instructor and/or Training Center authorization.

After notifying the Training Center Director of the complaint and throughout the inquiry, MEDIC FIRST AID reserves the right to restrict or prevent the sale of certification materials to the Training Center or its teaching staff. MEDIC FIRST AID may also remove the Training Center from the referral section of its website. MEDIC FIRST AID will follow up with the complainant and respondent in a timely and professional manner regarding its decision.

As a general guideline, MEDIC FIRST AID will keep the complainant's identity confidential throughout its inquiry. Some complaints, because of the specific nature of the events involved, are difficult and sometimes impossible to keep confidential. MEDIC FIRST AID will initiate the investigation process for all complaints within 30 days of receipt.

Revocation of other Authorization/ Felony Conviction

MEDIC FIRST AID accepts reciprocity from other reputable organizations for Instructor authorization. Evidence of revocation of Instructor authorization by another organization may result in revocation of MEDIC FIRST AID Instructor authorization. Similarly, conviction of a felony, while not absolutely precluding Instructor or Training Center Director authorization, may result in denial or revocation of MEDIC FIRST AID Instructor authorization. Either of these circumstances requires submission of a detailed explanation by the Training Center Director. MEDIC FIRST AID will review all submissions and inform candidates of our decision.

Revocation of Authorization

Authorization as a MEDIC FIRST AID Training Center or Instructor is a privilege, not a right, and may be denied, suspended, or revoked at any time at the sole discretion of MEDIC FIRST AID. As a term and condition of authorization, MEDIC FIRST AID has the right to communicate revocation, suspension or other actions concerning an Instructor's status to regulatory agencies, other nationally recognized organizations, and other interested parties as MEDIC FIRST AID sees fit. All MEDIC FIRST AID Instructors and Training Center Directors consent to the release of this information as a condition of their authorization. In addition, MEDIC FIRST AID will make Instructor status information available to other nationally recognized training organizations upon request.

When an Instructor's authorization is suspended or revoked, MEDIC FIRST AID will:

1. Inform the Instructor in writing, both electronically and via U.S. Postal Service;
2. Inform the Training Center with which the Instructor is affiliated, in writing, both electronically and via U.S. Postal Service;
3. Publish the Instructor's change in status on the MEDIC FIRST AID website; and
4. Inform regulatory agencies, other nationally recognized training organizations, and other interested parties as MEDIC FIRST AID sees fit.

When a Training Center's authorization is suspended or revoked, MEDIC FIRST AID will:

1. Inform the Training Center in writing, both electronically and via the U.S. Postal Service;
2. Publish the Training Center's change in status on the MEDIC FIRST AID website; and
3. Inform regulatory agencies, other nationally recognized training organizations, and other interested parties as MEDIC FIRST AID sees fit.

Reinstatement Process

Instructors or Training Centers that have had their authorization revoked may submit a persuasive and earnest request for reinstatement of authorization. After reviewing the request, MEDIC FIRST AID may:

- Reinstatement authorization without further action;
- Require reasonable and specific corrective action for reinstatement; or
- Make no change to revocation status.

Within 30 days of receiving the appeal, MEDIC FIRST AID will communicate its decision to the individual or entity making the appeal.

Legal Action

Part of the purpose of MEDIC FIRST AID's quality assurance process is to manage conflict and, when necessary, to take corrective action. The legal system is the final means of dispute resolution. Once either party obtains an attorney regarding a complaint concerning a MEDIC FIRST AID-authorized Training Center or Instructor, our policy is to intervene no further. MEDIC FIRST AID and/or its legal counsel will be reasonably available to either party's attorneys during their investigation, or if filed, their lawsuit. Additionally, if an Instructor or Training Center threatens legal action against MEDIC FIRST AID, the Instructor or Training Center authorization will be suspended immediately pending resolution between their legal representation and MEDIC FIRST AID's.



Quality Assurance

Section 5

Good Faith

The purpose of this document is to help Training Centers provide their customers and employees with high-quality training and education. We have designed the TCAM to provide guidance to Training Center Directors to achieve this goal. It is impossible to address every circumstance that may arise in a single document; if authorized Training Center Directors or Instructors have questions pertaining to specific circumstances, they should call MEDIC FIRST AID, and we will be happy to assist in determining the appropriate course of action.



About HSI

Eugene, Oregon-based Health & Safety Institute (HSI) unites the recognition and expertise of the American Safety & Health Institute (www.ashinstitute.org) and MEDIC FIRST AID International (www.medicfirstaid.com) to create the largest privately held emergency care training organization in the industry. In partnership with more than 15,000 approved training centers, ASHI and MEDIC FIRST AID have authorized more than 115,000 professional safety and health educators who have certified more than 13 million emergency care providers in the U.S. and more than 100 countries throughout the world. HSI's vision is to be the preferred training resource for safety and health training centers.

