

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 Requirements and Guidelines for Quality Assurance. 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 answers to Frequently Asked Questions, can be downloaded on MEDIC FIRST AID's website: www.medicfirstaid.com.

SUBJECT TO CHANGE WITHOUT NOTICE.

Section 1—Introduction

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 in several foreign countries.

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 National 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 requirements 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 online at our website. To remain authorized, a Training Center must have at least one currently authorized affiliated Instructor. Training Centers may offer courses only for programs they have purchased. Training Center Directors are responsible for ensuring that Instructors are appropriately authorized to teach programs.

Instructors

MEDIC FIRST AID authorizes Instructors to certify (issue Successful Completion Cards to), participants in MEDIC FIRST AID programs through courses provided by approved Training Centers. Training Centers may add affiliated Instructors by logging onto the Instructor's area of MEDIC FIRST AID's website and completing and submitting an application.

Quality Assurance

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

Section 2—Training Centers

Establishing a Training Center

To establish a MEDIC FIRST AID Training Center, complete and submit the Training Center Application available on our website. There are only two 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.

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 Requirements 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. maintaining a file with the current application and credentials for all Instructors affiliated with the Training Center and immediately notifying MEDIC FIRST AID of any change in 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 officers, employees, and MEDIC FIRST AID-authorized 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 a staff Instructor to assume day-to-day management of Training Center administration but remains personally responsible for all aspects of the Training Center's operations.

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 Instructor may or may not be affiliated with the Training Center.

Training Center Referral List

Entrepreneurial Training Centers may choose whether to be listed on the MEDIC FIRST AID website's Training Center Referral List, which will be active in January 2008. The purpose of this list is to serve as a referral resource for individuals and organizations seeking safety and health training. Entrepreneurial Training Centers may use the scheduling tool in the Member's area of the website to post courses they are offering to the public and to allow their customers to register for these courses.

Training Center Branches

Organizations with multiple locations may choose to make each location an independent Training Center, or Branch of the Training Center. Instructors may be affiliated with either the Training Center or a specific Branch. The Training Center Director is 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 numerous 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 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 affiliate with them. Training Centers must pay a \$25 fee 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.

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 Instructors competitive pricing for insurance through Hayes Insurance. 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. Training Centers are required to respond to students, customers, and affiliated Instructors in a timely fashion. Doing so is the best way to avoid formal complaints and quality assurance actions against the Training Center.

Purchasing Training Materials

Training Centers may purchase training materials, products, and Student Packs through our online store at www.medicfirstaid.com, or by calling our Client Services center at 800-800-7099. Our Client Services representatives are available from 7:30 a.m. to 4:30 p.m. Pacific Time.

Section 3—Instructors & Instructor Development

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 one primary Training Center. Instructors may establish their own Training Centers or may affiliate with one that is already established. 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 guidelines and requirements for quality assurance set forth in this TCAM and its appendices, as well as for maintaining Instructor applications and all necessary course records for all affiliated Instructors.

Becoming an Instructor

Instructor Authorization may be obtained in one of two ways:

1. Classroom Training
 - 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.
 - 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 credentialing from:
 - American Safety & Health Institute (ASHI)
 - American Heart Association®, Inc. (AHA)
 - American National Red Cross (ARC)
 - National Safety Council (NSC)

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 must 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.

Training Center Directors must attest that any credential(s) used for reciprocity is a properly earned, legitimate credential (license, certification or registration.). Evidence of falsification of any data on the application, including but not limited to credentials, will result in termination of authorization and revocation of the permit 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 contact Client Services at 800-800-7099.

Instructors are authorized to conduct MEDIC FIRST AID courses within their scope of teaching or healthcare practice, consistent with the general requirements above.

When an Instructor candidate successfully completes an Instructor Development Course, the Training Center Director completes and submits an Instructor application with the appropriate fees to MEDIC FIRST AID.

For more information on Instructor training and development, please see Appendix VI. (coming soon).

Instructor authorization is subject to a \$25.00 fee every 24 months. MEDIC FIRST AID charges a \$5.00 replacement fee for Instructor authorization cards. Training Centers may submit applications for new Instructor authorization or for Instructor re-authorization 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.

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 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, beginning January 2008.

General Instructor Requirements

Under the terms of the Instructor Agreement, all authorized MEDIC FIRST AID Instructors agree to:

- maintain affiliation with an authorized MEDIC FIRST AID Training Center;
- 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;
- maintain current authorization as a MEDIC FIRST AID-authorized Instructor while actively teaching MEDIC FIRST AID programs;
- refrain from engaging in dishonest, unethical or unprofessional conduct including, but not limited to, issuing unearned Successful Completion Cards or withholding properly earned 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;
- complete and submit paperwork to the Training Center in a timely manner.

Reauthorization

Instructor reauthorization requires:

- current affiliation with a MEDIC FIRST AID-approved Training Center;
- teaching at least two MEDIC FIRST AID classes during the authorization period;
- Training Center submission of a fee 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 ensure that each affiliated Instructor is currently authorized by MEDIC FIRST AID; to maintain records of each Instructor's teaching activity; and to produce this evidence when an audit is conducted by MEDIC FIRST AID.

- 1) "Evidence" means a copy of two student class rosters.
- 2) 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).
- 3) An Instructor whose MEDIC FIRST AID authorization has expired must submit a new Instructor application 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 their 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 requirements 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 is two years.

Master Instructor Trainers (MIT)

MIT's are appointed at the sole discretion of MEDIC FIRST AID. An MIT serves voluntarily and under the direction of MEDIC FIRST AID. MIT's 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. In quality assurance matters, MIT's without a significant conflict of interest may conduct formal monitoring and review of Instructors and Instructor Trainers, upon the request and under the direction of MEDIC FIRST AID. MITs may decline this request. Those who accept will be reimbursed for reasonable and associated expenses.

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 issue Successful Completion Cards 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.



**MEDIC
First Aid®**
training programs

541-344-7099
800-800-7099
medicfirstaid.com

John B. Instructor

is hereby authorized as:

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

0000000

Registry No.

12/09

Expiration Date

0000000

Training Center ID

See back of card for authorized programs by Instructor type.

Section 4—Training Programs

Programs

MEDIC FIRST AID is proud to offer high-quality training programs, and other instructional materials to meet regulatory requirements in first aid, CPR, AED, bloodborne pathogens, emergency oxygen, and OSHA safety compliance. Authorized Instructors use these programs to teach emergency medical response skills to people in business, industry, schools, government agencies, and to the general public. MEDIC FIRST AID Training Programs offer these advantages to providers and Instructors:

- easy-to-learn, low-stress class environment
- significant portion of class time doing hands-on skill practice
- full-color student materials
- award winning training programs and instructional material
- professional Instructor training courses

Program Requirements

For a complete list of MEDIC FIRST AID programs, including prerequisites, times, recognized completion periods, ratios, and other program information, please see Appendix IX (coming soon).

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 Requirements. 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, program video (DVD or VHS), Student Guides, and, when appropriate, Written Knowledge Reviews (examinations).

Successful Completion (Certification)

Only an authorized MEDIC FIRST AID Instructor affiliated with an approved MEDIC FIRST AID Training Center may issue a Successful Completion Card to 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, nor imply licensure or credentialing. Certification is documented by issuance of a correctly completed Successful Completion Card.

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 a Successful Completion Card 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 Requirements by the Instructor whose name appears on the card. The responsibilities regarding secure and proper handling of certification materials may not be assigned or transferred to any unauthorized individual or organization. It is not permissible to issue a Successful Completion Card or any other indicator of successful completion contingent upon later course completion. Once a Successful Completion Card has been rightfully earned by a student, it remains valid until the stated expiration date.

NOTE: Please do not send class rosters to MEDIC FIRST AID unless specifically requested to do so. MEDIC FIRST AID does not issue Successful Completion Cards directly to class participants.

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 may be found in Appendix V (coming soon) of this manual and may also be downloaded in the Instructor support area of our website.

Instructors must issue 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 and contact information must be clearly indicated on each card. For more information, please refer to Appendix IV: *Guidelines for Completing Successful Completion Cards* (coming soon).

Only 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 other course completion documents bearing the name or marks of MEDIC FIRST AID. MEDIC FIRST AID regards any cards or certificates created or produced by individuals or entities other than MEDIC FIRST AID and without MEDIC FIRST AID's explicit, written permission as fraudulent.

Course Equivalence

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 unconditionally guarantee 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 Instructor support section 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.

Section 5—Quality Assurance

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 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 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 class. 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.

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. These reviews are spread evenly throughout the year, and 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 both an email and a letter 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.

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

- Training Center policies and procedures on
 - classroom and Instructor quality assurance
 - equipment maintenance and decontamination
 - professional conduct
 - communication with students
- rosters and Written Knowledge Review (examination) scores (if given) for the last three MEDIC FIRST AID classes conducted
- signed applications for each Instructor, with copies of all pertinent credentials used for reciprocity

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, 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 in a timely manner risk suspension.

A Training Center audit may also be conducted in response to a complaint.

MEDIC FIRST AID may also anonymously audit classes conducted by Training Centers. Undisclosed audits are sometimes necessary to verify allegations of very serious violations of Training Center or Instructor Agreements, or to substantiate reports of dishonest, unethical, illegal or unprofessional conduct. Undisclosed audits 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 audit.

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. (coming soon) Only persuasive written complaints will be acted upon.

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.

Reports of unprofessional conduct or fraudulent or illegal actions that are discovered by MEDIC FIRST AID to have been falsely made for malicious, competitive, political or financial gain are grounds for revocation.

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.

By filing or responding to a formal written complaint, Training Centers and Instructors agree to abide by MEDIC FIRST AID's decision.

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. 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.

The principal grounds for revocation of authorization of Instructor status are evidence of:

1. Violations of the Training Center or Instructor Application;
2. Dishonest, unethical, irresponsible or unprofessional conduct, including but not limited to issuing unearned (or not issuing earned) certification, slander, or cultural, physical, racial, age, or sexual bias;
3. Fraudulent or illegal actions, such as felony conviction and financial or other business-related misconduct (including failure to pay fees within ninety (90) days of the payment due date), false advertisement, discrimination, forgery, misrepresentation or unauthorized duplication of copyrighted training materials. These actions may also result in criminal and/or civil legal actions.
4. Failure to adhere to state laws or regulations;
5. Failure to comply with any of the requirements and guidelines set forth in this TCAM and its appendices.

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 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;
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 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;
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:

1. Reinstatement authorization without further action;
2. Require reasonable and specific corrective action for reinstatement;
3. 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, 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 ours.

Good Faith

The purpose of this document is to help Training Centers to 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 support you in determining the appropriate course of action.