**TAMIU- Training Center**

**Policies and Procedures**



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Instructor Responsibilities

1. All responsibilities as stated in the American Heart Association corresponding Instructor Manual.
2. Responsible to review “Forms and Additional Information” in Instructor Manual for length of time for each section covered in class; review Agendas.
3. Have a strong working knowledge and skills of the current provider course materials, which is maintained by teaching on a regular basis and attending/ completing instructor updates.
4. Instruct students concerning the objectives of the entire program and evaluate students’ progress toward objectives
5. Train provider candidates according to American Heart Association guidelines.
6. Up-to-date knowledge of program discipline in accordance with current Instructor Manual and American Heart Association requirements.
7. Must teach at least 4 classes in 2 years.
8. If instructor assisted in a training for another Training Center, instructor is responsible for submitting rosters to their respective Training Center.
9. Instructors will submit complete and accurate rosters and course evaluation, with appropriate fees, to the Training Center within 7-10 working days of the completion of the course.
	1. Rosters must be legible, neat, and clean.
10. Ensure all courses are taught in accordance to American Heart Association standards, **including appropriate instructor to student ratio**.
11. Ensure that the course location is safe, has an environment which is non hostile, and is free of intimidation.
12. The instructor must successfully complete an Instructor Renewal Course prior to certification expiring to maintain Instructor Status; must contact Training Center at least 60 days in advance.
13. ACLS instructors must have an in depth knowledge of adult ECC.
14. To update personal contact information in Instructor Network as well as contacting Training Center at ce@tamiu.edu to update Training Center records. All Instructors **MUST** stay current with the Training Center. This will assist with getting information out to instructors.
15. Responsible for viewing newsletters at least twice a year. Newsletters are posted on the American Heart Association instructor website. Newsletters will NOT be mailed.

Courses

1. Course rosters must be properly completed when submitted, or they will be returned to the lead instructor. If rosters are illegible, they will be returned to lead instructor.
2. The Training Center affiliation of **ALL** assisting instructors must be on all course rosters. It is the responsibility of the lead instructor to ensure that assisting instructors hold a valid certification with the American Heart Association.
3. Course Rosters must be submitted within 7-10 days of the course date.
4. All Health Care Providers, which includes BLS and ACLS, **must** take the final written exam and this score must be recorded on the rosters. Note: Passing score is 85%. Refer to score card.
5. All course rosters must list **full and legible names** of participants.
6. The roster must reflect whether the course is renewal or initial training.
7. Evaluation must be submitted with rosters.
8. Course rosters **must** include information demonstrating appropriate instructor/ student, student/mannequin ratios, and adequate time frames.
9. Cards will be issued only after completing required coursework and paperwork reflecting adherence with American Heart Association guidelines.
10. Course completion cards are issued to the lead instructor, unless prior arrangements are made with the TAMIU- Training Center.
11. Complements and Complaints about instructors, Training Center Faculty or the Training Center should be in writing and directed to the Training Center Coordinator. Complaints may also be documented on the student evaluation comment form and sent directly to TAMIU-Training Center. Comments about performance of instructors and suggestions are encouraged. All information is confidential.
12. Course fees, disclaimer, and advertising must be in accordance with current American Heart Association guidelines. *A disclaimer must be put in the pre-course material.*
13. Replacement course completion cards are issued up on request to persons who completed a course with the TAMIU-Training Center, and whose record can be found on either at the TAMIU-Training Center or Instructor. A fee will be assessed, see Fee Schedule. Cards will be produced in 7-10 business days.
14. Training Center Faculty must notify Training Center at least 4 weeks in advance of planned instructor course.
15. In order to be a lead instructor for ACLS, you must have assisted with at least four classes and then be re-monitored for this position. This is to ensure quality of programs.

Card Maintenance and Issuance

1. Only active instructors aligned with the TAMIU- Training Center can purchase cards.
2. Payment for cards is expected upon receiving cards.
3. Certification cards will be sold to Instructors or Training Sites only.
4. Instructors will only be given cards after completion and submission of course documents.
5. All Certification Cards will either be typed or computer generated.
6. Providers may request replacement cards from instructors or TAMIU- Training Center only for students who:
	1. Have Initial or renewal training for by a TAMIU-Training Center Instructor, and
	2. Have complete documentation on file with Instructor or TAMIU- Training Center.
7. No cards will be issued for expired certifications
8. The original dates of certification will appear on the certification cards; not the replacement date.
9. All American Heart Association certification cards are valid for two (2) years. TAMIU-Training Center and Training Sites will not indicate a recommended renewal date less than or more than two (2) years.
10. Certification cards will be stored in a locked enclosure inside of a secured location.
11. Training Center will issue cards to instructor within 7-10 business days of receiving cards at TAMIU-Training Center.

Instructor Renewal

It is the responsibility of each instructor to maintain his or her instructor status in accordance with American Heart Association and TAMIU- Training Center guidelines. An American Heart Association instructor must demonstrate understanding of the most recent American Heart Association guidelines by successfully completing and instructor renewal course. All of the following requirements must be completed:

1. Complete the Instructor and Training Center Faculty Renewal Checklist found in the Instructor Network. Complete the Information section only.  Submit the form via email/fax/in person.
	1. The Renewal Checklist will be completed by the American Heart Association TAMIU Training Center Faculty on the course day.
2. Complete the Discipline Specific Instructor Essentials Course and submit the Certificate of Completion
	1. The Training Center has opted to require this course of all instructors for Quality Assurance purposes.
	2. Bring to Training Center
3. Confirm that a minimum of four (4) course rosters have been submitted within the last (24) months,
	1. Upon approval of TAMIU- Training Center Coordinator, the 4 course rosters can be “waived” if you have been:
		1. Called to active military duty
		2. Illness or injury that has caused the Instructor to take a significant leave from employment or teaching duties. Provide some sort of documentation to the Training Center Coordinator.
		3. A limited number of courses offered in an area because of lack of audience.
4. Submit a copy of your current Instructor Card (front and back)
5. Register and pay for the appropriate course/date on TAMIU-CE Registration Page
6. Instructor will need to bring the instructor materials they use for their respective discipline, DVD, Instructor Manual and Student Workbook

Training Center Faculty

Training Center Faculty status is a Training Center appointment and is an internal position to that Training Center only. Training Center Faculty status does not transfer. When a Training Center Faculty member transfers to another Training Center, it is as an instructor, not as Training Center Faculty. The following are the responsibilities associated with appointment:

1. Serve as quality assurance and educational leadership for the Training Center
2. Conduct Instructor courses and monitor, update, and coach instructors.
3. Ensure that the Training Center is capable of conducting quality instructor courses, course monitoring, and instructor updates within the Training Center
4. Complete all appropriate documentation for Instructor Courses.
5. Coordinate and teach at least 1 Instructor Course per year.
6. Training Center Faculty will coordinate and instruct an Instructor Course, and be monitored by an approved Training Center Faculty, Regional Faculty, or National Faculty.
7. Complete orientation with Training Center Staff; this will cover the Program Administration Manual, TAMIU’s Policy and Procedures, and all subsequent paperwork.

Training Sites

The following does not replace Training Site Agreements. Those wanting to be training sites must contact the Training Center to discuss future opportunities.

1. All Training Sites must have access to the Internet and email. On occasion you will be asked to download information and distribute to instructors. This will be the responsibility of the coordinator or appointed person.
2. The Training Site is responsible for keeping track of rosters and completion cards.
3. Training Sites must submit rosters and reports on a monthly basis; no later than the first Wednesday of a complete week of the month.

Guidelines for Borrowing Equipment

A limited supply of mannequins and teaching aids are currently available for checkout from the TAMIU Training Center. Instructors wishing to use these resources must notify TAMIU Training Center at least 10 business days in advance.

1. Equipment approval must be obtained through TAMIU’s Training Center Staff.
2. Checkouts are for a 24-hour period unless otherwise approved; items borrowed on Friday must be returned on Monday unless otherwise approved.
3. Equipment must be scheduled at least 7 working days in advance.
4. Equipment may be picked up between 8:00 AM- 5:00 PM at the Training Center office.
5. All equipment must be signed out and in on the equipment registration list.
6. The instructor is responsible for the cost of **any and all** damage to equipment
7. Failure to return equipment in proper condition and in a timely manner may result in loss of checkout privileges.
8. Equipment must be cleaned and ready for the next instructor use.

Grievance Process/ Internal TRAINING CENTER Dispute Resolution Policy

The following procedures are for grievances made by students, instructors or community members against other instructors, students, or staff associated with the TAMIU- Training Center. It is the intent of this Training Center to allow for two-way communication with all students, instructors and community members involved in any grievance.

Most educational and interpersonal problems are best handled between the parties involved. It is the intent of the program to make sincere efforts to listen to any grievance or concern from any student or instructor associated with TAMIU-Training Center. The TAMIU-Training Center will serve as a mediator when needed.

It is the responsibility of the Training Center to manage and resolve any disputes, complaints, or problems that arise from activities conducted by a Training Center’s staff, Training Site, and aligned instructors. Any complaints or problems brought to the Training Center by the American Heart Association will require the Training Center Coordinator to develop a plan of action and a timeline for repair in consultation with the Account Manager.

Process:

1. The student or instructor shall first openly discuss the grievance with the parties involved.
2. If a resolution cannot be reached by the parties, a written complaint is to be submitted to the Training Center Coordinator. A response to the grievance will be made within 5 working days.
3. The Training Center will serve as medium to resolve the grievance or complain.
4. If a resolution is not achieved, the complaint will be forwarded to the American Heart Association chairperson of the discipline involved.

**Note:** Complements and Complaints about instructors, Training Center Faculty or the Training Center should be in writing and directed to the Training Center Coordinator. Complaints may also be documented on the student evaluation comment form and sent directly to TAMIU- Training Center. Comments about performance of instructors and suggestions are encouraged. All information is confidential.

Fee Schedule

The most up to date fees will be found on the TAMIU Instructor page ([http://www.tamiu.edu/ce/AMERICAN HEART ASSOCIATION-INSTRUCTORS.shtml](http://www.tamiu.edu/ce/AHA-INSTRUCTORS.shtml))

**General**

Initial Card $5 each

Replacement Cart $7 each

Transfer In Requests $25 each

Transfer Out requests $30 each

**Heartsaver:**

Provider Course (Offered by TAMIU) $75 per participant

*Maximum 9 trainees*

Instructor Initial Certification $600 per participant

*Maximum 9 trainees*

Instructor Renewal Certification $200 per participant

*Maximum 9 trainees*

**Basic Life Support for Healthcare Care Provider (BLS HCP)**

Provider Course (Offered by TAMIU) $75 per participant

*Maximum 9 trainees*

Instructor Initial Certification $600 per participant

*Maximum 9 trainees*

Instructor Renewal Certification $200 per participant

*Maximum 9 trainees*

**Advanced Cardiovascular Life Support (ACLS)**

Provider Course (Offered by TAMIU) $350 per participant

*Maximum TBA trainees*

Instructor Initial Certification $TBA per participant

*Maximum TBA trainees*

Instructor Renewal Certification $TBA per participant

*Maximum TBA trainees*

**\*Pediatric Advanced Life Sport (PALS)**

Instructor Initial Certification $TBA per participant

*Maximum TBA trainees*

Instructor Renewal Certification $TBA per participant

*Maximum TBA trainees*

**\*Pediatric Emergency Assessment, Recognition, and Stabilization (PEARS)**

Instructor Initial Certification $TBA per participant

*Maximum TBA trainees*

Instructor Renewal Certification $TBA per participant

*Maximum TBA trainees*

*\*Seeking Alignment with AMERICAN HEART ASSOCIATION*

Equipment/ Manikin Maintenance and Decontamination

The purpose of this document is to update the American Heart Association’s equipment decontamination guidelines for CPR training. These guidelines may reduce the risk of potential disease transmission from inadequate equipment decontamination. A wide variety of manikins are commercially available, and **it is strongly recommended that instructors follow manufacturers’ recommendations for manikin use and maintenance**. In the absence of manufacturer’s recommendations, the guidelines below may be used during and after courses.

1. Instructors should practice good hygiene with proper hand-washing techniques.
2. Students should be told in advance that CPR training sessions involve close physical contact with either students.
3. When individual protective face shields are used, all decontamination recommendations listed for cleaning manikins during and after a course should still be followed. In addition, to reduce the risks to each user for exposure to contaminants, the instructor must ensure that all students consistently place the same side of the face shield on the manikin during use.
4. If no face shields are used during the course, manikins should be cleaned after use by each student with a manikin wipe that has an antiseptic with 70% ethyl alcohol.
	1. Tear the foil packet open, and take out and unfold the manikin wipe.
	2. Rub the manikin’s mouth and nose vigorously with the wipe
	3. Wrap the wipe snugly over the mouth and nose
	4. Keep the wipe in place for 30 seconds
	5. Dry the manikin’s face with a clean paper towel or something similar
	6. Continue with the ventilation practice
5. Manikins should be taken apart as directed by the manufacturer. Anyone taking apart and decontaminating manikins should wear protective gloves and wash his or her hands when finished.
6. Any part of the manikin that came in contact with potentially infectious body fluids during training should be cleaned as soon as possible at the end of each class to prevent contaminants from drying on manikin surfaces.
7. If manikins are stored for more than 24 hours, clean the manikins as follows:
	1. All surfaces, reusable protective face shields, and face masks should be washed thoroughly with warm, soapy water and brushes.
	2. All surfaces should be moistened with a sodium hypochlorite solution having at least 500 ppm free available chlorine (1/4 up of liquid household bleach per gallon of tap water) for 10 minutes. This solution must be made fresh for each class and discarded after each use. Using a concentration higher than ¼ cup has not been proven to be more effective and may discolor the manikins.
	3. All surfaces should be rinsed with fresh water and allowed to air dry before storing.
	4. Some manufacturers have recommendations for cleaning manikin parts in a dishwasher. Check with the manufacturer of the manikins being used to determine if this is an acceptable method. Some manikin materials could be damaged in a dishwasher.
8. Disposable airway equipment must be disposed at the end of each day of class.
9. Manikin clothing and the manikin carrying case should be cleaned periodically or when soiled.

Conflict of Interest Policy

The American Heart Association, its Affiliates and Components, and all Officers, Directors, Delegates, Council and Committee members scrupulously shall avoid any conflict between their respective personal, professional or business interests and the interests of the Association, in any and all actions taken by them on behalf of the Association in their respective capacities.

If any Officer, Director, Delegate, Council or Committee member of the Association has any direct or indirect interest in, or relationship with, any individual or organization that proposes to enter into any transaction with the Association, including but not limited to transactions involving:

1. the sale, purchase, lease or rental of any property or other asset;
2. employment, or rendition of services, personal or otherwise;
3. the award of any grant, contract, or subcontract;
4. the investment or deposit of any funds of the Association;

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

Ethics Policy

The American Heart Association Ethics Policy reflects the high standard of business conduct representing what is the hallmark of our organization. Our Ethics Policy helps define our commitment to support a culture of openness, trust and integrity in all we do.

We are committed to conducting all of the American Heart Association's affairs and activities with the highest standards of ethical conduct. All of us have an obligation to adhere to this policy and encourage others to do the same.

As volunteers and staff, we are passionate about working with all of our customers. We must dedicate ourselves to pursuing our mission with honesty, fairness, and respect for the individual, ever mindful that there is no "right way" to do the "wrong thing."

The Ethics Policy helps clarify our standard of conduct. It makes clear that the American Heart Association expects volunteers and employees to understand the ethical considerations associated with their actions. Our Ethics Policy affirms our long standing commitment to not merely obey the law, but also to conduct our business with integrity and without deception.

The American Heart Association’s reputation for integrity and honesty is more important today than ever before. As we think of "what we do" at the American Heart Association and "how we do it," always remember our responsibility to ask ourselves: "Am I doing the ‘right thing’ for the ‘right reason‘?"

Code of Ethics

American Heart Association employees and volunteers must:

1. Proactively promote ethical behavior as a responsible partner among peers in the work environment.
2. Deal fairly with American Heart Association Customers, suppliers, competitors, volunteers, and employees.
3. Provide constituents with information that is accurate, completely objective, relevant, timely, and understandable.
4. Comply with applicable government laws, rules and regulations.
5. Maintain the confidentiality of information entrusted to them by the American Heart Association or its Customers except when authorized or otherwise legally obligated to disclose.
6. Accept responsibility for preventing, detecting, and reporting all manner of fraud.
7. Be honest and ethical in their conduct, including ethical handling of actual or apparent conflicts of interest between personal and professional relationships
8. Protect and ensure the proper use of company assets.
9. Prohibit improper or fraudulent influence over the External Auditor.

The purpose for this ethics policy is to support a culture of openness, trust, and integrity in all American Heart Association management and business practices.  A well understood ethics policy requires the participation and support of every American Heart Association volunteer and employee.

At the American Heart Association, we are dedicated to working with our volunteers, employees, partners, vendors and customers to reduce disability and death from cardiovascular diseases and stroke.  We are committed to conducting all of the American Heart Association’s affairs and activities with the highest standards of ethical conduct.  The American Heart Association Code of Conduct in the Human Resources Policy Manual provides guidance for decisions and actions during our daily work.

We are committed to the responsible use of American Heart Association assets; to provide accurate, complete and objective information; to respect the confidentiality of financial and other information; to act in good faith and exercise due care in all we do; to comply with all rules and regulations, and to proactively promote ethical behavior.

The American Heart Association‘s Ethics are built on the American Heart Association’s Guiding Values.  As such, we acknowledge our individual responsibility to ensure our collective success by practicing and promoting the following values which reflect a shared view of how we want to operate and be seen by others.

**Our Values**

1. Improving and Extending People’s Lives
2. Bringing Science to Life
3. Speaking with a Trustworthy Voice
4. Building Powerful Partnerships
5. Inspiring Passionate Commitment
6. Meeting People Where They Are
7. Making an Extraordinary Impact
8. Ensuring Equitable Health for All

**Our People**

The American Heart Association is committed to provide a work environment that values diversity among its volunteers and employees.  All Human Resource policies and activities are intended to create a respectful workplace where every individual has the opportunity to reach their highest potential.

Employees are provided opportunities regardless of race, color, national origin, religion, sex, sexual orientation, marital status, age, veteran status or disability. These policies apply to both applicants and employees in all phases of employment including, recruiting, hiring, placement, training, development, transfer, promotion, demotion, performance reviews, compensation, benefits and separation from employment.

We will evaluate how we are living up to our code of ethics by requesting feedback on a regular basis from our employees, volunteers and customers. We will provide all of our stakeholders a mechanism to report unethical conduct. We will begin with employee orientation and regularly communicate all of these expectations to employees and volunteers.

American Heart Association volunteers, employees, contractors and suppliers are expected to report any practices or actions believed to be inappropriate to their supervisor, another American Heart Association leader, the Human Resources department, or via the American Heart Association ethics hotline.

**Our Customers**
We are dedicated to 100% customer satisfaction.   We are devoted to developing “customer enthusiasm” and are passionate about exceeding customer expectations. We dedicate ourselves to anticipating the changing needs of customers and creating timely, innovative and superior programs, products and services.

**Fraud**Fraud is defined as any intentional act or omission designed to deceive others, resulting in the victim suffering a loss and/or the perpetrator achieving a gain.  The American Heart Association Board of Directors and Senior Management have adopted a “no fraud tolerance” attitude.  In addition to the Board, volunteers, management and staff at all levels of the Association have responsibility for preventing, detecting and reporting fraud.

In addition to the definition of fraud set out above, this policy covers any dishonest or fraudulent act, including but not limited to:

1. Misappropriation of funds, securities, supplies or other assets.
2. Impropriety in the handling or reporting of money or financial transactions.
3. Profiteering as a result of insider knowledge of company plans or activities.
4. Disclosing confidential and proprietary information to outside parties. Intentional, false representation or concealment of a material fact for the purpose of inducing another to act upon it to procure an advantage, benefit or gain.
5. Accepting or seeking anything of material value from contractors, vendors or persons providing services/materials to American Heart Association, unless pursuant to the Acceptance of Gifts Policy.
6. Destruction, removal, or unauthorized use of records, furniture, fixtures, and equipment.
7. Any similar or related irregularity.

Each member of management will be familiar with the types of improprieties that might occur within his or her area of responsibility and be alert for any indication of irregularity.  An employee, volunteer, consultant, vendor, contractor, or outside agency doing business with American Heart Association shall immediately report any irregularity that is detected or suspected, as instructed below under ‘Reporting Ethics Violations.’  Any employee or person who suspects or reports dishonest or fraudulent activity shall not attempt to personally conduct investigations or interviews related to any suspected fraudulent act.  Investigations will be coordinated with the Legal Department and other affected groups, both internal and external.  For additional information regarding fraudulent activities, refer to the American Heart Association Fraud Risk Management Program.

Conflict of Interest

**Association's Property and Information**
Employees and volunteers are expected to protect the American Heart Association’s property at all times; including cash, equipment, records, employee, and customer information.  This also requires employees and volunteers to maintain confidentiality regarding American Heart Association records, and employee and customer information.

**Nondiscrimination Policy**
It is American Heart Association policy that the volunteer membership and staff structures and all programs and activities of the American Heart Association, its Affiliates and components shall be designed and conducted without regard to race, religion, national origin, sex, age, disability or other non-merit criteria.

**Reporting Violations**
If you have questions or concerns about compliance with any of the policies listed above, or are unsure about what is the “right thing” to do, we **strongly encourage** you to first talk with your supervisor, program leader, another American Heart Association Leader or the Human Resources department.  If for any reason you are uncomfortable talking to any of these individuals, contact the **American Heart Association ethics hotline at 866-293-2427** or [**www.ethicspoint.com**](http://www.ethicspoint.com/) to report your concerns. Your calls will be handled in confidence. No director, trustee, officer, employee or volunteer who in good faith reports an action or suspected action taken by or within the American Heart Association that is illegal, fraudulent, or in violation of any adopted policy will suffer intimidation, harassment, discrimination or other retaliation. The American Heart Association treats complaints about and reports of possible discrimination seriously and investigates them as required by our procedures and any applicable laws.

Quality Assurance Plan

1. TAMIU- Training Center will conduct a yearly self-evaluation in October for the previous Fiscal Year using the Training Site Quality Assurance Checklist, and self-documents, databases, policies and procedures.
2. TAMIU Training Sites are reviewed at least once every two years. The review is documented using the Training Site Quality Assurance Checklist
3. Instructors are required to submit course rosters and course evaluation forms. Instructors must retain a copy for at least 3 years.
4. Student Course Evaluations are reviewed. The Training Center Coordinator will provide appropriate follow up when needed.
5. Current American Heart Association exams are used in all courses that require testing for issuance of a course completion card.
6. The Training Center ensures that each student has the current appropriate textbook readily available for use before, during, and after the course.
7. The Training Center has a written policy for developing, monitoring, and updating instructors and renewing instructor status.
8. Every American Heart Association course conducted by the Training Center uses the American Heart Association core content and American Heart Association developed materials.
9. Course completion cards and written exams are stored securely in a locked location.
10. The Training Center has adequate resources to complete the contracted program requirements, including staff, equipment, etc.
11. The appropriate course completion card is issued to every student; reviewed by Training Center and Instructor.
12. The Training Center has written internal dispute resolution policies and procedures that each instructor receives.
13. The Training Center monitors equipment used in all American Heart Association courses to ensure that it is clean and works properly.
14. Training Center records are complete and filed properly.
15. The Training Center has a written policy detailing how Training Center Faculty and instructors receive training for their roles and are actively involved in the Quality Assurance/Continuous Quality Improvement process to ensure providers are able to perform quality CPR.
16. The Training Center has a written policy detailing how courses will be monitored that are taught by its instructors and TSs and all skills sessions conducted by instructors.
17. The Training Center has a written policy detailing how to evaluate its courses, instructors, and program administration.

Monitoring

The Training Center, Regional Faculty and Training Center Faculty have the right to attend any course taught by an American Heart Association Instructor aligned with the Texas A&M International University- Training Center. This is for the purpose of monitoring instructors, course content and student evaluations to ensure that the above guidelines are being followed. The Training Center will allow access to the American Heart Association and Regional Faculty to conduct course and administrative reviews as requested.

**Contact Information**

TAMIU- Training Center

Office of Continuing Education

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*Disclaimer: Policies and Procedures are subject to change without warning. They will be posted on* [*http://www.tamiu.edu/ce/AMERICAN HEART ASSOCIATION-INSTRUCTORS.shtml*](http://www.tamiu.edu/ce/AHA-INSTRUCTORS.shtml) *and e-mailed out to active instructors.*