



Irish Heart Foundation

Reference Guide for Training Site Coordinators

January 2024

		Developed By
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DOCUMENT CONTROL

Reference Number	Version 1.2 (Annual Update)	Status Final	Sponsor(s) Janis Morrissey
Amendments			
Purpose: To outline the policies & guidelines for the administration of courses and CPR training for affiliated Irish Heart Foundation Training Sites.			
Scope: This guide contains guidelines and rules for affiliated training sites and training site coordinators within the Irish Heart Foundation's CPR & ECC Training Programme. The guide also covers information for AHA ACLS, BLS & Heartsaver courses, and PHECC CFR Community Add-On.			
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Contact for Review	Brigid Sinnott/IHF Resus Manager		

Responsible Person	Resus Manager	Page 2	
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Background:

This document has been compiled to assist and guide you as a training site coordinator within the Irish Heart Foundation's CPR Training Programme. Please note that this document should be used in collaboration with other training materials. The American Heart Association Programme Administration Manual (PAM) is also available on our IHF instructor portal. Changes will take place from time to time in relation to evidence-based practice and administration. You will be notified of these changes and we would be very grateful if you could keep your instructors informed with the most recent guidelines and relevant recommendations. Should any queries arise Training Site Coordinators and instructors should always feel free to contact resus@irishheart.ie we are here to assist you in the smooth running of your site. Please ensure that all of your instructors are aware of the IHF instructor portal and that they access it for all relevant paperwork etc.

The Irish Heart Foundation:

The Irish Heart Foundation is involved in many aspects of cardiovascular care including public education, advocacy, fundraising and patient support.

The Irish Heart Foundation has been affiliated to the American Heart Association (AHA) Emergency Cardiovascular Care (ECC) Training Programme since 1995 and in July 2009 the Foundation received recognition as a Training Institution from the Pre-Hospital Emergency Care Council (PHECC) to provide Cardiac First Response (CFR) Courses.

The IHF has many different programmes and support literature that may be of interest to you and your organisation and you can view these at the following links:

Website: www.irishheart.ie

Facebook: www.facebook.com/irishheartfoundation

Twitter: www.twitter.com/irishheart_ie



CPR Training Department Mission:

To promote the Irish Heart Foundation’s mission statement “in helping to save more lives from cardiac arrest through our CPR training programmes”.

Our Contact Details:

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**(to be used for all orders,
monitor forms & general
queries)**

Training Network Processes:

The Irish Heart Foundation (IHF) can only certify training, which is conducted through an organisation that holds a current contract of affiliation to the training programme. Student records are maintained by the Training Sites affiliated to the programme. The IHF has policies and procedures for sites and Instructors to use for the training programme. Adherence to these is reviewed on Training Site visits and course reviews conducted by IHF Staff. The guidelines for sites include the following documents:

- *The Reference Guide for Training Site Coordinators* (currently updated annually) contains guidelines for conducting training through the programme and is issued to all training site coordinators and reviewed during the Training Site Coordinator Workshop conducted annually for new coordinators. The guide is available on the IHF instructor portal and available for all to read.
- *Heartsaver* and *BLS instructor Materials* produced by the American Heart Association give directions to Instructors to conduct the Heartsaver or BLS Provider Courses, which are taught as a basis of the CFR Community Course when taught through the IHF's programme.
- A standardised course returns Excel spreadsheet is used by all Training Sites for submission of BLS, Heartsaver, Family & Friends, Hands for Life and PHECC CFR add-on course information to IHF which is uploaded onto the IHF's CRM database - ThankQ. The excel sheet is essential to ensure that a record of instructor training is maintained. All paperwork including course roster sheets, evaluation sheets and skills sheets (only those who needed remediation need to be kept) should remain on site.

*This excel sheet only requires student's names, when conducting CFR training for BLS or Heartsaver training, names should be recorded on the Laerdal platform.

- BLS, ACLS and Heartsaver certification are now all processed through the Laerdal learning platform. Please use the standardised course roster sheet to comply with GDPR requirements.
- Annual and six-monthly reports for summary training figures are requested from Training Sites and these reports are submitted to AHA and PHECC. Each site is contractually obliged to submit these reports six monthly.

Training Network Administration:

All affiliated Training Sites are required to have appropriate administrative support to meet the level of training conducted through their site. The administration requirements for conducting training are outlined with instructors during their instructor course and training site coordinators review it at their IHF induction workshop. IHF staff assess adherence to administrative processes during course paperwork submission and training site visits.

The following documents provide sites and instructors with guidance regarding the administrative requirements:

- The *Reference Guide for Training Site Administrators* and the *AHA Programme Administration Manual* give guidance regarding administration and certification for courses conducted through the IHF programme. These requirements are applied to both American Heart Association (AHA) and Pre-Hospital Emergency Care Council (PHECC) certified provider and instructor courses.
- AHA and PHECC Instructor manuals provide guidance regarding course paperwork e.g. completing skills assessment sheets.
- A standardised *Course Registration Form* is provided to all Training Sites/Instructors to record attendee information.
- Laerdal Learning Platform User Guide and instructional videos on the instructor portal.

All paperwork required to run a Training Site is available on the IHF instructor portal. (Appendix 1)

Roles and Responsibilities

IHF BLS Provincial Faculty

(BLS Provincial Faculty members please refer to separate reference guide)

BLS Provincial Faculty act as quality assurance ambassadors for the BLS training programme. Membership of BLS Provincial Faculty is reviewed on an annual basis and the description of the role is as follows:

Role:

- BLS Provincial Faculty serves as quality assurance and educational leadership for the Irish Heart Foundation's BLS training programme.
- Membership is by appointment by the Irish Heart Foundation.
- Faculty are expected to be excellent ambassadors for the Irish Heart Foundation, PHECC and the AHA.
- Membership of faculty is not necessarily a permanent position and members must:
 - Keep current instructor certification in the appropriate disciplines
 - Monitor, update, and coach instructors
 - Maintain professional conduct
 - Remain up to date in course content, delivery, and guidelines
 - Conduct quality instructor courses when acting in the role of course director

Responsibilities:

- Faculty are programme standards keepers therefore may positively coach other instructors as needed and must ensure all courses are being delivered to the appropriate standards.
- Where inappropriate instructor conduct or course delivery of a concerning nature is encountered, faculty should bring it to the attention of the IHF programme coordinators.
- Faculty members conduct quality instructor courses in line with required protocols – instructor courses to be reviewed separately and faculty must teach

their first instructor course with a member of the IHF Resus Team or another faculty member.

- Faculty must consistently follow the procedures when conducting initial instructor sign off, instructor recertification and remediation of an instructor.
- IHF programme coordinators can only grant instructor extensions.
- Faculty should bring any issues or queries directly to the Resus Manager or Programme Coordinator.

Role of the Training Site Coordinator

Training Site Coordinators are the link between the Irish Heart Foundation and instructors and should communicate all applicable information received to all instructor's training through their site. We ask that you forward on all relevant emails / memos from the IHF team to instructors working via your training site.

Training Site Coordinators should ensure all instructors working through their organisation are using the most up to date materials, instructor manuals, lesson plans, skill sheets, assessment sheets, written exams and are distributing the appropriate course materials to all candidates. All materials are available on the IHF instructor portal.

Please note it is important to notify the Irish Heart Foundation in writing if there is a change in personnel in the Training Site Coordinator position.

Each affiliated Training Site should perform its duties in a manner that is consistent with the Irish Heart Foundation's CPR Training Programme's mission. Training may only be recognised where it is done within the geographic territory of the Republic of Ireland and only Training Sites who hold a current signed contract of affiliation with the Irish Heart Foundation can provide certified training through the programme.

Courses:

All courses should follow the most up to date IHF/AHA and IHF/PHECC policies and training standards as appropriate. These include some of the following key points:

- Courses should use the appropriate current lesson maps and all course content must be covered in each course.
- All BLS and CFR Provider Courses (face to face) conducted through the IHF programme should run with a maximum instructor to Student ratio of 1:6 and a maximum student to manikin ratio of 3:1.
- During Heartsaver Online and Part 2 of Heartcode BLS courses (blended learning), a ratio of 1:9 may be used. However, extra time should be considered for this face to face session if using this higher ratio. Lesson plans in instructor manuals need to be followed. The course video is played during these practice sessions you will find it marked blended learning for HeartSaver and heartcode for BLS on your usb/e reader.
- All ACLS Courses must be run with a maximum instructor to Student ratio of 1:3 and a Course Medical Director must be present on site for the duration of any ACLS Course.
- All relevant written exams must be held securely and managed as per IHF/AHA guidelines as appropriate. Please ensure that these exams never leave the exam room. If there is ever a breach of exam, the IHF Resus team need to be contacted immediately.
- Course completion cards should be issued to all successful candidates in a timely manner. Please note all AHA certificates are now e -certs but PHECC certs are unchanged and remain in paper format.
- The most current course materials (instructor manual, course videos, student textbooks, etc) should be used. Using out of date materials will result in a non-certifiable course. All 2020 products are now available from the IHF. Contact resus@irishheart.ie for course materials.
- All courses should be conducted in a suitable, accessible environment and Instructors should ensure they facilitate a suitable learning environment for all students.

Instructors

All BLS and CFR courses taught through the Irish Heart Foundation's CPR & ECC Training Programme should not exceed the maximum instructor to student ratio of 1:6 and all ACLS Courses should not exceed 1:3. Training Sites should ensure that any instructors teaching through their organisation hold the relevant and current instructor certification to teach the course.

Courses are only recognised and certified where they are taught through an affiliated Training Site. There is no obligation for a Training Site to take on an instructor if they are not happy to do so and instructors may teach through multiple affiliated Training Sites.

Instructors are responsible for maintaining their own certification. However, it is the responsibility of the Training Site Coordinator to ensure that all instructors teaching through their site are currently certified to teach in the appropriate discipline. We would therefore recommend that the Training Site Coordinator to keep a record of all the instructors' certification details to facilitate this.

Training sites are contractually obliged to ensure they use appropriately certified instructors for the courses they deliver through the Irish Heart Foundation's training programme.

Instructor certification lasts for a period of two years and recertification should be completed before current certification lapses. Instructors must teach a minimum of four recognised AHA courses within the two-year period of their certification through an affiliated Training Site. For an instructor to re-certify the following must be completed prior to the expiry of their previous certification:

- Recertify before the current instructor card expires.
- Teach on a minimum of four IHF/ AHA/ Provider Courses including courses with a CFR add-on
- Successfully demonstrate all relevant provider skills
- Complete any relevant updates as required (e.g. guidelines updates, attendance at workshops, online courses, etc)

- Be monitored and signed off by an **IHF** BLS faculty member while teaching a certified course

Only IHF Faculty Members can conduct instructor monitoring and renewal. Where an instructor is monitored or recertified, the Training Site through which they are teaching at the time should keep a copy of this paperwork on file and a scanned original copy should be sent to the Irish Heart Foundation (resus@irishheart.ie) for processing. If everything is in order the IHF will then complete recertification and a new instructor card will be issued directly to the instructor within 30 days (e-cert for AHA and paper cert for PHECC). If an instructor does not receive their new cert within this timeframe, they should contact the Resus Department in IHF at resus@irishheart.ie. Please note that instructor numbers are on electronic certificates and should be used on sign in sheets and on the course return excel sheet.

All instructor certification lasts for a period of two years. Only the appropriate Programme Coordinator at the Irish Heart Foundation can sanction an extension or waiver where deemed appropriate.

Instructor Evaluation:

All IHF Instructors are monitored teaching a course as part of their initial certification and as part of their renewal as an instructor. Instructor renewal is completed every two years; this is to ensure that standards are being adhered to. A member of BLS Provincial Faculty observing the training completes a standardised monitoring form.

When renewing an instructor's certification, a renewal form also needs to be completed, all contact information needs to be updated and GDPR consent ticked on the form. Forms need to be completed in full, unfortunately incomplete forms cannot be processed. Always refer to the IHF instructor portal for the most up to date form. Please send completed forms by email to resus@irishheart.ie and **not by post.**

Preparing for the Course

Room Selection Criteria:

The following guidance is provided in the BLS and Heartsaver instructor manuals regarding room requirements for conducting courses:

When selecting a location for a course, make sure the room has:

- Good acoustics
- A clean and well-maintained environment
- Bright lighting that can be adjusted for video presentations
- An instructor-controlled video player /laptop and a monitor or screen large enough to be viewed by all the students
- Speakers that will provide good sound quality
- A chair for each student
- Ideally, a firm surface with adequate padding/protection for skills practice
- A table for completing the exam (if required), for those students completing the course

A sample floor plan is also included to give guidance for setting up the training space for the course can be seen in **(Appendix 2)**

The training premises used for CPR training is reviewed as part of training site and course reviews and during instructor monitoring.

All affiliated Training Sites are required to ensure they have adequate equipment to conduct all their courses and must not exceed the maximum student to manikin ratio of 3:1.

Equipment and Maintenance Checklists:

All Training Sites should ensure they have adequate equipment to conduct all their courses and must not exceed the maximum student to manikin ratio of 3:1 for all BLS Courses including all CFR Community Add-On Courses. It is essential that all equipment is maintained in good working order and the site should have an equipment hygiene policy in place that is strictly adhered to. It is also important that the training equipment have the relevant feedback tools to ensure that candidates are performing skills at a high level and are tested correctly. **(Appendix 3)**

Training Site Coordinators must also ensure they have an appropriate supply of the relevant course materials to give to all the candidates who complete training through the site. Equipment checklists are included in both the BLS and Heartsaver Instructor Manuals, which are used for course delivery.

Training Site Coordinators must ensure that instructors have a relevant in-date instructor manual and course video for each course being taught through their site.

Administration

Training Records: (Storage)

The Training Site Coordinator is responsible for the management of course records for all training conducted through the site and these should be available in a format that can be easily accessed during a Training Site inspection. Course records may be stored as hard copy or electronically by the Training Site and should be held on site for a minimum of three years (IHF Policy) please adhere to your own local policy for data retention. Where held electronically, they should be backed up regularly. Standardised course roster sheets, excel sheets etc have been sent to all training sites but if you need a copy or want to ensure you have the most up-to-date versions, please contact resus@irishheart.ie. All AHA courses should be added to the Laerdal Learning Platform.

Please note the IHF can only accept BLS, Heartsaver, Family & Friends, Hands for Life and CFR add-on training records on the standardised course upload Excel sheet issued by the Irish Heart Foundation. The information recorded on this sheet and submitted to IHF is uploaded to the Irish Heart Foundation's database or Learning Platform (depending on course type) and recorded against each Training Site, instructor, and course type. Instructor recertification paperwork cannot be processed where the minimum number of courses taught by the instructor have not been received by the IHF. Therefore, it is important that the course upload sheets for training conducted through the site are submitted regularly. Completed upload sheets can only be accepted when submitted by the Training Site through which the course was conducted. The Training Site coordinator will have this excel sheet; please do not make any adjustments to this sheet. Drop down menus have been added to simplify the excel sheet and ensure that the correct information is being provided.

All training records should be submitted to the Irish Heart Foundation as regularly as possible but at a minimum, at least every three months.

Annual and 6-monthly training reports are required in addition to the submission of the course training records spreadsheet. These training reports are a summary of the numbers trained in each course and should be returned by the appropriate deadlines as notified when these reports are issued to sites to be completed.

For any courses certified electronically on the Learning Platform, the Irish Heart Foundation will retain student details (name, email address, certification status) on the secure IHF & Laerdal Learning Platform (<https://ihf.eu.learning.laerdal.com/>) for up to 5 years after the date of course registration. The information will be used to contact students in relation to their electronic IHF/AHA BLS or Heartsaver course completion certificate. The Learning Platform will also be used to process AHA instructor certification. For administrative, reporting and analysis purposes, anonymous statistical data in relation to this programme may be shared with our programme partners, American Heart Association and Laerdal Medical. If you, your instructors or your students have any requests concerning your personal information or any queries with regard to our processing, please contact resus@irishheart.ie or visit <https://irishheart.ie/privacy-policy/>.

Please note any information processed by your organisation outside of IHF requirements is the responsibility of your organisation and you should be aware of your own GDPR responsibilities.

Insurance Cover:

A Training Site must maintain appropriate insurance coverage for their organisation and ensure the policies are always kept up to date. Insurance policies must provide coverage for the Training Site and all instructors working through the site and not just individual instructors. The organisation must have coverage for both professional indemnity and public liability insurances and the public liability policy must have a minimum amount of coverage of €6.5 million. The Foundation will look for confirmation of the Training Site's current insurance policies at intervals when conducting insurance audits.

Financial Responsibilities:

The Irish Heart Foundation does not set a recommended retail price for any of the courses taught through its training programme. It is therefore up to each Training Site/Instructor to determine their own course fee(s) if they choose to charge for the courses being offered. Any such course fees, registration criteria, course requisites and other appropriate policies should be clearly notified to participants prior to attending the course.

The Irish Heart Foundation issues an annual administration fee to all affiliated Training Sites. This fee along with all invoices issued to the site should be paid in a timely fashion. Please note that the IHF's payment terms are **30 days nett**. Where invoices remain, outstanding this will result in the account being frozen and no further materials will be issued until payment for all outstanding invoices has been received.

Invoices can be paid by cheque, credit card or credit transfer to the Irish Heart Foundation. Please always ensure that relevant reference is made to either the Training Site's account number or invoice number (both of which can be found on the invoice) so that the payment can be allocated correctly.

If your organisation works on a purchase order system (PO) please ensure that prior to ordering products that you raise this with your finance team. Unfortunately, without a PO we will be unable to fulfil your order.

General Information to be held on Site:

The Training Site Coordinator should retain the following information on file for their Training Site:

- Copy of signed contract of affiliation to the Irish Heart Foundation's CPR & ECC Training Programme. All new contracts were issued in 2022 (electronic). This is a rolling contract.
- Current Public Liability Insurance Policy.
- Current Professional Indemnity Insurance Policy.
- Training Site's Manikin Hygiene Policy.
- Copies of course records for the past three-year period (physical or electronic).
- Copies of relevant course paperwork (i.e. course roster sheets, written exams, evaluation sheets etc) for use by instructors on courses.

Information for Students:

All Training Sites must ensure they are clear and accurate in the information they provide to students regarding the IHF certified courses they provide. This information should be readily available prior to registration for the course, i.e. pre-course requisites, course completion criteria, course length, certification offered on successful completion, enrolment policies, etc.

All courses should be delivered in a safe and respectful learning environment. Training Site Coordinators and Instructors should encourage and review feedback from all students to enable improvements to enhance the quality of the training provided.

Course Certification

Successful Course Completion:

For a student to receive a provider course completion card on any of the CPR courses the following must be completed on the course:

- The student must be present and take part in the entire course. For blended learning courses, students must have the online Part 1 learning completed prior to attending a Part 2 assessment.
- The course's instructor(s) must be currently certified in the appropriate teaching discipline.
- The course must be taught following the guidelines and include the applicable core curriculum for the course using the most current teaching materials, e.g. videos, written exams and lesson plans.
- Instructors need to follow the course design laid out in the lesson plans.
- The student must pass all relevant skills assessments and if relevant successfully complete the MCQ exam for the course.

Students should be offered remediation if required, however if a candidate does not complete all the above criteria a certificate should not be issued. This is standard across all IHF CPR certifiable courses.

Course Materials:

All courses must be taught using the **most up to date** materials relevant for each course. This includes the instructor manual, course videos, student texts, lesson plans written exams, etc. Please note that all training must be conducted using the appropriate course specific materials following the current guidelines.

Training Site Coordinators must ensure that all candidates are using the relevant course materials.

Please note that only Training Site Coordinators may place orders for course completion cards, however instructors who hold current IHF instructor certification may order course materials (instructor manuals, course videos, and student texts- all are digital 2020 materials) directly from IHF. We also have Heartsaver and BLS courses available on USB devices. However, while Training Sites will be invoiced for goods, when an instructor or non-affiliated organisations are ordering materials, prepayment by laser or credit card is required.

The Irish Heart Foundation has an extensive list of digital training materials for sale. Please note IHF are now distributors of blended learning AHA HeartCode keycodes, e-books course video and e-cards.

All orders should be placed via resus@irishheart.ie and we advise that orders for electronic products can take up to 72 hours to dispatch and invoice.

Skills Assessment:

All courses (apart from the AHA CPR for Family & Friends Course and the Hands for Life course) include skills assessment. In conducting skills assessments, instructors should evaluate the student's skills and ensure they are proficient using the relevant AHA skills testing checklist. Instructors should refer to the appropriate lesson plans and instructor manual for further information.

All AHA and PHECC Courses conducted through the Irish Heart Foundation's programme solely use the AHA skills assessment sheets and these **must not** be adapted or altered in any way.

AHA assessment sheets are available within the appropriate AHA Instructor Manual and are also available on the IHF instructor portal. Please note that the most up to date versions should be used.

A course completion card cannot be awarded if the student has not completed the relevant skills assessment for the course.

Written Exams:

Written exams are only issued to Training Site Coordinators and need to be held securely by the Training Site and only administered on a course in a supervised format. The written exams must not be altered or adapted in any way. The written exam should never be posted online, and all paper copies need to be collected after the course.

The AHA BLS Provider Course has a written exam and the current version of the exam must always be used. Students must score a minimum of 84% to successfully complete AHA written exams. Where a student has learning difficulties or where there is a language barrier, the instructor may read the written exam to the student, however, the instructor should not prompt the student to the right answer. All attendees of HeartCode BLS courses will complete the MCQ exam in Part 1 of the online segment.

PHECC have no written exams for the CFR Community Course, however where a CFR Community Course is taught through the IHF programme using the AHA BLS for Healthcare Provider Course as its basis the AHA BLS Provider written exam should be used.

Please note that there are no written exams for the Heartsaver CPR AED, CPR for Family & Friends Courses or the Hands for Life course.

A course completion card must not be awarded if the student has not completed the relevant exam for the course.

The AHA BLS Provider written exam is available from the Irish Heart Foundation to affiliated sites conducting these courses.

Remediation:

All the Irish Heart Foundation's resuscitation courses are designed to appropriately prepare candidates to deliver effective resuscitation in a real-life situation. If students

have not grasped the skills or core concepts and as a result have been unsuccessful in their skills assessment or the MCQ exam, they should be offered the opportunity for remediation.

Remediation can follow mentoring, review of relevant chapters of the student workbook and further practice sessions as the instructor deems appropriate.

Where a student has been unsuccessful in their skills assessment their remediation should ideally be conducted on the day of the course

If a student does not successfully complete the written test (scores less than 84%) they can be remediated by being given the second version of the exam to complete.

Students must successfully complete all remediation sessions within 6 weeks of the original course. If the student is unable to pass the relevant skills assessment and/or written exams following remediation the instructor should advise the student to repeat the entire course.

Course Training Records – information required

Training Site Coordinators should keep a record of all courses taught through the organisation for a period of at least three years, please check your local policy as you may need to keep them for longer.

Training Sites should retain a copy of all course registration forms and evaluation sheets along with course results. There is no need to keep skills assessment sheets or written exam sheets unless there was a difficulty with a candidate (i.e. they were remediated or did not successfully complete the course).

Course training results for BLS, Heartsaver, Family & Friends, Hands for Life and CFR add-on courses should be forwarded from a training site to IHF by email. IHF does not accept course returns directly from instructors. Course returns can only be accepted on the Excel Spreadsheet template designed for upload to the IHF database.

The following is some of the key information which should be held by a Training Site and submitted for each course conducted through the site:

- Name of the Training Site.
- Date of Course. (Please note that if two courses are taught on the same day please mark them as being session 1,2, 3 etc)
- Type of course taught, i.e. BLS Provider, CPR for Family & Friends, etc.
- County where training was conducted.
- Name of instructor(s) teaching the course and their instructor serial number. (Please ensure that all instructors who taught on the course are named as this is important for their future certification)
- Names of students who attend a CFR add-on course along with their results (pass (Yes) or did not complete (DNC)). BLS and Heartsaver students will be certified on the Learning Platform, so IHF does not require a second copy of names included on an Excel course roster sheet.
- CFR Certificate Numbers should be included for each successful candidate on a CFR Community course.

Correct version of the excel sheet is available on the IHF instructor portal.

If a Training Site has any queries when completing the course upload sheet, they should contact the IHF for assistance at resus@irishheart.ie.

Instructors should forward all post course results to the Training Site Coordinator, to be submitted to the IHF on behalf of the Training Site using the correct course upload sheet. The IHF does not accept paperwork submitted directly by an instructor, this is to ensure the training is being done with the training sites knowledge and approval and is included in the training records and reports for the Training Site.

It is recommended that sites send course records electronically to the IHF regularly, at a minimum please send them every three months. Regular submission of training records reduces delays in sites being able to order PHECC cards and ensures that Instructors' training history is up to date thus reducing any queries regarding their courses at recertification. AHA instructor led training and HeartCode courses are certified via the learning platform – please refer to LP user guide and LP videos.

All courses should be taught using the most up to date materials and adhere to the course content as outlined by the Irish Heart Foundation. Where a course has not been conducted in this manner it is not eligible for recognition by the Irish Heart Foundation and should not be submitted or course completion cards issued.

Course Completion Cards

Issuing Course Completion Cards:

Course completion cards should be issued in a timely manner to all candidates who successfully complete a course through the IHF CPR Training Programme. Training Site Coordinators are responsible for the ordering and distribution of PHECC course completion cards through the site. AHA course completion certificates are issued as e-certs via the Learning Platform. Please follow the steps in the Learning Platform user guide for issuing these certificates.

Please note that the CPR for Family & Friends and Hands for Life Course are not certifiable courses as no skills assessment is completed.

PHECC CFR Cards are issued with pre-printed numbers and Training Site Coordinators must keep a record of each CFR Card number issued to successful students on the paperwork for the course.

Certification for all IHF courses is valid for a period of two years, i.e. for a candidate who successfully completed a course on 3rd September 2022 their card's issue date will be 3rd September 2024 and the expiry date will be 30th September 2024.

If a student loses their CFR provider card the Training Site through which they conducted their course can issue a replacement copy. Cards should not be issued where the certification has expired, i.e. if it is over two years since the date of the course. AHA

e-certs remain visible on the Learning Platform for two years after a skills assessment. The training site coordinator will also have access to a students' e-cert for a period of two years through the admin area of the Learning Platform. The coordinator can download the e-cert and resend to the student.

All Instructor Cards and ACLS Provider Cards are issued directly by the Irish Heart Foundation. Instructor cards are sent directly to the Instructor. AHA instructor certs are distributed electronically and PHECC CFR instructor certs are posted.

Ordering Course Completion Cards:

Course completion cards can only be ordered by the Training Site Coordinator or nominated person for the site and orders must be made in writing (email – resus@irishheart.ie). Verbal orders cannot be accepted.

Please refer to the following points relevant to placing an order:

- Course records must be up to date when placing an order, otherwise the order will be put on hold until appropriate paperwork is received. When placing an order for electronic materials, your site may be asked to send on Excel course returns if IHF do not have recent records on file.
- When ordering electronic materials **please allow 72 hours for processing & dispatch** upon receipt of order. Please always bear this timeframe in mind when placing orders. If your order is time-sensitive we will do our best to accommodate your site but cannot always guarantee that your order will be prioritised.
- When ordering materials, please send the order to resus@irishheart.ie. Please note all orders received by email are acknowledged by return email so if a response is not received it generally means the emailed order was not received.
- Generally, there is no limit to the amount of electronic materials that can be assigned to your training site, however we would recommend ordering no more than what is required for 3 months at a time.
- If your organisation uses a purchase order system, please ensure a PO number is included when placing the order.

- Payment terms are 30 days nett and can be made by cheque, credit card or credit transfer. When making a payment please always reference the invoice number or Training Site's account code so the payment can be allocated correctly on our system.
- Where invoices remain unpaid, the training site account will be frozen and no further orders for cards or materials will be processed until all outstanding invoices have been paid in full. IHF reserve the right to also remove administrator access on the Learning Platform where e-cards have been generated without the relevant paperwork being sent to IHF in a timely manner.

Annual & Six-Monthly Training Reports

All affiliated Training Sites are required to supply summary figures for the total numbers of students trained through the site on a 6 monthly (for the 6 months to the end of December) and annual basis (for the year ended 30th June). Links to the report are emailed to the Training Site Coordinator and should be completed prior to the deadline date stated on the form.

It is important that these reports are submitted by the appropriate deadline as the IHF must also return its own reports to both the American Heart Association (AHA) and Pre-Hospital Emergency Care Council (PHECC).

Please note that these summary reports are different from the course records, which are to be submitted for each course.

Policies

Equality & Diversity Policy:

All courses conducted through the Irish Heart Foundation's CPR Training Programme should be carried out in a safe environment and must be accessible to all citizens of the State irrespective of nationality, race, or creed. If an attendee has a disability, the

instructor must ensure they facilitate that person's learning environment where possible. Guidance is provided within the BLS and Heartsaver Instructor manuals and AHA PAM.

All Irish Heart Foundation courses are conducted following standardised course lesson plans relevant to each course to ensure the uniform delivery of training nationwide. Students must be able to successfully complete all course completion requirements to receive a course completion card.

Safeguarding and Garda Vetting Policies and Procedures:

The Irish Heart Foundation as an organisation has in place Dignity at Work and Garda Vetting Policies.

Training Sites are contractually obliged to comply with all applicable laws including, without limitation, any regulations issued from time to time under the Safety, Health & Welfare at Work Act, 2005.

Training sites shall be required to fully observe and comply with the provisions of all applicable employment / labour law both statutory and common law and regulations as are applicable to their employees or to where the Services are carried out or performed from time to time during the term of the Agreement including, and without limitation, any Employment Regulation Orders issued by a Joint Labour Committee pursuant to Section 42 of the Industrial Relations Act 1946 or Registered Employment Agreements as provided by Section 27 of the Industrial Relations Act, 1946. The training site shall be responsible for the observance of this Clause by any of its sub-contractors.

Garda Clearance: The IHF do not request that instructors are Garda cleared but please be aware that many organisations requiring CPR training will request Garda clearance prior to the course being delivered.

All instructors are expected to conduct themselves in a manner which would never bring the Irish Heart Foundation into disrepute or potentially impact any of the candidates who are attending classes.

Complaints Procedure

The Irish Heart Foundation is committed to delivering quality work at all times and to ensuring that all our communications & interactions with the general public and our supporters are of the highest possible standards.

However, we do accept that occasionally things can go wrong. If you are dissatisfied with any aspect of the charity's work, we would like to hear from you.

We welcome both positive and negative feedback as this allows us to develop and grow as an organisation dedicated to reducing unnecessary death and disability from heart disease and stroke.

We aim to ensure that:

- It is as easy as possible to make a complaint
- We treat as a complaint any clear expression of dissatisfaction with our operations
- We treat any feedback or complaint seriously whether it is made by telephone, letter, email or in person
- We will deal with it quickly, politely and respectfully
- We will respond accordingly with an explanation or an apology depending on the complaint, investigation and outcome
- We learn from our complaints; we use them to improve and monitor at Board level
- We follow best practice on all Fundraising Complaints

We are committed to upholding the Statement of Guiding Principles for Fundraising and best practice through all our fundraising activities. This includes adhering to Data Protection Laws. If you have a complaint regarding a communication you have received, please follow the 'How to Lodge a Complaint' below.

How to lodge a complaint

You can make your complaint in whatever form is most convenient to you. You can telephone and speak to the appropriate member of staff. If you do not know who you should talk to, our receptionist will be happy to help.

If there is a complaint in relation to the Resus Programme the complaint can be sent to resus@irishheart.ie or directly to Brigid Sinnott bsinnott@irishheart.ie. During the working week the complaint will be dealt within 24 hours of receiving.

Alternatively you can write, fax or email us via:

Irish Heart Foundation,
17-19 Rathmines Road Lower
Dublin
D06 C780

Tel: 01 668 5001

Fax: 01 668 5896

Email: info@irishheart.ie – please put ‘Complaint’ in the subject line

What happens next?

If your complaint is received over the phone, we will endeavour to have it resolved there and then (where possible).

If it is received by email or post, we will acknowledge it within five days and do everything to resolve any complaints within ten working days.

If a full response cannot be given within ten working days (e.g. when a matter is very complex or where we have to consult a third party on the matter) you will be informed of the progress being made with your complaint.

What to do if you are still unhappy

If you feel your complaint has not been satisfactorily dealt with, you have the option to put your concerns directly, in writing, to the CEO of the Irish Heart Foundation:

Emma Balmaine, CEO, Irish Heart Foundation, 17-19 Rathmines Road Lower, Dublin D06 C780

The CEO will reply to you within 10 working days of receipt of your letter and will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members. You will be notified of the next Board meeting and a subsequent reply.

If an individual is not satisfied with the manner in which their complaint is handled by the charity, they should be advised of their right to raise a concern with the Charities Regulator.

Logos

The Irish Heart Foundation and American Heart Association do not allow use of their standard organisational logos. The Irish Heart Foundation has developed a specific training site logo to help promote the link between the Irish Heart Foundation, its affiliated training sites and the IHF certified courses they provide. This logo is designed solely for use by IHF affiliated training sites and is a valuable way to demonstrate the association between organisations and the certified training they provide. If you would like to use this logo please contact us directly.

A Training Site with a current contract of affiliation to the Foundation can state on materials/website that the organisation is a Training Site affiliated to the Irish Heart Foundation's CPR & ECC Training Programme and all instructors are trained to this standard as appropriate. Refer to the guide provided with the logo.

*Permission to use the PHECC logo would need to be sought from PHECC. The PHECC logo cannot be used on sites or by instructors.

Manikin Hygiene

All sites need to ensure that they have a written manikin hygiene policy and that instructors are adhering to the policy. As there are a variety of manikins now on the

market, it is worth referring to manufacturer's instructions on how best to care for each manikin type.

It is recommended that lungs are changed after every class and manikins thoroughly cleaned. Please also adhere to government /local infection control policies in the case of any infection outbreaks.

Instructor Courses

BLS /CFR and Heartsaver /CFR Community Instructor Courses

Any Training Site interested in conducting a BLS/CFR Instructor Course should contact bsinnott@irishheart.ie before making any plans to do so. There are strict pre and post course requisites for instructor candidates which a Training Site must be able to facilitate along with requisites for conducting the classroom portion of the course. **At least 6 week's written notice must be given to the IHF requesting permission to run each instructor course.**

Instructor courses can only be run by BLS Provincial Faculty Members and assisted by experienced instructors in the discipline who must be sanctioned by the IHF. Instructor courses must be taught adhering to a ratio of student to BLS Provincial Faculty Member of 12:1 and a ratio of student to instructor of 6:1. Prior to running an instructor course, faculty need to ensure that they are using the most up to date PowerPoints and timetable.

Each candidate on an Instructor Course must be supplied with the relevant instructor manual which are available for purchase from the Irish Heart Foundation. These should be distributed to candidates at least three weeks prior to the course date.

ACLS Instructor courses are currently only conducted by the Irish Heart Foundation.

Training Site Reviews

Training Site Visits

Training Site reviews are conducted at intervals by the IHF Resuscitation Department. Appropriate notice will be given to the site prior to the visit. Inspections include a review of the Training Site's equipment and hygiene policy, course paperwork and the system for file management. This also gives the site an opportunity to discuss their courses with the Programme Coordinator and review any queries they may have.

During instructor monitoring provincial faculty also observe equipment, room lay out, use of teaching materials, and course delivery etc. Refer to the instructor monitor form for further information. Provincial Faculty will not sign instructors off if all criteria are not met on the day.

Appeals

If a student is unsuccessful on their CPR provider course, they are offered remediation on the day of the course. If following remediation, the student is still not successful they are then informed that they will need to repeat another course. If a student fails the MCQ section, they need to repeat the exam within a 6-week period. There is no appeal process for these provider courses as the aim of these courses is to ensure that the

student can deliver high quality CPR at the end of the course. Sometimes students just need to repeat the course a second time to perfect their skills and knowledge.

During an instructor course, candidates need to display excellent CPR skills, good communication skills, good knowledge of the subject, good time management skills and be able to set the room up correctly for a course. Candidates assist on two courses following their initial instructor course before they are monitored and signed off as an instructor. If Provincial Faculty are not happy that the instructor candidate has not grasped all aspects of being a good instructor, they will contact the IHF programme coordinator and develop a remediation plan. Instructor certification cannot be granted until the instructor candidate has reached all criteria on the instructor monitor form.

ACLS Provider Courses

Please note that there are separate conditions set down by the IHF's ACLS Council for conducting ACLS Provider Courses. Any site wishing to conduct ACLS Provider Courses should contact cmcphillips@irishheart.ie prior to planning any such courses.

If you are an ACLS training site, please refer to your ACLS training site guide for further information.

If at any time you have questions, please do not hesitate to contact to us - we are more than happy to help at resus@irishheart.ie

Appendix 1: IHF instructor portal

For all paperwork and extra information go to the IHF instructor portal

Link: <https://irishheart.ie/what-is-cpr/cpr/cpr-instructors-portal-private/>
password: CPR_instructor

Appendix 2: Sample floor plan

Sample Floor Plan

Figure 1 shows a sample floor plan. Arrange the room so that all students can see the video screen and instructors can monitor student groups during practice.

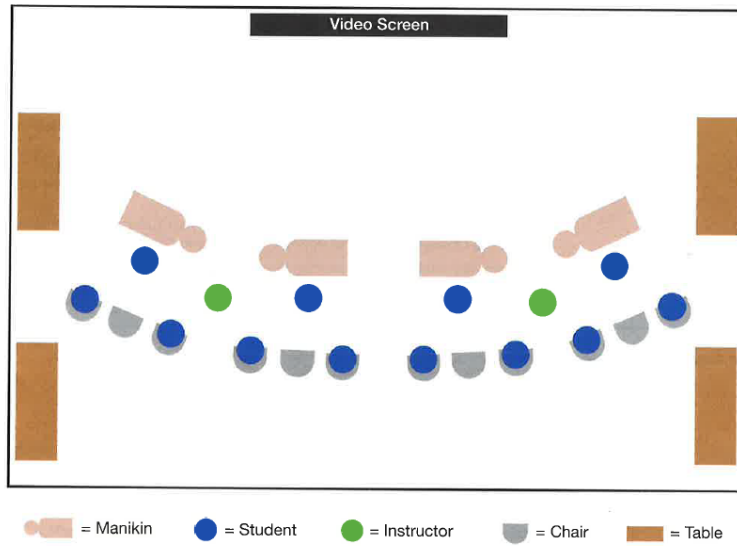


Figure 1. Sample floor plan.

Appendix 3: CPR AED Equipment Checklist

CPR AED Equipment Checklist

Equipment	Adult	Child	Infant	✓
Course roster, 1/course	Required	Required	Required	
Name tags (optional), 1/student and instructor	Recommended (optional)	Recommended (optional)	Recommended (optional)	
Course agenda, 1/student and instructor	Required	Required	Required	
Course completion card, 1/student	Required	Required	Required	
Student Workbook, 1/student and instructor	Required	Required	Required	
Instructor Manual with Lesson Plans, 1/instructor	Required	Required	Required	
Precourse letter, 1/student	Required	Required	Required	
Skills testing checklist, 1/student	Adult CPR and AED Skills Testing Checklist	Child CPR Skills Testing Checklist	Infant CPR Skills Testing Checklist	
TV with DVD player or Computer with projector, screen, and speakers, 1/course	Required	Required	Required	
Course video, 1/course	Required	Required	Required	
Adult manikin with shirt, 1/every 3 students	Required	Recommended (optional)	N/A	
Child manikin with shirt, 1/every 3 students	N/A	Required	N/A	
Infant manikin with shirt, 1/every 3 students	N/A	N/A	Required	
AED trainer with adult AED training pads	Required	Required, child pads optional	N/A	
Spare batteries for AED trainer	Required	Required	Required	
Barrier device (mask), 1/every 3 students or 1/student	Required	Required, child-appropriate	Required, infant-appropriate	
One-way valve, 1/student	Required	Required	Required	
Face shield, 1/student	Recommended (optional)	Recommended (optional)	Recommended (optional)	
Stopwatch, 1/instructor	Required	Required	Required	
Manikin cleaning supplies (such as alcohol pads)	Required	Required	Required	