

2018 Program Administration Manual—US Version

Frequently Asked Questions (FAQ)



CPR & Emergency Cardiovascular Care

As of October 23, 2018

Q: What is the AHA Program Administration Manual—US Version (US PAM)?

A: The AHA's US PAM covers all aspects of program administration and training for the educational courses of the AHA's CPR and ECC programs. It provides Training Centers (TCs) and Instructors concise access to rules affecting TCs, Instructors, and Volunteers. The PAM includes information for ECC operations and TC administration, information for ECC courses, chapters on organizational ethics and legal considerations, and an understanding of how ECC programs are organized within the AHA.

The PAM is intended to supplement current ECC information and training materials. Between updates to the PAM, official AHA Training Memos clarify policies in the PAM or information in AHA manuals; official AHA Training Bulletins announce changes to policies in the current PAM.

Q: What is the digital PAM?

A: The digital PAM is the new format for all PAM content. It is accessible anywhere with an Internet connection, via all web browsers, once logged into the [AHA Instructor Network](#). The digital PAM includes:

- Left-hand navigation for accessing various content topics quickly
- Landing page with direct links to specific sections within the PAM
- Existing search functionality within the AHA Instructor Network that allows a user to search keywords across the site
- Content that will be updated on a March and September timeline moving forward

Q: Why was the US PAM updated and transitioned to a digital format?

A: The PAM is updated periodically to reflect the latest requirements, add new information, and clarify policies and procedures.

To ensure TCs and Instructors are referencing the most current version of the PAM, the PAM has been converted from a PDF file to a digital, online format.

Q: Will there still be a PDF version of the US PAM?

A: No. Now that the US PAM is in a digital format, the PDF version of the US PAM will no longer be updated or available.

Q: What content updates were made?

A: The updated US PAM includes the following additions and clarifications, among others:

Additions

- Page 56: Regional Volunteer Complaints/Quality Assurance Review
 - Information on the review process (including who to contact and the timeframe) for a written complaint or issue of quality

Clarifications

- Page 9: Course Monitoring
 - Clarification that Regional Faculty will continue to conduct course monitoring through December 2018

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Clarifications, continued

- Page 56: Regional Volunteer Complaints/Quality Assurance Review
 - Clarification that the AHA Volunteer Team is responsible for Regional ECC Committee Chairs
- Pages 15-16: Provider Courses, Instructor Essentials Courses
 - Clarification on the instances when paper evaluations are needed (only when the facility or TC is issuing paper course completion cards)

Deletions

- Page 41: Course Exams
 - Deletion of the process to request administration of an exam via an online education platform (this is no longer allowed)
- Page 23: Use of AHA Materials
 - Deletion of reference to CPR in Schools Managers (this position no longer exists within the AHA)
- Pages 36, 59: General Information, Resources
 - Deletion of reference to OnlineAHA.org, since all eLearning courses now reside on eLearning.Heart.org

Q: Does this version of the PAM replace the previous version (7th edition)?

A: Yes, this edition supersedes the 2018 Program Administration Manual: Guidelines for Program Administration and Training, 7th Edition, as well as all previously issued Training Memos and Training Bulletins.

Q: When will the updates and changes take effect?

A: The digital edition US PAM went into effect on October 23, 2018.

Q: How will these updates affect the Instructors and TCs?

A: The PAM helps ensure all AHA Training Network partners understand all processes and procedures for operating an AHA TC and offering the highest quality training based on AHA curriculum.

Following these policies for administration and courses creates consistency and enables the Training Network to provide the highest quality training, which ultimately improves the ability of your students to save lives.

Q: Where can I access the updated PAM?

A: The digital edition of the PAM is available on the [AHA Instructor Network](#) via the navigation item labeled "PAM."

Q: Is there an international version of the PAM?

A: Yes; the updated international version of the PAM goes into effect on November 1, 2018. It is available as a PDF file only, through the [AHA Instructor Network](#) in the navigation menu for the PAM.