



1. Course Attendance – Student must show up on time and prepared for class. Any student who is more than 15 minutes late after the start of the class will be not permitted to attend and must re-schedule for another course.

2. Course Textbooks –Every course requires the student to have a textbook. If student does not have a textbook for their course they will not be permitted to attend their course and must re-schedule for another course, unless otherwise noted in specific course information (i.e. EMT Class and AHA BLS Instructor class). **THIS POLICY DOES NOT APPLY TO ONLINE HEARTCODE COURSES.** To purchase or pickup AHA textbooks, students can either do so online or in person, by calling (215) 762-3732. Students may also obtain textbooks at the below locations:



www.worldpoint.com

1 (888) 322-8350

Drexel University Bookstore
Center City Campus
Bellet Building First Floor
1505 Race Street
Philadelphia, PA 19102
215.762.7628



Laerdal
helping save lives

<https://www.laerdal.com/us/AHA>

1 (877) 523-7325

3. Pre-course Material - Any pre-course material required for any course must be completed and handed in while signing in for course. If pre-course work is not complete the student will not be permitted to attend and must re-schedule for another course.

4. BLS Course – BLS does not require a pre-test. If a student is taking a recertification course, a current copy of the student's BLS card must be presented or student will not be permitted to attend and must re-schedule for another course.

5. ACLS Course – ACLS Provider requires proof of completion of the AHA ACLS pre-test. ACLS Update requires a copy of current ACLS cards and completion of ACLS pre-test. If none of the above material is presented upon the start of the course the student will not be permitted to attend and must re-schedule for another course.

6. PALS Course – PALS Provider requires proof of completion of PALS pre-test. PALS Update requires a copy of current PALS card and completion of PALS Pretest. If none of the above material is presented upon the start of the course the student will not be permitted to attend and must re-schedule for another course.

7. HeartCode Skills Session – Applicable HeartCode certificate must be presented upon arrival. Time slots are 45 minutes long and end promptly. If extra time is needed to complete AHA HeartCode Parts 2 and 3, then the student will be billed \$15 in fifteen minute increments (i.e. 30 minutes of extra skills session time will cost \$30). Please arrive on time and be prepared for your skills evaluation. Any student unable to successfully pass the skills verification portion of HeartCode will be required to take a traditional (in-person) Full Provider course of that specific discipline. There are no HeartCode re-tests.

8. Heartsaver Courses – AHA Heartsaver courses do not require a pre-test. However, all students must purchase the associated Heartsaver textbook for the Heartsaver course that they are taking. This is an AHA requirement. The AHA has recently lowered the cost of these materials to a nominal amount.



Course Cancellation, Refund, Re-Test and Re-Scheduling Policy

A full refund will *ONLY* be issued if a student cancels two (2) weeks prior to scheduled date. Within a two (2) week period, there is a \$75.00 fee to cancel and re-schedule a course. There will be no refunds issued for cancellations with less than a two week notice or for no-shows on the day of the course, for ANY reason. There are no refunds for the AHA BLS Instructor course. Refunds for any ATLS, ATCN or EMS class are handled according to the specific course policy.

Cancellation, Refund, Re-Test and Re-Scheduling Policy (continued)

Traditional (In Person) Re-Tests – Retesting of any skills or written portion of any traditional course will be free for any initial certification course. If a second re-test is required a \$40.00 fee will be charged and must be paid in full prior to the retest being scheduled. Any failure during a recertification course will require the student to take an initial provider certification course at a fee of \$75.00 which must be received prior to being scheduled.

*****AHA Heartcode (On-line) Re-Tests* – There are **NO RETESTS** for any portion of the AHA's Heartcode BLS/ACLS/PALS courses. Any student unable to successfully pass the skills verification portion of Heartcode will be required to take a traditional (in person) Full Provider course of that specific discipline. (AT DISCOUNTED RATE).

In the event of snow or other extreme weather, this training center complies with Drexel University's Severe Weather Policy. Call 215.762.UNIV (8648) for information on course closings or delayed courses and listen for school code 213 on radio station KYW-1060 (AM).

AHA Course Completion Card Replacements and AHA eCard Assistance

Paper Certification Card Replacement - Paper course completion cards can be replaced for \$20 each. A photocopy of your original card is available for \$10. These fees can **ONLY** be waived by decision of the AHA Training Center Coordinator.

Electronic Certification Card (eCard) Replacement/Assistance - If your eCard was claimed, then we can provide, via email, a PDF or JPG of your card for a \$10 fee. If your card was not claimed and 90 days have passed since your certification class, then a \$20 fee will be charged for any assistance necessary in order to locate your card. You must provide the date that you took your course/class. When students take ANY certification or class, it is **SOLELY** the responsibility of the learner to be attentive when eCard instructions are given. It is also the responsibility of the learner to enter an **ACCURATE** email address when supplying student information. The Drexel University AHA Training Center cannot be responsible for errant information passed on by the student. If you do not receive your eCard within 2 weeks after completing a course, please contact our Department at (215) 762-3732. These fees can **ONLY** be waived by decision of the AHA Training Center Coordinator.

THE DREXEL UNIVERSITY COLLEGE OF NURSING AND HEALTH PROFESSIONS DEPARTMENT OF EMERGENCY MEDICAL SERVICES RESERVES THE RIGHT TO CANCEL AND RESCHEDULE COURSES