



Crozer Health

Simulation Center, EMSTI, and AHA Training Center

Terms and Conditions

(Updated: 07/30/2022)

Please note: If you are a Crozer Health Employee or Contractor, and you are scheduled for a course but are unable to attend the course for ANY reason, please contact your Manager directly. He/she will be able to reschedule your course for you.

1. **Course Attendance:** Student Students are required to be 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. **AHA Course Textbooks: (UPDATED ON 07/25/2022 - PLEASE READ CAREFULLY)** Due to changes in the AHA's e-textbook library policy/procedures, we are no longer able to offer e-textbook access to our AHA students. **As of Monday, 07/25/2022, any student who registers for an AHA class here at Crozer's AHA Training Center, MUST purchase their own AHA textbook(s) for those classes/disciplines that they will/have registered for. You MUST present the discipline specific textbook that you have purchased during the registration process at the start of your scheduled AHA class here at Crozer.** AHA policy states that you must have access to the discipline specific textbook (for the class that you are taking) before, during, and following your course. The only way to ensure that this policy is met is to require all AHA students to present the discipline specific textbook that they have purchased for their course. As a result, **if you present to an AHA class here at Crozer after on/after 08/01/22 without a copy of the (current) discipline specific AHA textbook, you will NOT be admitted into the course.**

Below are Links where you can purchase discipline specific textbooks directly from the AHA:

[CLICK HERE](#) to purchase the AHA **BLS** Textbook

[CLICK HERE](#) to purchase the AHA **ACLS** Textbook

[CLICK HERE](#) to purchase the AHA **PALS** Textbook

1. **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.
2. **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.
3. **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.
4. **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.
5. **HeartCode Skills Session:** Applicable PRINTED HeartCode certificate must be presented upon arrival for a schedule skills session (Heartcode Parts 2 & 3). Time slots are 120 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.
6. **AHA Instructor Course:** All registrations for the AHA Instructor classes are final and are non-refundable for any reason. You can reschedule for an additional fee of \$75. This is due to the high costs associated with operating an Instructor class. Any purchase(s) of the Online AHA Instructor Essentials module(s) are also non-refundable for any reason. If you have completed the Online AHA Instructor Essentials module(s), they can be used for any AHA Instructor course within one (1) year of completion date.

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

A full refund will ONLY be issued if a student cancels **greater than** 14 days prior to scheduled course date. Within day 8 and day 14 prior to a scheduled course date, there is a \$50.00 fee to cancel or re-schedule a course. There will be no refunds issued for cancellations with 7 days or less of a scheduled course date, or for no-shows on the day of the course, for ANY reason. **Refunds for any AHA Heartcode Skills Sessions, ATLS, ATCN, TNCC or EMS class are handled according to the specific course policy.**

AHA Heartcode Skills Sessions: A full refund will ONLY be issued if a student cancels greater than 14 days prior to scheduled Heartcode Skills Session date. Within day 8 and day 14 prior to a scheduled Heartcode Skills Session date, there is a \$25.00 fee to cancel or re-schedule a Heartcode Skills Session. There will be no refunds issued for cancellations with 7 days or less of a scheduled Heartcode Skills Session date, or for no-shows on the day of the Heartcode Skills Session, for ANY reason.

ATLS - ATCN - TNCC Course Cancellation / Refund policy: A \$75.00 non-refundable processing fee is included in the tuition fee. Written or faxed cancellation requests received 15 or more business days before the course date will receive reimbursement less the \$75.00 processing fee (and less \$100.00 for the student course manual, if already mailed -- this is in addition to the \$75.00 processing fee). Cancellations less than 15 business days prior to the course date, or failure to attend the course will result in forfeiture of the entire course tuition.

ATLS Instructor Course Cancellation / Refund policy: A \$250.00 non-refundable processing fee is included in the tuition fee. Written or faxed cancellation requests received 30 or more business days

before the course date will receive reimbursement less the \$250.00 processing fee. Cancellations less than 30 business days prior to the course date, or failure to attend the course will result in forfeiture of the entire course tuition.

TNCC Provider / Instructor Course Cancellation / Refund policy: A \$75.00 non-refundable processing fee is included in the tuition fee. Written or faxed cancellation requests received 15 or more business days before the course date will receive reimbursement less the \$75.00 processing fee. Cancellations less than 15 business days prior to the course date, or failure to attend the course will result in forfeiture of the entire course tuition.

EMS Con-Ed Courses (PHTLS, AMLS, etc.) Cancellation / Refund policy: A \$50.00 non-refundable processing fee is included in the course tuition. Written cancellation requests received 30 days prior to the course start date are eligible for a refund minus the \$50.00 non-refundable processing fee. Cancellations less than 30 days prior to the course, or failure to attend the course will result in forfeiture of the entire course tuition.

Traditional (In Person) Re-Tests: Initial retesting of any skills or written portion of any traditional or renewal course will be free for a first retest attempt. If a second re-test is required a \$50.00 fee will be charged and must be paid in full prior to the retest 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 a Heartcode course will be required to take an in-person full course of that specific discipline. (AT A DISCOUNTED RATE).

Weather Related Cancellations: In the event of snow or other extreme weather that will cause a cancellation or delayed start of your scheduled course, you will be notified by 5pm the day before your course (when possible) via the email address that you registered for your course with.

AHA Course Completion Card Replacements and AHA eCard Assistance: 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 Crozer Keystone Health System 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 the Sim Center via phone at (610) 447-2485. These fees can ONLY be waived by decision of the AHA Training Center Coordinator.

AHA e-card Purchases for Crozer Affiliated Instructors: AHA Course Completion e-cards can ONLY be purchased by currently certified AHA Instructors whom are currently affiliated and in good standing with Crozer's AHA Training Center. E-cards will ONLY be issued to students that appear on a valid AHA roster, submitted by the Crozer affiliated Instructor. AHA rosters MUST be accurately completed, signed by the Lead Instructor, approved by Crozer's AHA Training Center Coordinator, and paid for in full PRIOR to e-cards being sent. If a roster is found to be fraudulently submitted (ie., there actually was not a class held for the student(s) appearing on a roster), ALL of the e-cards issued for that roster will be REVOKED. Any questions regarding the issuance of e-cards by an affiliated Crozer Instructor must be put in writing (email is acceptable), addressed to the Training Center Coordinator. AHA course completion e-cards will be issued in accordance with AHA timelines.

Fair Acres Geriatric Center - AHA eCard Purchases: This option has been created for Fair Acres employees (ONLY) to pay for their AHA eCards, for courses taught (ONLY) at Fair Acres Geriatric Center. Fair Acres Geriatric Center is an AHA TRAINING SITE, that is under the direction of Crozer Chester Medical Center's AHA Training Center (PA05708). Should you have any questions regarding the purchase of your AHA eCard, please contact Fair Acres AHA Training Site Lead **Chrissy Farra**, via email at farrac@fairacres.org

Invoicing for Course Tuition

Invoicing for Courses: When a person/organization wishes to pre-pay for a course(s) via invoice, Crozer Health Simulation Center will send the associated invoice to the individual designated by the person/organization. A promo-code and course registration link will then be issued for the number of pre-paid seats, and individuals/students can then register via Enrollware to secure their seats in the course(s). **The invoice must be paid in full prior to the start of the associated course(s), or those individuals/students will not be permitted to attend the associated course(s).**

Please Note: If the course(s) that are being invoiced include the cost of an online access code or textbook (required for pre-course work), the online access code(s) and/or textbook will not be issued to the individual/student until payment in full for the associated invoice has been received. Delayed payment may prohibit the individual/student from completing the required pre-course work, which would deem them ineligible to attend the said course(s). Examples (but not a comprehensive list) of classes that require an online access code or textbook to complete mandatory pre-course work include all ATLS, ATCN, TNCC, and EMT courses. Please call/contact Crozer's Simulation Center to verify if the course(s) that you are having invoiced require an online access code and/or textbook, at (610) 447-2485.

**CROZER HEALTH RESERVES THE RIGHT TO CANCEL AND
RESCHEDULE COURSES.**