The updated, fifth edition of the AHA’s 2012 Program Administration Manual is now available online on the AHA Instructor Network. All policies and procedures included in the 2012 versions of the PAM are effective: February 1, 2013. See below some key changes:

- **Course Completion Cards:**
  - No blank cards may be issued from AHA TCs to Instructors or Training Sites
  - AHA course cards may not be handwritten; all cards must be stamped, typed or printed.
  - All course completion cards must be issued within 20 business days of course completion

- **TC Agreement/Geography:**
  - PAM now aligned with TC Agreement and Quality Assurance Review process
  - TC Agreement now defines geographic territory for TCs, Training Sites and Instructors

- **Training Sites:**
  - TCs now are more accountable for Training Sites
  - TCs will have to disclose who and how many Training Sites they have when account manager conduct your Quality Reviews (if applicable)
  - Training Sites will be held more accountable by having to do Training Site reviews similar to the TC reviews

Due to these changes we will no longer sell blank AHA course completion cards to our training sites. In the near future we will be reevaluating our training sites to see if we will continue these arrangements.

Let me know if you have questions.

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