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1. Objectives

- 1.1.** The objective of training is to equip the learner with the ability to undertake resuscitation in a real clinical situation at the level at which they would be expected to perform, be they lay bystander, first responder in the community or hospital, a healthcare professional working in an acute area, or a member of the medical emergency or cardiac arrest response team.

2. Terminology and Definitions

Types of training

2.1. Basic Life Support (BLS) course

The aims of the BLS courses are to enable each candidate to gain competency in cardiopulmonary resuscitation (CPR) and the use of an automated external defibrillator (AED). BLS courses are appropriate for a wide range of providers. These may include clinical and non-clinical healthcare professionals (particularly those who are less likely to be faced with having to manage a cardiac arrest), general practitioners, dentists, medical students, first aid workers, lifeguards, those with a duty of care for others (such as school teachers and care workers), and community responders, as well as members of the general public.

2.2. Immediate Life Support (ILS) course

The ILS course aims to train healthcare providers in advanced resuscitation enabling them to manage patients in cardiac arrest until the arrival of a resuscitation team and to participate as members of that team. That includes: the ABCDE approach to the deteriorating patient, CPR, simple airway management and safe defibrillation (manual and/or AED).

2.3. Advanced Life Support (ALS) course

The ALS course comprises all ILS objectives with an additional focus on team related non-technical skills. Following the ALS course candidates know about the relevant factors and skills necessary leading the resuscitation team and will be able to lead the resuscitation team.

That includes to highlight the causes of cardiac arrest, identify patients in danger of deterioration and manage cardiac arrest and the immediate peri-arrest problems encountered in and around the first hour or so of the event. The target candidates for this course are doctors, nurses and paramedics working in emergency areas in or out of the hospital or Emergency Medical Systems, and those who attend cardiac arrests on a regular basis or may be expected to lead a cardiac arrest team. It can also be suitable for individuals who are regularly members of resuscitation teams or regularly working in the EMS.

2.4. European Paediatric Immediate Life Support (EPILS) course

EPILS is aimed at training healthcare providers to recognise and manage critically ill children and children in cardiorespiratory arrest whilst awaiting the arrival of a resuscitation team in the first minutes. EPILS will also train the candidate to participate as members of that team.

2.5. European Paediatric Advanced Life Support (EPALS) course

The EPALS course is designed for healthcare professionals who are involved in the resuscitation of a child, infant or newborn whether in or out of hospital. The course aims to provide caregivers with the knowledge and skills for the management of the critically ill child during the first hour of illness, and to prevent progression of diseases to cardiac arrest.

2.6. Newborn Life Support (NLS) course

The NLS course aims to provide the detailed knowledge and practical instruction in resuscitation of babies at birth. It is designed for all health workers, regardless of their discipline or status, who may be called upon to resuscitate a newborn baby.

2.7. BLS Instructor (BLS-I) course

Many candidates attending a BLS Course are lay people, and some subsequently want to become instructors themselves. For this reason, the ERC has developed a one-day BLS Instructor Course. Candidates for this course must hold the ERC BLS certificate, and whose status corresponds to what is described in 2.15 (see below).

2.8. Generic Instructor Course (GIC)

This course is for candidates who have attended ALS, EPALS, ILS, EPILS, NLS or ETC¹ (European Trauma Course) provider courses and been recommended as having Instructor Potential (IP) by the respective course faculty. The course concentrates on teaching non-technical skills, leading a simulated cardiac arrest scenario, teaching team-work, assessing knowledge, skills and attitudes, and providing effective feedback.

2.9. Educator Master Class (EMC)

The Educator Master Class trains selected Instructor Trainers or Medical Educators in the field of Resuscitation (e.g. resuscitation officers or members in a CPR training centre) to become an ERC Educator Candidates.

2.10. Refresher Seminar (RS)

A Refresher Seminar is a short modular skills training, organised for participants with prior experience in the Seminar topic.

2.11. Recertification Course (RC)

A recertification course aims to keep CPR providers competent over time and is one of the ways a provider can re-certify their provider skills, and keep their respective certificate valid, as outlined in 10.3.

¹ The European Trauma Course is organised by the European Trauma Course Organisation ivzw (international non profit organisation), of which the ERC is one of the four member organisations.

2.12. Conversion Course

A Conversion Course is part of the conversion process of instructors who were trained by other organisations. It focuses on the educational aspects of the ERC courses and is instructed by ERC senior Instructor Trainers (ITs) chosen by the Science and Education Committee (SEC) of the relevant course type and Development Committee Education (DC-Edu) chair.

Titles and functions

2.13. Faculty

Course Director(CD), Course Director Candidate (CDC), Full Instructors (FI), Instructor Candidates (IC), Instructor Trainers (IT), Instructor Trainer Candidates (ITC), Educators (Ed) and Educator Candidates (EdC), Educator Trainers (EdT) make up the faculty of ERC courses.

2.14. Provider (P)

A Provider is an individual who has successfully completed a provider course (BLS, ILS, ALS, EPILS, EPALS, NLS).

2.15. Instructor Potential (IP)

An Instructor Potential is an individual who has completed a provider course or recertification course successfully and has shown an aptitude to teach. In addition, he or she must fulfil the criteria necessary (attachment 3 of this document) to qualify as a future instructor and have been recommended for IP status by the Faculty of that course.

2.16. Instructor Candidate (IC)

An Instructor Candidate is an individual who has passed an Instructor Course successfully (BLS Instructor Course or Generic Instructor Course).

2.17. Full Instructor (FI)

A Full Instructor is an Instructor Candidate who has successfully completed his FI training as described in the "Faculty" section below (9.1-9.35) and has recertified if required [10.5-10.8]. Full Instructors teach on a provider course.

2.18. Instructor Trainer Candidate (ITC)

A Full Instructor from a relevant course type who is invited to teach on an Instructor Course, is called an Instructor Trainer Candidate until upgraded to Instructor Trainer.

2.19. Instructor Trainer (IT)

Instructor Trainers teach on an Instructor Course after successfully having completed their Instructor Trainer Candidate training and after having recertified if required [10.5-10.8].

2.20. Course Director Candidate (CDC)

A Course Director Candidate is an experienced instructor for that course type who is invited to shadow the Course Director. The Course Director Candidate is not an assistant, but a Course

Director-in-training. A CDC does NOT count as FI for the purpose and consequently will not teach at that course.

2.21. Course Director (CD)

A Course Director is a senior instructor who takes overall responsibility for the course and ensures that the course is run according to ERC guidelines and rules. Course Directors exist at the level of provider courses (Provider Course Director) and instructor courses (Instructor Course Director). He or she sets out the programme and appoints the instructors. The Course Director also approves the results of the course candidates and assesses the instructors and CDCs.

2.22. National Course Director (NCD)

A National Course Director is an experienced CD, endorsed by the relevant National Resuscitation Council (NRC), who represents the Course Directors of a type of course of a certain country. An NCD must meet all points in the following profile:

- Must be ERC Associate member
- Must already be an established course director for this type of course
- Must have good communication skills (including E-mail)
- Must have a working knowledge of English
- Must be full member of his NRC and have credibility in own country (if applicable)
- Must be prepared and able to attend international meetings of ERC NCDs (ERC is planning one Course Director Day (CDD) meeting every year)
- Leadership skills to lead development of the course in their country
- Involved in developing and spreading ERC courses in own country
- Familiarity with ERC systems - (Course System (CoSy) etc)

If there is no NRC in a certain country, the SEC co-chair education can appoint the NCDs directly.

2.23. Educator Candidate (EdC)

An Educator Candidate is an individual who has passed an Educator Master Class successfully.

2.24. Educator (Ed)

An Educator is a person with an educational and clinical background who has undertaken the Educator training. The presence of an Educator is mandatory for the Generic Instructor Course.

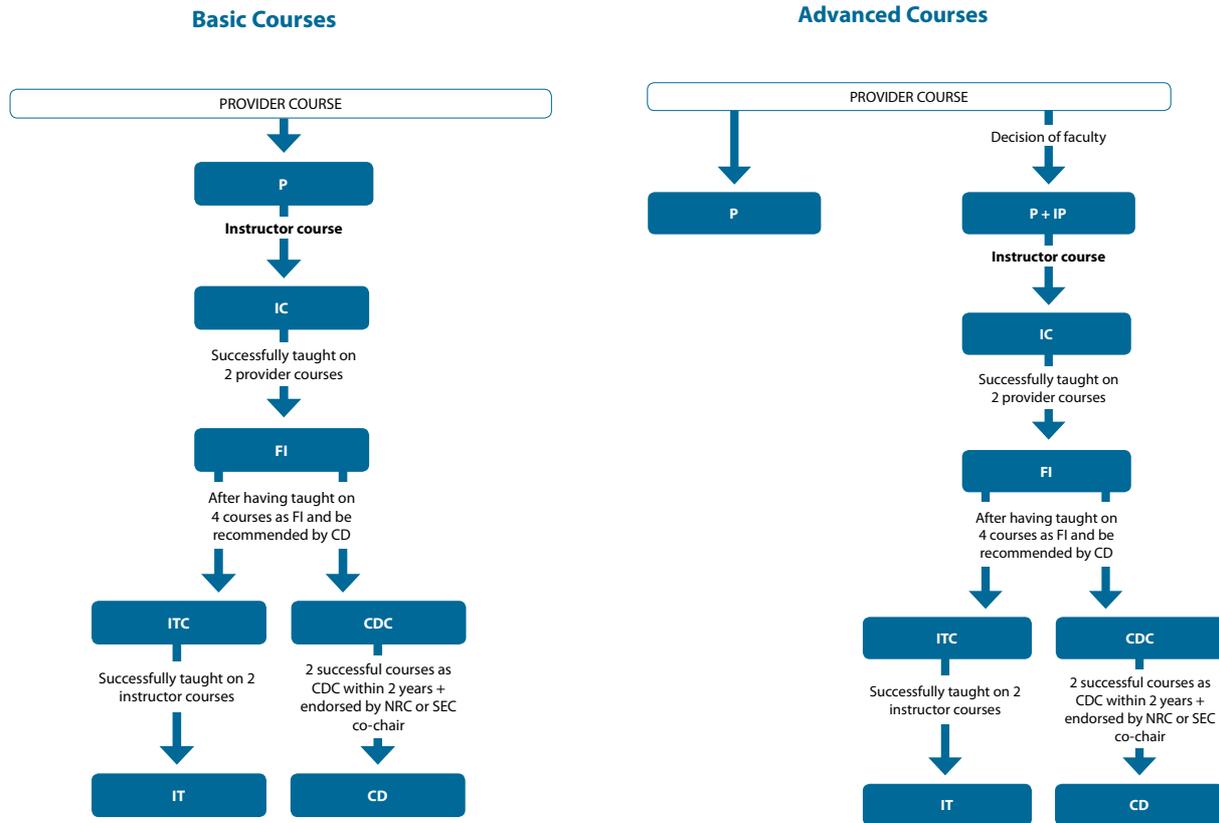
2.25. Educator Trainer (EdT)

Faculty on an Educator Master Class are called Educator Trainers.

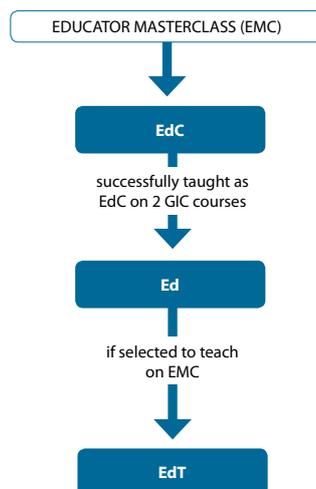
2.26. Course Organiser (CO)

The Course Organiser is an individual or an organisation, who administers the organizational, managerial, financial and logistical aspects of the course.

2.27. Flow charts of instructor process



Educator



Other definitions

2.27. Self-Sufficiency

A National Resuscitation Council is considered as self-sufficient for a certain type of course if:

- It has the resources, expertise, and experience to run courses, and has demonstrated an ability and commitment to maintain the quality of training agreed with the ERC in accordance with the document Self-Sufficiency. (Attached to this document)
- There is a formal written agreement of partnership between the ERC and the NRC in which the responsibility for the national supervision and quality control rests with the National Resuscitation Council.

Nevertheless, all ERC courses are organised under supervision of the respective Education Committee.

2.28. Science and Education Committee(s) (SEC)

The SEC are appointed according to the ERC Bylaws.

The SEC are responsible for the further development and quality control of their type of course, and oversee courses in those countries that are not self-sufficient, in partnership with the National Resuscitation Council, if one exists.

2.29. Development Committee Education (DC-Edu)

The DC-Edu is made up of the co-chairs with education focus of each SEC plus additional members, appointed according to the Internal Rules

2.30. Course System (CoSy)

Online learning platform, consisting in a course administration section and an e-learning section.

2.31. Cardiac Arrest Simulation (CAS)

On ERC courses, there may be scenario simulation demonstrations (CASdemos), as well as sessions covering simulation teaching (CASTeaches) and assessment (CASTests).

2.32. Multiple Choice Question (MCQ)

Multiple choice is a form of assessment in which respondents are asked to select the best possible answer (or answers) out of a list or True/False option.

2.33. Retest

A Retest grants a participant the opportunity to repeat a practical Skill, CASTest during the current course.

2.34. Resit

A Resit is granting a participant the opportunity to repeat either their MCQ or CASTest Retest on a future course or a specific limited course for this purpose.

2.35. Recertification

Recertification is the process of renewing a course-related ERC qualification.

2.36. Basic Courses

BLS is a Basic Course.

2.37. Advanced Courses

ALS, ILS, EPALS, EPILS and NLS are Advanced Courses.

2.38. Instructor Courses

BLS-I and GIC are Instructor Courses. The BLS-I course is the relevant instructor course for Basic Courses. The GIC is the relevant instructor course for the Advanced Courses.

2.39. Document Library

The Document Library is the online collection of available ERC Documents on the ERC website.

2.40. Cost of Living Adjustment (COLA) factor

The COLA factor is the percentage of the Gross National Income (GNI) of a country in relationship to the "High Income" GNI from the list of the World Bank, rounded off to the nearest 10, with a minimum of 20% and a maximum of 100%. The list of COLA factors is confirmed by the Board annually.

2.41. Seats

A Seat is the unit per course type for which the Course Organiser pays a set amount per participant of the Course. The Seat price covers the fee for registration of the course in CoSy, for being able to grant the participant access to his personal learning environment, for a pdf version of the training manual (included), for an optional printed version of the training manual (at a discounted rate) and for an online, printable certificate after completing the hands-on part of the course. Seats are purchased by the CO (or their NRC) online, prior to certificates being created.

2.42. Course Collaboration Agreement (CCA)

A CCA is an agreement between the ERC and a registered legal body in order that legal body is assigned CO permissions for a country without an NRC or where the NRC is not interested in taking responsibility for ERC courses.

3. General

- 3.1. All Faculty members and COs must abide by the ERC Code of Conduct. (Attached to this document.)
- 3.2. Any profit made from courses, should be reinvested in comparable resuscitation training.
- 3.3. Each course must be registered and completed in the Course System (CoSy) resulting in the creation of certificates.
- 3.4. Each participant on a course should receive a personal, official ERC manual.
- 3.5. The core programme for each course type exists in the Document Library, a list of possible exceptions will be kept up to date in that location.
- 3.6. The DC-Edu can grant exceptions to the rules in this document, provided it is on a pilot basis for a limited group and time, under the supervision of an DC-Edu member, and ends with an evaluation report to the DC-Edu.

The DC-Edu can then decide:

- To stop the pilot
 - To adjust the pilot, with a new timing
 - To implement it in the course rules, making it applicable or available for all
- 3.7.** NRC/ERC - NRCs may decide about additional rules for local instructors and local course directors and increase the requirements for local ERC courses. For those faculty members coming from abroad, only the ERC rules apply.

4. Courses

Course Organisation

- 4.1.** The number of participants per course is to some extent dependent on the course and should not exceed 32. For educational reasons ERC recommends an optimum group size of 6 candidates in advanced and instructor courses. In case a CO increases group size to a maximum of 8 candidates for advanced and instructor courses, the specific reasons have to be presented to the NRC (NCD) or the SEC for approval. If there are more than 32 participants, they should be divided into separate courses each with their own CD and faculty.
- 4.2.** The CD is responsible for the composition of the faculty. The minimum criteria are:
- a. The number of ICs should never exceed the number of FIs

	BLS	BLS -I	ILS	EPILS	ALS	EPALS	NLS	GIC	EMC	RS
b. Minimum Faculty	1 FI ² per 8 participants (per 6 recommended)				1 FI ² or IC per 3 participants (On exception by NRC/SEC ⁴ possible)					4
c. Minimum age of participants		16						18		
d. Minimum duration (excluding breaks)	2h	7h	5h	5h	14h	16h	7h	14h		
e. MCQ time					60 min	45 min	30 min			
f. Pass Mark MCQ					75	64	75			
g. Minimum duration recertification course (excluding breaks)	At the discretion of CD		2h		6hrs	6hrs				

- 4.3.** All Advanced Courses should have a multidisciplinary faculty. Faculty members should have relevant ERC qualifications in order to teach on a course.

² This includes the CD; the CDC does NOT count as FI for this purpose.

³ 2 faculty members per training session required

⁴ Depends on seminar topic

- 4.4. For Advanced Courses, course material must be forwarded to the participants at least 4 weeks in advance with advice concerning pre-course preparation and completion of pre-course papers. Participants should be thoroughly familiar with the content of the manual before attending the course. Advance Course participants normally must come from healthcare environments. Others may attend as 'observers' but their presence must not detract from the teaching provided to full course members.
- 4.5. Participants must only be tested on the material and information contained in the manual.
- 4.6. Participants should complete the online survey via the CoSy.
- 4.7. Course details need to be completed in the CoSy within a period of 2 months after the course.
- 4.8. Equipment must be available in accordance to the provided equipment list and be in sound working order.
- 4.9. ERC MCQs and exams may not be altered in any way.

Course Organisers (CO)

- 4.10. Only someone with ERC CO permissions for the particular course type in the country in question can organise ERC courses.
- 4.11. Organisations or individuals applying for CO permissions:
 - In a country with a self-sufficient NRC: are decided by that NRC
 - In a country with a not-self-sufficient NRC: are decided by the SEC co-chair
 - In a country without an NRC: are decided by the SEC co-chair and the GPCThe self-sufficient NRC or in other case the SEC co-chair may grant CO permissions, based on the criteria of 4.14. In case a prioritisation is required, this is based on objective, pertinent criteria, both prioritisation and criteria subject to an appeal on a DC-Edu level.
- 4.12. CO permission is granted for a period of up to two years at the end of which the permission will be evaluated by the Self-Sufficient NRC or the SEC co-chair for that course type. A decision will be taken whether to renew and points for improvement will be shared. In the case of severe violation of the CO conditions or repeated recommendations without improvement, CO permission can be withdrawn or not renewed.

Preliminary CO permissions however may be granted for up to two courses. Upon positive feedback of the CD and faculty, these CO permissions can be extended in line with the previous paragraph.
- 4.13. Where concerns about individual COs have come to light, they may be assessed and reviewed at any time at the discretion of the Self-Sufficient NRC or the SEC co-chair for that course type. These structures reserve the right to revoke CO permissions
- 4.14. Course Organisers have to meet the following conditions:
 - To have adequate administrative and secretarial resources.
 - To have access to a sufficient number of faculty members to run the required courses.
 - To comply with this ERC Course Rules document.
 - To make available the training materials required for each course
 - To be able to deliver these training materials in a timely manner to the course venues.
 - To be able to organise the necessary course catering facilities.
 - Either to distribute official printed versions of the manuals or to allow individual participants to purchase their discounted copy via the ERC shop. This next to the personalised

- online pdf version, available for each participant via CoSy as being included in the Seat fee.
- To facilitate agreed course visits and reviews by ERC and NRC, to consider any subsequent recommendations, and to implement them as appropriate.
 - To organise a sufficient amount of courses as decided by the Self-Sufficient NRC or the SEC co-chair for that course type. A guideline figure would be 2 courses every 2 years for each course type.
 - To ensure that the personal data (first name, last name, email address (this last one mandatory for Advanced Courses) of the participants are entered correctly and sufficiently in advance in CoSy. Either by encouraging the participants to register themselves, or by entering them, or uploading them via a file, in CoSy.
 - To keep a record of detailed participant results for the duration of validity period of their qualification, with a maximum of 5 years.
 - To organise ERC courses efficiently including the following:
 - Register courses in advance in the Course System (CoSy)
 - Provide correct and complete data
 - Send information to participants and instructors in advance of the course, to include venue, lodging, timing, programme, any pre-tests, and if relevant a copy of the appropriate manual(s)
 - Create ERC certificates via CoSy and issue to successful participants; create ERC letters of attendance via CoSy and issue to those who were not successful or were not tested.
 - Handle efficiently the financial obligations related to courses:
 - a) Collect participation fees correctly
 - b) Reimburse travel and other expenses incurred by instructors in a timely manner
 - c) Settle ERC and NRC invoices related to courses by the due dates
 - To encourage all participants to fill in ERC online course evaluation forms, to consider such evaluations, and to take appropriate action to rectify any shortcomings reported
 - To accept, as far as possible, ICs and CDCs from within and from outside the COs own organisation, as a faculty member on their courses, free of charge.
 - To make sure that faculty members are indemnified for civil liability.

4.15. The Course Organiser liaises with the Course Director and with the NRC or ERC Office/CoSy.

5. Eligibility

- 5.1.** Participants should undertake and revise Basic Life Support training before undertaking the course. (Relevant for all courses except BLS)
- 5.2.** A pre-course test can be used to prepare participants for the course and participants should be advised to read the manual and complete the online learning section before answering the test. Participants who do not satisfactorily complete the pre-course test can be refused attendance on the course. The pre-course test mark does not contribute to the final result.
- 5.3.** For disabled candidates the ERC policy for disabled candidates is followed. (Attached to this document)

- 5.4. Participants of advanced courses will usually be healthcare providers; others may attend as 'observers', but their presence must not detract from teaching provided to full course members.
- 5.5. Participants of GICs must have a valid ERC IP status.

6. Course Content

- 6.1. The teaching element of the courses can include lectures, skill stations, simulation sessions, workshops, e-learning tools, closed and open discussions and simulation sessions.
- 6.2. It is the responsibility of the CD to ensure suitable allocation of the teaching sessions taking into account credibility, knowledge base and faculty requirements.
- 6.3. Course structure must follow the official ERC course programme. Some of the items in the programme may be moved forwards or backwards to allow for local timetabling, but only at the discretion of the CD.
- 6.4. The standard programme provided by ERC outlines the minimum required exposure to practice and testing stations.
- 6.5. The ERC format of the courses and course material, as made available via the ERC Document Library, must be used. Some additional slides or equipment may be used in lectures after approval of the SEC but this should not be at the expense of other programme items. All mandatory topics must be covered.
- 6.6. Where local circumstances require the inclusion of additional skills, optional modules may be added to the core course content. This can increase the course duration.

7. Assessment

- 7.1. According to the specific course rules per course type, participants can be assessed using either formative or summative assessment, or both.

Formative Assessment

- 7.2. Formative assessment can be guided by the assessment forms for each core skill.
- 7.3. Copies of the formative assessment forms should be provided to the participants in advance, along with their manual.
- 7.4. If a candidate has not met the recognised criteria, they should be given a copy of their assessment form(s) and offered remedial help.

Summative Assessment

- 7.5. All participants should be given the possibility of completing all assessment stations regardless of their results for other stations.
- 7.6. All testing papers are copyright protected and must not be loaned, copied or taken away from the course site by anyone other than the CD or CO.

MCQs

- 7.7. Participants with special needs may be granted additional time (e.g. 30 minutes) to complete the paper, at the discretion of the CD. This must be agreed in advance of the exam.
- 7.8. Answers must be confined to the answer sheet provided and all question papers and scrap paper must be handed in.

Practical assessment stations

- 7.9. Each practical assessment must be carried out by at least one Full Instructor. For Advanced Courses, testing should include another member of the faculty. If an IC is leading the assessment this must be under the supervision of a FI.
- 7.10. Practical skills should be assessed through Skills and/or CASTest stations.
- 7.11. CASTest on Advanced Courses: Participants must be tested using one of the standardised testing scenarios provided. The CD shall decide which scenario(s) are used for testing the participants. If multiple scenarios are used, they should be allocated to participants in a random manner. Additionally, a third helper, who may be an additional FI/IC, an IP or trained assistant, may be used.

Retest

- 7.12. Retest for a failed MCQ is not possible; in this case a Resit must take place.
- 7.13. Each participant on the course will be entitled to an immediate Retest on any practical Skill or CASTest. These are conducted using a different CASTest selected in advance by the CD.
- 7.14. A different Instructor appointed by the CD should assess the retest.
- 7.15. Only if a participant fails either the CASTest Retest or the MCQ, may the faculty decide to refer them to a Resit, this decision must be confirmed by the CD. In other cases, the entire course will need to be repeated as a regular participant.

Resit

- 7.16. The Resit can take place on a future course or a specific limited course for this purpose, within a period of 1 year, by different faculty members.
- 7.17. An MCQ Resit should be a different paper taken under invigilated conditions and under responsibility of a CD.
- 7.18. Only those Resit participants who complete their Resit successfully will be considered to have passed the course. If a participant fails a Resit their only option is to repeat the entire course, in which case they are considered a regular participant.

Instructor Potential (IP) for Advanced courses

- 7.19. Participants who show exceptional ability and aptitude during a provider course or recertification course may be considered for Instructor training.

- 7.20. Participants are eligible for consideration for instructor training only after being nominated and seconded by Instructors at the final faculty meeting. The whole faculty should then discuss each nominated participant's performance using the IP selection form and guidance.
- 7.21. Recommendations for IP should ideally be unanimous, but if one faculty member is opposed, the CD may make the final decision.
- 7.22. Those recommended as having IP should be informed as soon as possible after the course by the CD. Upon the creation of certificates, the CoSy will issue additional information and explain the process of becoming an Instructor and how to register for an Instructor course. (This depends on the correct logging of the participant's email address in the CoSy).
- 7.23. IPs are eligible to undertake the relevant Instructor Course within two years, as long as they continue to hold a valid provider certificate.

8. Certification

- 8.1. At the end of the course an official ERC Certificate will be issued to successful participants via CoSy.
- 8.2. Participants cannot complete the course successfully unless they are present throughout the course. If, for a legitimate reason, a participant misses an element of the course, then provided they successfully pass all the assessment components they may be permitted to complete the missed element on another course within 1 year.
- 8.3. Participants of Provider Courses who have completed all the assessments successfully will receive a Provider certificate.
- 8.4. All provider certificates are valid for one to five years, upon discretion of the NRC. The standard validity is three years.
- 8.5. It is the responsibility of the holder of the certificate to maintain their skills.
- 8.6. A participant who has passed a course will receive a certificate stating their successful completion of the course. A participant who needs to attend a Resit will receive a letter outlining which Stations they successfully completed and which need to be assessed again during such Resit. A participant who fails a course receives a letter of attendance.
- 8.7. Seats are sold and collected by the ERC. NRCs may charge an additional charge per Seat, via CoSy, up to the same amount as charged by the ERC per participant. NRCs may also choose to cover some of the cost of the seats, reducing the cost for COs. Any other charges imposed on the CO by the NRC need to be approved by ERC.

9. Faculty

- 9.1. Only in exceptional circumstances should faculty members not be present for the full course and their absence should be justified in the CD's report.

Course Director (CD)

- 9.2. Each course must be led by a CD who is qualified for the relevant course type. ILS and EPILS courses can be directed by ALS and EPALS FI respectively. A course can have maximum 1 CD. The role of CD is not incompatible with the role of CO, a person can fill both roles during one course.

- 9.3. The CD sets out the programme and invites the instructors. He or she also approves the results of the course candidates and assesses the instructors. The CD will be responsible for recommending CDCs to become CDs. They are responsible for ensuring the smooth running of the course. The CD must ensure that records are kept during the course and is responsible for completing the CD's report in the CoSy at the end of the course. The CD is responsible for ensuring that the course fully complies with the regulations. Where the regulations are not met, the approving body may withdraw course approval or CD qualifications or CO permissions.
- 9.4. On Advanced and Instructor courses, or courses where a CDC is to be assessed, the CD must be present throughout the entire course.
- 9.5. CDs are entitled to direct ERC courses in any country, as long as they adequately speak the language of the course or have proper instant translation, comply with the CD requirements of the local NRC, and are invited by a Course Organiser, recognised in that country.

Course Director Candidate (CDC)

- 9.6. A CDC is an experienced instructor who is invited to shadow the CD. A CDC may not act as FI during a course.
- 9.7. In order to be eligible to be selected as a CDC, an Instructor needs to have taught on at least 4 entire courses of the same type as FI or IT and be invited to act as CDC on a course by a CD.
- 9.8. Once a FI or IT has been selected as CDC they need to complete at least 2 courses, within 2 years and preferably with 2 different CDs, of the same type as CDC to the satisfaction of the CD before they can be upgraded to CD.
- 9.9. The upgrade to CD needs the approval of the National Resuscitation Council of the CDC's residency, self-sufficient for that type of course or, in the absence of that, by the SEC co-chair of that course.
- 9.10. A course can have maximum 1 CDC.
- 9.11. The CDC must be present throughout the entire course.

Full Instructor (FI)

- 9.12. Full Instructors are entitled to instruct on ERC courses in other countries, as long as they adequately speak the language of the course; (or have access to live translation and extra time in the schedule) and as long as they are invited by a CO, recognised in that country.
- 9.13. FIs must teach at least 2 courses per 2 years and must be reassessed at least every 6 years. A Self-Sufficient NRC or the SEC co-chair for that course type can decide to extend the 2 year period to 3 years in case of an insufficient number of courses in that country over a period of 2 years to comply to this rule.
- 9.14. FIs are entitled to full reimbursement of all expenses incurred as a result of attending a course as a member of the faculty after approval by the CO and in line with the ERC travel policy.

Instructor Candidate (IC)

- 9.15. Achievement of FI status requires completion of these elements:
 - Attendance at a provider course

- For advanced courses - selection as IP
 - Attendance of a relevant Instructor Course (or recognised equivalent as outlined in the conversion section)
 - After successful completion of an Instructor Course, all ICs are required to teach on two Provider courses to the satisfaction of the CD before FI status is granted and a certificate issued.
- 9.16.** If, after 2 courses as IC, the candidate has not reached the required standard, an additional opportunity to serve on another course as an IC may be offered at the discretion of the faculty. In the other case, the IC status of this person is withdrawn.
- 9.17.** While teaching, an IC should always be supervised by a FI.
- 9.18.** Where possible, an IC should gain experience teaching and assessing each of the different teaching and assessment methods.
- 9.19.** The IC must be present for the entire Provider course.
- 9.20.** ICs should be given feedback on their performance in all teaching sessions by FI nominated by the CD. These assessments must be discussed with the IC.
- 9.21.** An IC should complete both teaching practice(s) within 2 years of the date of their relevant instructor course, unless exceptional circumstances prevent this. It is possible for this period to be extended to 3 years following application by the IC to NRC or SEC.
- 9.22.** Existing **FIs** who are recommended as having IP on a different course type may proceed directly to IC status for that course type. They then need to teach on only one course to the satisfaction of the CD in order to become FI of the new course type.
- 9.23.** Existing **ICs** who are recommended as having IP on a different course type may proceed directly to Instructor Candidate status for that course type, they then need to teach on two courses to the satisfaction of the CD in order to become FI of the new course type.

Instructor-Trainer (IT)

- 9.25.** A GIC Instructor-Trainer Candidates can be upgraded to Instructor-Trainers by the GIC Course Director and endorsed by the Educator, after having successfully completed teaching on at least two GIC courses as ITC.
- 9.25.** BLS Instructor-Trainer Candidates can be upgraded to Instructor-Trainers by the BLS-I Course Director, after having successfully completed teaching on at least two BLS-I courses.

Instructor Trainer Candidate (ITC)

- 9.26.** FIs who show exceptional ability and aptitude during instructing on a provider course may be considered for Instructor Trainer Candidate status.
- 9.27.** An ITC is an experienced FI who is invited to act as ITC on an Instructor course.
- 9.28.** In order to be eligible to be selected as a ITC, a FI needs to have followed a relevant ERC Instructor course or equivalent (11.1), taught on at least 4 courses of the same type as FI and be invited to act as ITC on a Instructor course by a CD of an Instructor course.
- 9.29.** Once a FI has been selected as ITC they need to complete at least 2 Instructor courses of the same type as ITC to the satisfaction of the CD and the Educator if applicable, before they can be upgraded to IT. It is possible for this period to be extended to 3 years following application by the IC to NRC or SEC.

9.30. The ITC must be present throughout the entire Instructor course.

Educator (Ed)

- 9.31. Eds must take part in the ERC quality maintaining program for Educators: a minimum of one Generic Instructor Course, and one ERC educator meeting or medical education conference in 2 years.
- 9.32. Educators who are also GIC Directors cannot undertake the role of Educator in the same course.
- 9.33. Educators are entitled to instruct on ERC Generic Instructor Courses in other countries, as long as they:
- adequately speak the language of the course (or have access to live translation and extra time in the schedule)
 - are invited by a Course Organiser and Generic Instructor Course director, recognised in that country

Educator Candidate (EdC)

- 9.34. Apply to attend an Educator Master Class (EMC).
- Application to attend an EMC: Possible participants should submit documents according to the criteria to the DC-Edu:
 - CV
 - Covering letter outlining the reasons and motivation why they wish to become an Educator
 - Supporting letter from the NRC (local lead educator, NCD).
 - Participants for the EMC are selected by the DC-Edu in accordance to the following specifications:
 - Professional qualification: Graduate in Healthcare, Nursing, Medicine, or Health Sciences
 - Educational profile
 - Preferably a first degree or post graduate qualification in Education or currently studying for a post graduate qualification in Education or Medical Education (certificate, diploma or equivalent)
 - Experience in adult education (minimum of 3 years) within a healthcare setting (ERC courses or equivalent preferable).
 - At least 2 years of continuous activity as a GIC instructor
 - Preferably a clinical background and experience in the specialist field
 - ERC Associate Gold Membership
- 9.35. Become an EdC - Successfully completed the EMC
- 9.36. Upgrade to Ed:
- In order to become an Educator, the EdC needs to take part in the faculty of 2 GIC, under the guidance of experienced Educators, to the satisfaction of the DC-Edu.
 - The Educator to Educator Candidate ratio should be 1:1.
 - During the EMC and the following courses, the EdC should fulfil the following expectations:

- Knowledge and practical application of adult learning principles
- Familiarity with ERC teaching strategies and techniques
- Expert communication skills (especially in the management of student behaviours and faculty support, with particular emphasis on competence in relational issues, effective feedback and presentation skills)
- Able to demonstrate competence in educational practice in managing teaching and learning (empathy, credibility, honesty, supportive attitude, individual and team orientated).
- Ability to organise, motivate and lead groups of instructors focused on achieving course learning objectives
- Ability to be flexible in managing candidate, faculty or programme related issues
- Preferably have an expert knowledge and demonstrable commitment to being contemporary in the evidence base supporting both education and health science

10. Recertification

Recertification of Providers

- 10.1.** It is the responsibility of the holder of a certificate to maintain their skills. This can be done via recertification.
- 10.2.** A current Full Instructor is deemed also to be a current provider for that type of course, to the extent that he effectively instructed on this type of course during the validity of the provider certificate.
- 10.3.** Providers may recertify in one of two ways:
- Re-attending a full Provider Course and completing the assessments successfully.
 - Successfully completing an ERC recertification programme within 6 months of the expiration of their certificate (expiry date + 6 months), in line with the recertification programme for that course type as stated in the document attached to these Course Rules.
- 10.4.** Upon a successful recertification the participant will receive a full extension of their provider status.

Recertification of Instructors

- 10.5.** An instructor must teach on a minimum of two courses appropriate to each of his or her full instructor disciplines (BLS, ALS, NLS, etc.) every two years. Failure to do so will result in reversion to IC status for that discipline. To regain full instructor status will require successful completion of one course as an IC. When Instructors reach their validity dates as Instructor, and their email addresses are correctly noted in the CoSy, they will be notified by an automatic email (6 months before expiration). A Self-Sufficient NRC or the SEC co-chair for that course type can decide to extend the 2 year period to 3 years in case of an insufficient number of courses in that country over a period of 2 years to comply to this rule.
- 10.6.** Each FI will be reassessed by the Course Director (on site) or a peer Full Instructor, using the ERC approved assessment tools, every six years. If they are registered in the faculty of a provider course between 4 and 6 years after their latest assessment, they are flagged for the CD and will be assessed on the faculty assessment screen. They must attend the entire course.

Following a negative assessment, a second assessment under the oversight of a different CD should take place within 1 year. If the second assessment is negative or not completed within the specified time, they will lose their FI status.

- 10.7.** An IC status is only valid for two years, after which period a new instructor course (appropriate to the discipline(s) concerned) will have to be undertaken to regain instructor qualification. This period may be extended to three years upon individual application to the ERC Office.
- 10.8.** Directing a course also counts as instructing a course for recertification purposes.

Recertification of Instructor-Trainers (IT)

- 10.9.** ITs should keep their FI qualification up to date.
- 10.10.** Each IT will be reassessed by the Course Director (on site), the Educator in case, or a peer Full Instructor, using the ERC approved assessment tools, every six years. If they are registered in the faculty of an instructor course between 4 and 6 years after their latest assessment, they are flagged for the CD and will be assessed on the faculty assessment screen. They must attend the entire course. Following a negative assessment, a second assessment under the oversight of a different CD should take place within 1 year. If the second assessment is negative or not completed within the specified time, they will lose their IT status.

Recertification of Course Directors

- 10.11.** A CD must be faculty member on a minimum of 2 courses every 2 years with at least one of these as CD, for each course type.
- 10.12.** A CD qualified for several course types who maintains CD status for one course type will also remain CD for any other course types that they are FI for.
- 10.13.** A CD who maintains CD status for a course type also remains FI for that course type, to the extent that he effectively has instructed on this type of course or holds a valid provider certificate for this type of course.
- 10.14.** Each CD will act as CDC and be reassessed by a Course Director (onsite), every six years. If they are registered in the faculty of a course, they are flagged for the CD and will be assessed on the faculty assessment screen. Following a negative assessment, a second assessment by a different CD should take place within 1 year. If the second assessment is negative or not completed within the specified time, the CD being assessed will lose their CD status and will be referred to the NRC, self-sufficient for that type of course, or the appropriate SEC co-chair in other case.

11. Conversion

RC (UK)⁵ courses and ALSG⁶ GIC courses

- 11.1.** Upon receipt of a copy of their RC (UK) certificate(s) issued for a course taught in the UK, RC (UK) ALS, ILS, EPALS, PILS, NLS and GIC Eds, EdCs, CDs, FIs, ICs, and IPs are respectively considered ERC ALS, ILS, EPALS, EPILS, NLS and GIC Eds, EdCs, CDs, FIs, ICs and IPs.
- 11.2.** Upon receipt of a copy of their ALSG certificate(s) issued for a course taught in the UK, ALSG GIC Eds, EdCs, CDs, FIs, ICs, and IPs are respectively considered ERC GIC Eds, EdCs, CDs, FIs, ICs and IPs.

AHA⁷ courses and ALSG⁶ APLS courses

- 11.3.** IP qualifications:
- As the AHA does not select IPs during provider courses, AHA providers who would like to teach on ERC courses must be selected as IP on an ERC provider course.
 - ALSG APLS IP's are considered ERC IP's for the similar course types.
- 11.4.** AHA and ALSG IC qualifications are considered ERC IP.
- 11.5.** FI qualifications:
- Upon receipt of proof of their valid AHA instructor qualification, AHA Heart Saver (First Aid) BLS, ACLS and PALS FIs are respectively considered ERC BLS, ALS and EPALS IPs.
 - Upon receipt of proof of their valid ALSG instructor qualification, ALSG APLS FIs are considered ERC EPALS ICs.
 - For them to become ERC IC they need to follow an ERC Instructor course
- 11.6.** CD qualifications:
- Upon receipt of proof of their valid AHA director qualification and following one of these two options, AHA Heart Saver (First Aid) BLS, ACLS and PALS CDs are respectively considered ERC BLS, ALS and EPALS CDCs:
 - having followed an ERC conversion course,
 - if no conversion course is available, they can act as CDC on 2 ERC courses, in that case, participation at an Instructor course is highly recommended

NRC courses

- 11.7.** National Resuscitation Councils who organise their own courses and would like to convert them to ERC courses can submit a request via the ERC Office. The relevant SEC co-chair will consider the request and assess the courses currently being run by the NRC. This assessment may include the supervision of one or more course by the SEC or an audit of the courses.

⁵ RC (UK) is the Resuscitation Council (UK), registered in the United Kingdom under number

⁶ ALSG is the Advanced Life Support Group, registered in the United Kingdom as a Charity under number 1095478

⁷ AHA is the American Heart Organisation, with registered offices 7272 Greenville Ave., Dallas, TX 75231, United States

- 11.8.** There are two possibilities based on the result of this assessment:
- The course system is accepted as **equivalent** to the relevant ERC course: in this case the existing qualifications or courses can be imported into the ERC Course System.
 - The course system is considered as **not equivalent** to the relevant ERC course: in this case the NRC can organise new pilot courses in co-operation with ERC.

Other organisations' courses

- 11.9.** Accepting courses of other organisations' than those listed above for conversion, is at the discretion of the DC-Edu.

12. Specific Rules according to Course Type

BLS provider specific

- 12.1.** The assessment may be undertaken either continuously formative during the practical sessions or during a separate summative assessment at the end of the course, at the discretion of the CD.
- 12.2.** Minimum of 1 set of equipment (resuscitation manikin + AED) per instructor shall be available for a group of 6-8 candidates. When there are 2 instructors per 6-8 candidates, 2 sets of equipment are advised.
- 12.4.** For courses up to 12 participants, BLS Instructors can run a BLS course without the physical presence of a Provider Course Director.
- 12.5.** For more than 12 participants, the physical presence of a Provider CD is mandatory.
- 12.6.** ICs of Advanced courses can act as BLS IC. They have to teach on two BLS courses to the satisfaction of the CD, before becoming BLS FI.
- 12.7.** FIs of all types of Advanced Courses can act as BLS FI.

EPALS specific

- 12.8.** At least 80% of the faculty must take care of children during their daily professional occupation. One of the faculty members should be a suitably experienced medical doctor.
- 12.9.** Assessment stations for EPALS are:
- BLS
 - CASTest Station
 - MCQ
- 12.10.** Two CASDemo stations will be included in the course before the CASTeach. This should focus on the correct management of a cardiac arrest, critically ill child, or trauma and should last at least 10 minutes.
- 12.11.** An EPALS FI must instruct on two courses in two years, in order to maintain FI status. However, teaching on two EPALS courses may count as one of these.
- 12.12.** Participants who have failed an EPALS course can be awarded an EPALS certificate based on their performance during the first day of the course, at the discretion of the faculty.

EPILS specific

- 12.13.** Assessment is continuous formative and is guided by the assessment forms provided for each core skill.
- 12.14.** EPALS FIs can instruct and direct on EPILS courses. The CD should be fully involved in the organisation and delivery of the course. EPALS FIs who are active on EPILS courses will automatically receive the relevant EPILS qualifications in the CoSy.
- 12.15.** EPALS and EPILS ICs can instruct on EPILS courses and be listed as EPILS IC. If they teach two courses successfully under direct supervision of an EPALS or EPILS FI, they should be upgraded to EPILS FIs but these courses do not count towards their EPALS upgrade.
- 12.16.** If an instructor maintains EPALS FI status, they also remain EPILS FI. If an EPALS instructor fails to maintain their FI status but teaches on enough EPILS courses (according to rule 10.4) they will keep their EPILS qualifications.

NLS specific

- 12.17.** One of the faculty members should be a suitably experienced medical doctor.
- 12.18.** All instructors should have on-going clinical experience of care and potential resuscitation of babies at birth.
- 12.19.** Assessment stations for NLS are:
- Airway Test
 - MCQ
- 12.20.** If human umbilical cords are to be used it is the Course Director's responsibility to follow the local rules in relation to written consent of the parent(s). For further guidance please see sample parental consent letter and requirements for the use of umbilical cords: "NLS 11 use of parts of the umbilical cord_letter 2011".

ALS specific

- 12.21.** At least 25 % of the faculty members must be suitably experienced medical doctors. If the CD is not medically qualified, there should be a nominated medical co-director who may be one of the faculty. It's good practice for the backgrounds of the faculty instructors, to be representative of the candidate group they are teaching. However, it is recommended to have a medical doctor available for each group of participants.
- 12.22.** Participants who have failed an ALS course can be awarded an ILS certificate based on their performance during the first day of the course, at the discretion of the faculty.
- 12.23.** An ALS FI must instruct on two courses in two years, in order to maintain FI status. However, teaching on two ILS courses may count as one of these.

ILS specific

- 12.24.** Assessment is formative and is guided by the assessment forms provided for each core skill.

- 12.25.** ALS FIs can instruct and direct on ILS courses. The CD should be fully involved in the organisation and delivery of the course. ALS FIs who are active on ILS courses will automatically receive the relevant ILS qualifications in the CoSy.
- 12.26.** ALS and ILS ICs can instruct on ILS courses and be listed as ILS IC. If they teach two courses successfully under direct supervision of an ALS or ILS FI, they should be upgraded to ILS FIs but these courses do not count towards their ALS upgrade.
- 12.27.** If an instructor maintains ALS FI status, he or she also remains ILS FI. If an ALS instructor fails to maintain their FI status but teaches on enough ILS courses (according to rule 10.4) they will keep their ILS qualifications.
- 12.28.** An ALS FI who only instructs on ILS courses will fall back to ILS FI status and ALS IC status after two years without a sufficient number of ALS courses. They need 1 ALS and 2 ILS, or 2 ALS courses, in order to maintain their ALS FI qualifications.

BLS instructor specific

- 12.29.** Assessment is formative and is guided by the assessment forms provided for each core skill.

GIC specific

- 12.34.** Assessment is continuous formative and is guided by the assessment forms provided for each core skill.
- 12.35.** In order to be eligible to be selected as a GIC CDC, a candidate needs to be qualified as a CD of an Advanced course type.
- 12.36.** European Trauma Course (ETC) IPs can attend a GIC and receive a certificate.
- 12.37.** The presence of an Educator is mandatory for the GIC.
- 12.38.** The key role of the Educator is to assure educational quality standards of the course; specific tasks include:
- To oversee the education process for the course
 - To communicate key points of educational theories
 - To share expertise in medical education
 - To observe, critique, and guide candidates and faculty
 - To focus on learning goals and achievement of the aims
 - To facilitate teaching
 - To assess recertification

EMC specific

- 12.39.** An EMC can only be organised by the DC-Edu.
- 12.40.** The DC-Edu can call experienced Educators connected to Resuscitation to the faculty of the EMC.
- 12.41.** An EMC will be organised according to the needs of the ERC and the NRC.
- 12.42.** The EMC aims to be a 1.5 - 2 day course covering the elements of adult learning, assessment, feedback, facilitating learning, fostering understanding and retention, dealing with CD and faculty on a GIC and quality management in the educational process of the ERC

13. Complaints procedure

13.1. Complaints related to a specific course:

- A complaint can be submitted, within four weeks of the completion of the course or of a relevant event that occurred after the course:
 - by any individual(s) or organisation directly involved in the course: to the CD
 - by the CD: to the NCD or - if no NCD was appointed - to the NRC or - if the NRC is not self-sufficient for that course type - the SEC co-chair
 - if the CD is the subject of the complaint: to the NCD or - if no NCD was appointed - to the NRC or - if the NRC is not self-sufficient for that course type - the SEC co-chair. However, if the person who should receive the complaint is directly involved, the complaint should be submitted or immediately be referred to the higher level.
- In the first instance, the CD (or NRC) makes a decision within four weeks of having received the complaint.
- If the solution is not considered acceptable, any of those involved may launch an appeal in writing within two months of the end of the course or of a relevant event that occurred after the course has been completed, to the National Resuscitation Council (if Self-Sufficient) or, in other cases, to the SEC co-chair for that course type.
- That NRC or SEC co-chair will make a decision on the appeal within two months of receiving it, in line with the rules as described in this document and with a copy to the ERC Office, which will inform the relevant SEC co-chair.
- If this decision is not considered to be in line with the rules as described in this document, any of those involved may elevate the situation, within one month of having received the decision, to the DC-Edu via the ERC office (cassation). The DC-Edu has six months to judge and has the power to revoke and request that the deciding authority provides an alternative solution that abides by the rules.

13.2. Removal of CO permissions and/or CD/Instructor qualifications:

- The removal of CO permissions and/or CD/Instructor qualifications can only be discussed:
 - during the appeal procedure of a complaint related to a specific course (13.1)
 - following a complaint related to a specific course by a CD involved in that course (13.1)
 - following a complaint by a NCD about a CD related to a specific course (13.1)
 - based on an independent quality control report.
- In the first instance, the Self-Sufficient NRC of the country of residence of the defendant or in other case the SEC co-chair makes a decision within three months of having received the complaint.
- Any of the parties directly involved may give notice of appeal to the DC-Edu via the ERC Office. The appeal procedure is suspending the first judgement, except when the DC-Edu Chair decides that the risk of recurrence is a too high risk for individuals, for the quality of the courses or for the organisation.
- The DC-Edu will reconsider the decision taken by the Self-Sufficient NRC or SEC co-chair, may ask any party involved for their opinion and will take a final decision, preferably within a time frame of six months after the appeal has been received.

- If this decision is not considered to be in line with the rules as described in this document, any of those involved may elevate the situation to the Board via the ERC office (cassation). The Board has the power to revoke and request that the DC-Edu provides an alternative solution that abides by the rules.

Overview complaints procedure:

	Basis	1st	Appeal	Cassation
Course related	Complaint	CD	SS- NRC/DC- Edu	DC-Edu
	Complaint by CD	NCD (SS-NRC if COI)		
	Complaint about CD			
Withdrawal re- lated	Complaint or QC (not indi- vidual)	SS- NRC/DC- Edu	DC-Edu	Board

14.Attached Documents

- ERC Code of Conduct
- Policy for Disabled Candidates
- Self-Sufficiency Document
- The IP selection form
- NLS 11 use of parts of the umbilical cord_letter 2011
- Recertification programme

Self-sufficiency in running ERC courses

Proposed by the DC Edu on 19.03.2018
Approved by the ERC Board on 26.04.2018

Introduction

Self-sufficiency is defined in the ERC Course Rules as follows:

- A National Resuscitation Council is considered as self-sufficient for a certain type of course if:
- It has the resources, expertise, and experience to run courses, and has demonstrated an ability and commitment to maintain the quality of training agreed with the ERC in accordance with the document Self-Sufficiency.
 - There is a formal written agreement of partnership between the ERC and the NRC in which the responsibility for the national supervision and quality control rests with the National Resuscitation Council. Nevertheless, all ERC courses are organised under supervision of the respective Education Committee.

The current document further defines and refines the different aspects of self-sufficiency.

Characteristics of self-sufficiency

From the definition of self-sufficiency, the following characteristics can be deduced:

1. Self-sufficiency is granted by the ERC per type of course.
2. Only National Resuscitation Councils ("NRC"s), having an Agreement or a Memorandum of Understanding (of cooperation) with the ERC, qualify to be(come) self-sufficient.
3. Self-sufficiency only refers to ERC courses (registered in CoSy).
4. Those NRCs being self-sufficient, take care of the quality control of the relevant courses in their country, where the ERC can set minimum criteria.
5. The ERC – via the Education Committees – may organise supervision on the quality and quality control of the courses.

To become self-sufficient for a certain type of course

In order for an NRC to become self-sufficient, the NRC makes an application to the ERC – via the ERC Office - for each type of course for which self-sufficiency is requested, using the attached form which includes information about:

- The identity of the NRC.
- The type of course.
- Concrete description how the quality control will be organised, including resources.
- Commitment to comply to the ERC Course Rules and the criteria to maintain self-sufficiency.

Based on this information plus the data in CoSy – including feedback of faculty, participants and CO collected by the ERC via surveys - the decision about self-sufficiency will be made by the SEC co-chair of the relevant type of course, having collected feedback from education members within his/her SEC.

This decision will be motivated to the NRC.

An appeal against this decision will be judged by the DC Edu, which acts as a last resource.

A new request for self-sufficiency can only be submitted not earlier than 12 months after the previous request.

Self-sufficiency is granted for an indefinite period of time, but can be withdrawn by the relevant SEC co-chairs, with appeal possibility at a DC Edu level as a last resource.

To maintain self-sufficiency for a certain type of course

1. The NRC aims for maintaining and improving the quality of ERC training.
2. The NRC promotes this ERC course as the official CPR course of the NRC for that type of course.
3. The NRC – and their local network of Faculty members and Course Centers - have the capacity (as to resources, expertise and experience) to run this type of course without structural support from other countries.
4. The NRC is capable of
 - a. dealing with all responsibilities of self-sufficient NRCs as included in the Course Rules;
 - b. organising an audit by two unbiased experienced and qualified instructors on location in the following situations:
 - serious allegations regarding the quality of teaching about faculty members or Course Centers;
 - upon instruction via CoSy (based on background criteria including previous audits, user feedback and chance) and with a maximum of four of such audits per course type per year;
 - at the discretion of the NRC;and the NRC reports the result of these audits to the ERC via CoSy;
 - c. making an assessment of a Course Center before their 2 year CO permissions are renewed;
 - d. making an objective assessment of complaints related to courses (for which the NRC is self-sufficient) in the country of the NRC;
 - e. support all the above actions with documentation in view of a possible audit of the quality control systems by the ERC.
5. The NRC accepts and recognises audits from the ERC of individual courses.
6. The NRC submits an annual standardised report on the national activities of quality control to the ERC.

Approved by the ERC Board on 26.04.2018.