



**The Canadian Course Administration and  
Resource Manual for Course Directors and  
Instructors  
(TNCC/ENPC)**

**Revised  
August 2018**

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**NATIONAL COURSE ADMINISTRATION COMMITTEE (NCAC)**

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## NATIONAL COURSE ADMINISTRATION COMMITTEE (NCAC)

### *Terms of Reference*

#### **Purpose**

To administer, deliver and evaluate aspects of Trauma Nursing Core Course (TNCC), Emergency Nursing Pediatric Course (ENPC), as well as administer all other NENA sponsored courses as requested by the NENA Board of Directors.

#### **Responsibilities**

- To follow any ENA-NENA contractual agreements.
- To follow any NENA contractual agreements with other organizations specific to educational courses
- To maintain administrative procedures as established by Governing Bodies of said courses.
- To make and administer policies to facilitate the management and evaluation of courses.
- To manage the associated Quality Assurance process of instructors and courses.

#### **Qualifications**

- Must maintain current NENA membership.
- All NCAC members will be an Instructor-Trainer (IT) in either ENPC/TNCC/EPICC
- Current Emergency experience in any one of the following areas of practice is required: clinical, education, administration, or research.

#### **Appointment Procedure: Committee Member**

- There will be **five members plus a chairperson** with at least one being an ENPC-IT, one being a TNCC-IT appointed to NCAC by the NENA Board of Directors-Director of training and Education.
- Committee representation shall have **at least one member from each of the following regions**: West (BC, AB, SK, MB, Yukon, NWT, NUN); Central (ON); East (NS, NB, PE, NL).
- Committee representation shall have preference over demographics and alternates considered from other regions if suitable candidates are not found for vacant committee positions.
- Submitted applications will be screened using NCAC Qualification Criteria (see **Appendix A: National Course Administration Committee (NCAC) Qualification Criteria**).
- Recommendations for final appointments to NCAC will be forwarded to the NENA Board of Directors-Director of Education.
- **Appointment of NCAC Committee Member will be for a three-year term with a reappointment option of one term.** All other extensions of appointments shall be at the discretion of the NENA Board of Directors-Director of Education.

### ***Appointment Procedure: Chairperson***

- Must be a current NCAC member.
- Must have **attended at least two NCAC meetings.**
- **Will not** be a current member of the NENA Board of Directors.
- Eligible candidates must submit a current CV and a Letter of Intent and Commitment to the outgoing NCAC Chair for submission to the NENA Board of Directors-Director of Education for appointment consideration.
- The NENA Board of Directors-Director of Education will appoint the NCAC Chairperson.
- **Appointment as NCAC Chairperson will be for a three-year term with a reappointment option of one term.**
- Should there be no candidates for the vacant Chair position; special considerations shall be mutually agreed to between the NCAC and NENA Board of Directors-Director of Education.

### ***Quorum***

A quorum will be **fifty percent plus one.**

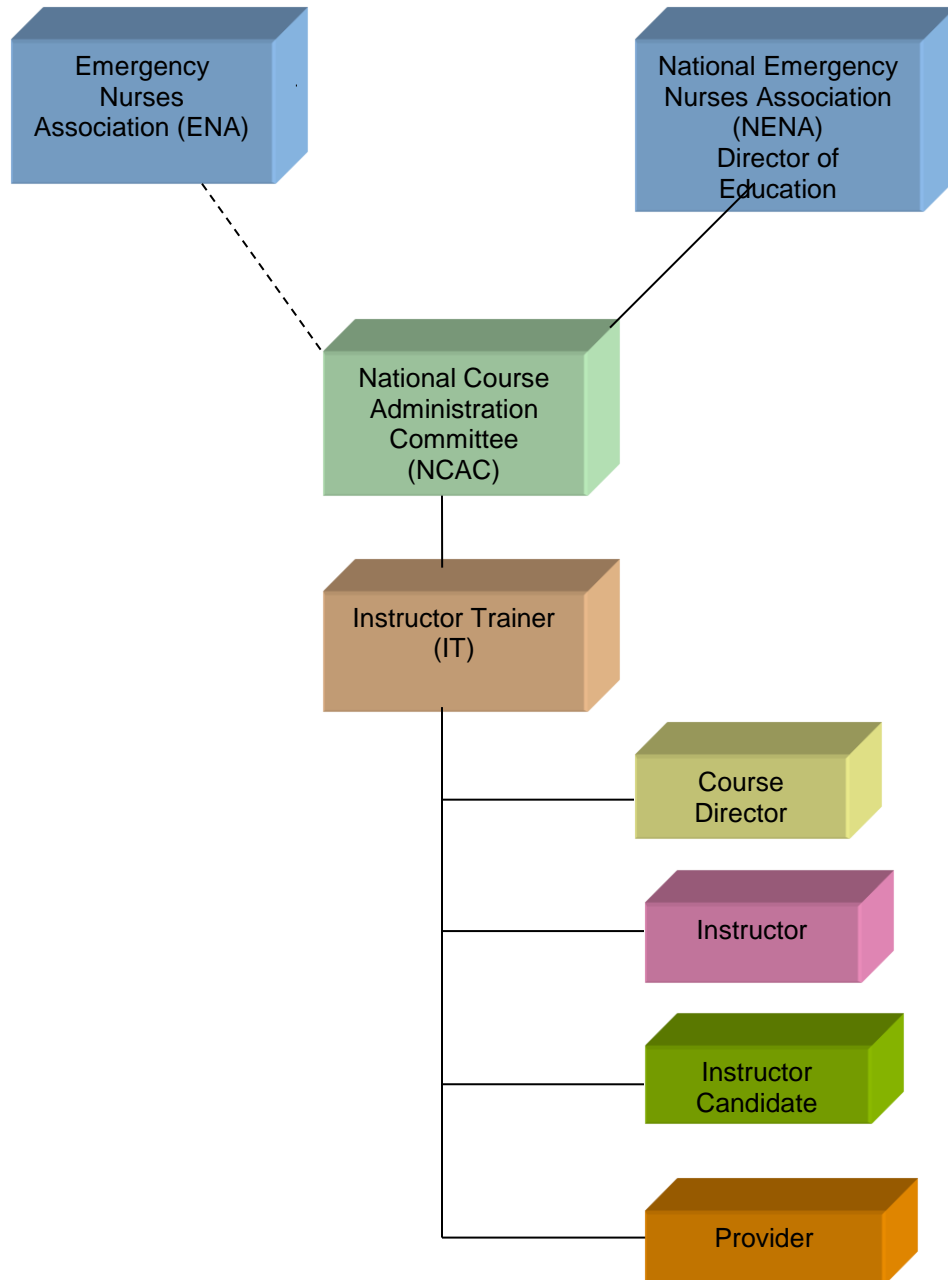
### ***Meetings***

Face to Face meetings will be held at least once per year. Additional meetings will be with special permission of the NENA Board of Directors.

### ***Expenses***

NENA will pay expenses to Committee Members as per current NENA expense policy including per diem and working lunches.

**National Course Administration Committee - Flow Chart**



## **COURSE ORGANIZATIONAL STRUCTURE and RESPONSIBILITIES:**

### ***Course Elements***

- NENA, through the National Course Administration Committee (NCAC), approves all TNCC/ENPC and other NENA-endorsed course applications.
- NENA/NCAC maintains records of TNCC/ENPC courses and related NENA direct fees.
- NENA/NCAC through ENA maintains a database of Instructors.
- Individuals who have concerns regarding courses and/or procedures within a province are encouraged to first contact the NCAC regional representative and then NENA.
- NCAC will act as a resource for course directors, instructors, and course participants. Email [courses@nena.ca](mailto:courses@nena.ca)

### ***National Course Administration Committee (NCAC)***

- Serves as course liaisons to facilitate communication at all levels (ENA, NENA BOD, Course Directors/instructors and participants of the courses).
- Promotes the dissemination of TNCC/ENPC and other NENA-endorsed courses.
- Assists in developing or enhancing quality improvement mechanisms as they pertain to TNCC/ENPC and other NENA-endorsed courses.
- Monitors course quality by reviewing quality data from ENA on instructor evaluations. NCAC reserves the right to monitor courses on an ad-hoc basis.
- Monitors Instructor eligibility, including current NENA membership (twice a year) as well as participant-to-instructor ratios on an ad-hoc basis.
- Serves as a resource and assists in resolving issues regarding course administration, instructor or instructor candidate performance, and related issues.
- Supervises the suspension/revocation process (see **Appendix L: Suspension/Revocation Process of TNCC/ENPC Provider and/or Instructor Status**).
- Develops and reviews Terms of Reference of NCAC Committee.
- Acts, as requested by ENA, to review/recommend/write course content on a periodic basis.

**The Canadian Course Administration and Resource Manual for Course Directors and Instructors**  
COURSE ORGANIZATIONAL STRUCTURE and RESPONSIBILITIES:

- Upon request by Course Directors, NCAC will ask permission from instructors who have previously taught in French to share their contact information from the requesting Course Director(s)
- Reviews and update the Administration/Resource manual as needed.
- Responds to any identified provincial issues.

### **Course Directors**

- Ensure course integrity by conducting TNCC/ENPC and other NENA endorsed courses in a professional manner in accordance with the administrative procedures in the Canadian manual. **All the required components of the course must be taught.** Course Directors MUST adhere to the current ENA Administrative Procedures for TNCC, ENPC as the *minimum* standard for course administration (www.ena.org)
- **Adhere to copyright law in regards to all TNCC/ENPC products.** ENA is the sole and exclusive owner of all rights, titles, interests, and all ancillary rights to any and all materials and information pertaining to TNCC/ENPC including official translations (including without limitation, copyrights, trademark rights, patent rights, and trade secret rights).
- **Annually a Conflict of Interest Disclosure statement for Course Director (TNCC, ENPC), Instructors and Instructor Candidates (See Appendix J: Conflict of Interest Disclosure Statement) must be completed on-line.**
- Keep a copy of the final course materials, including final participant roster, final Instructor (faculty) roster, Summary Performance form, and psychomotor skill station evaluation sheets for participants who were unsuccessful, for a period of six (6) years. It is strongly advised to copy scantron sheets in case these are lost in the mail when sending to ENA
- The Course Director is responsible for maintaining confidentiality of the attendee's personal information. The Course Director may not release this information to anyone other than ENA Course Operations. The Course Director may release copies of the post-course materials to NCAC excluding demographic information, which includes personal and contact information. In cases where NCAC needs contact information, permission must be obtained from the attendee.
- Complete and submit course (TNCC and ENPC) applications, fees, and appropriate post-course documents to ENA and NENA within specified time frames. See **Appendix B: Organization of Courses; Appendix C: Provider Course Organization Checklist and Appendix D: Instructor Course Organization Checklist.** Use Course Director resources for course materials for provider courses, and Instructor courses.
- The Course Director maintains the confidentiality of the participants' results. The participant is responsible for sharing verification status and pass/fail information with his or her employer.



**The Canadian Course Administration and Resource Manual for Course Directors and Instructors**  
COURSE ORGANIZATIONAL STRUCTURE and RESPONSIBILITIES:

- Maintain the security of testing materials and ensure exams are graded accurately. Course Directors must ensure that participants have no access to media (i.e. cellphones) during the examination period and an exam invigilator is present in the examination area at all times.
  - Maintain **immediate in-person availability** during the **entire course** to assist with problems and ensure Instructors are prepared, utilize current materials, and maintain time schedules for lectures and psychomotor skill stations.
  - Review Instructor evaluations and provide feedback to Instructors regarding their performance.
  - Notify NCAC regional representative of course or instructor concerns.
  - Review course evaluations for consideration in planning future courses.
  - It is **strongly** encouraged that Course Directors use the NENA Recruitment presentation to promote NENA membership at each course.
  - **If a course is cancelled or postponed notify ENA ([courseops@ena.org](mailto:courseops@ena.org)) and NENA ([financeadmin@nena.ca](mailto:financeadmin@nena.ca)) by email.** Advise and support new Instructors/Instructor Candidates by providing constructive feedback including maintenance of course integrity and meeting course objectives.
  - Course directors MUST ensure all course instructors are NENA members. If they require assistance they can contact their regional NCAC representative or email [courses@nena.ca](mailto:courses@nena.ca)
  - Course directors or instructors who wish to teach outside Canada must seek permission from ENA. Course directors in Canada are only approved to teach in Canada and in their home province or territory.
  - Course directors in Canada must seek permission from NCAC ([courses@nena.ca](mailto:courses@nena.ca)) if they wish to teach in another province or territory in Canada. The NCAC rep for that province or territory will contact a course director from the province or territory where the request came from. Any payment from NENA will go to the province or territory where the course was delivered.
  - Course directors must use instructors in the province or territory where the course is held unless permission is received from NCAC. Canadian instructors are to be offered the opportunity to teach before any international instructors.
- Note:** Course Directors may serve as Director only, or as both Director and Instructor. Prior to defining their role, Course Directors should consider potential late schedule changes, Instructor cancellations and Instructor Candidate monitoring.

### ***Instructors and Instructor Candidates for TNCC and ENPC***

- Present lectures and psychomotor skill stations according to the *current* edition of the Provider Manual and in accordance with the administrative procedures.
  - Evaluate psychomotor skill stations according to the *current* edition of the Provider Manual and in accordance with the administrative procedures.
  - Maintain a professional and supportive learning environment.
  - Administer the multiple-choice examination as required by the Course Director.
  - Complete all documentation as required by the Course Director.
  - Ensure the security of testing materials.
- **ENA is the sole and exclusive owner of all rights, titles, interests, and all ancillary rights to any and all materials and information pertaining to TNCC/ENPC including translations** (including without limitation, copyrights, trademark rights, patent rights, and trade secret rights). If use of TNCC/ENPC copyrighted materials are to be used for purposes other than for an approved course by ENA/NENA, ***expressed written permission of ENA must be obtained prior to use.***

### ***Marketing***

It is important to market TNCC/ ENPC and any other NENA endorsed courses well in advance in order to ensure timely identification of course participants. Any marketing materials should clearly identify required course registration dates and deadlines. A clearly identified cancellation policy is also required. **NENA member price and non-member price is to be advertised with courses to promote NENA membership.**

The marketing materials must clearly state that non RN licensed health care providers (HCP)-LPN, paramedics can participate in courses, practice skill stations and participate in the course testing. Non RN HCP cannot be granted verification/provider status but can receive education credits. The course director should contact ENA for the education certificates for non RN licensed HCP. RN or other HCP Students can only audit courses and cannot participate in the testing component.

ENA is the sole and exclusive owner of all rights, titles, interests, and all ancillary rights to any and all materials and information pertaining to TNCC/ENPC including official translations (including without limitation, copyrights, trademark rights, patent rights, and trade secret rights).

### ***Co-sponsorship***

TNCC/ENPC and other-NENA endorsed courses may be presented in conjunction with other organizations including health care facilities, academic institutions, governmental agencies, and product companies. Co-sponsors may provide a source of financial support, equipment, or Instructors (certified TNCC/ENPC for those courses) to assist in presenting the course. **A co-**

***sponsor may not alter the course content. All instructors must complete a conflict of interest form and provide this to the course director***

## **Manuals**

Manuals are to only be given to course participants and should be given to them at least one month in advance. **All participants must have their own manual (current edition) to use during the course.** No sharing of manuals permitted during the course. The manual must be kept by the participant to use as a reference after the course (i.e. **NO librarying of manuals allowed**). **Bulk ordering of manuals is permitted.** The dissemination of manuals is the responsibility of the Course Director.

## **Course Fees**

When organizing a course, the fee structure for TNCC/ENPC courses should include the cost of the manual, fees to ENA and NENA as well as other costs associated with organizing a course (see **Appendix E: Course Fees**).

The Course Director is responsible for collecting all fees from participants and submitting timely payment to ENA and NENA within 30 days of the course.

**Payment for manuals must be received by ENA prior to shipment.** Course Directors are encouraged to order manuals at least eight (8) weeks in advance of the course in order to ensure that participants have sufficient time to read the manual prior to the course. (**Note:** Once manuals are shipped to the Course Director or designee, they are the responsibility of the Course Director and *cannot* be returned to the ENA Office for a refund or credit.)

**Fees must be paid within 30 days of course end to ENA and NENA. Course Directors with delinquent accounts are subject to suspension of their Course Director status. If a Course Director's status is suspended and the Director's accounts are not current, his or her instructor status will be suspended as well. If there is no resolution regarding payment of fees, the course director may be permanently removed by the NENA Board of Directors from the Canadian roster of instructors.**

Fees must be paid for non-RN participants (students auditing) as well as for RN participants and non RN licensed HCP (LPN, paramedics). Fees must also be sent to any course participant even if they do not complete the course or decide not to test.

**NOTE: Fees must be paid to ENA and NENA even if a participant is unsuccessful in the course.**

If paying by cheque use Form D (ENA Payment Form – US funds) and Form C (NENA Payment Form) in **Appendix G: Forms**.

If you require an invoice contact NENA at [financeadmin@nena.ca](mailto:financeadmin@nena.ca)

**The Canadian Course Administration and Resource Manual for Course Directors and Instructors**  
COURSE ORGANIZATIONAL STRUCTURE and RESPONSIBILITIES:

## Provider Courses Course Requirements

**Note:** Course directors should check the course director section at ENA's [www.ena.org](http://www.ena.org) for any changes and updates to course materials.  
Course directors and instructors should register to receive ENA's newsletter. Email [courseops@ena.org](mailto:courseops@ena.org) Ensure email addresses are current in order to receive updates from NCAC.

### Course Authorization

Provider courses **must** be conducted within the guidelines described in these administrative procedures. Authorization must be obtained from ENA/NCAC prior to conducting any courses. It is recommended that applications be submitted to ENA/NCAC at least eight (8) weeks prior to the course date. If using computerized simulation please refer to appendix H for ENA authorization. **The course number will be provided by ENA and shall NOT be altered in any manner. Course directors are encouraged to review the ENA on line course application process eCourse Ops**

### Course Content and Format

Videoconferencing is an acceptable method for teaching TNCC/ENPC courses. In order to make this method of delivery a quality service, the guidelines outlined must be followed (see **Appendix I: Guidelines for Videoconferencing of TNCC/ENPC**).

Provider courses are designed as **minimum 16-hour courses**. Alternate scheduling formats may be implemented at the discretion of the Course Director provided that the 16-hour required core didactic and psychomotor skills are presented. No pictures, images, or video may be added to the slides. ENA obtains permission to use any and all images within each course, some of which require payment. The complete course content belongs to ENA, and therefore ENA becomes liable for any unauthorized addition to course content.

### Course Materials

**All participants must have their own Provider Manual** (current edition) for use during the course. Manuals cannot be shared during the course. Participants must keep the manual to use as a reference after the course. Librarying of manuals is not permitted.

### Participant-to-Instructor Ratio

It is recommended that the participant-to-instructor ratio for **psychomotor skill stations be 4:1**. The **maximum participant-to-instructor ratio may not exceed 6:1**. If the ratio is extended from 4:1 to 6:1, the skill station times must be lengthened to allow a minimum of 15 minutes per participant/station. Instructor Candidates are not included in the 4:1 or 6:1 ratios.

#### Allowable Number of Course Participants

There is no limit to the number of participants that may be in a course. However, the participant-to-instructor ratios must be maintained and adequate equipment must be available.

## ***Participant Requirements***

**Registered nurses** are the only health care providers eligible for TNCC/ENPC verification. Nurses in a variety of clinical areas would benefit from, and should be encouraged to take TNCC/ENPC. Regardless of clinical background, all participants must be encouraged to thoroughly read the TNCC/ENPC Provider Manual prior to the start of the course. For the ENPC and TNCC courses, pre-course modules are available on line. The course director should include directions on accessing the pre-course modules to participants.

**Non-RN health care providers** (LPN, Paramedic) can participate in all portions of the course and testing. If non-RN attendees are registered for a Provider Course, they may not exceed 25% of the total course attendees without obtaining prior permission from ENA. (See Appendix N)

**Registered nurses** may **challenge** a Provider course, by attending only the written examination and psychomotor skill testing station portion of the course. Those RNs who successfully challenge the course receive their 4 year verification, but do NOT qualify for contact hours. It is up to the discretion of the Course Director to allow challengers in a course; and, if so, how many challengers. All challengers must be registered for the course and course directors must also submit direct and indirect fees for the challengers.

ENA does have a sanctioned TNCC 1 day Renewal Course. It is the decision of NCAC that each Course Director in each region can determine the feasibility and sustainability of the 1 day recertification courses in their region.

## ***Other Health Care Providers as Auditors***

The following procedure applies for auditors:

- Auditors should be provided with a Provider Manual to facilitate the learning process.
- Auditors **may not** participate in any tested portion of the course; however, auditors may be active participants during the skill stations teaching as long as the participant-to-Instructor ratio is maintained.
- Auditors **must** be listed on the Summary Performance Report as auditors.
- Fees must be submitted to ENA and NENA for auditors.
- Auditors may receive contact hours for the course attended. The course director must contact ENA to obtain the correct certificate. It is not the same certificate used for RN participants.

## ***Contact Hours (CECH) for RN participants***

The Emergency Nurses Association is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation. Contact hours are provided to participants for the portion of the Provider Course they attend regardless of performance during evaluation (see **Appendix F: Contact Hour Breakdown for Each Course**).

Participants will receive contact hour certificates from the Course Director at the end of the course. The Course Director will indicate the number of contact hours earned by each participant on the Summary Performance Report form. Before each course the course directors should confirm the approved contact hours on the ENA website.

### **Contact Hours (CECH) for Non RN licensed HCP participants**

The course director should contact ENA ahead of the course to obtain the correct certificate

### **Verification Provider Course Testing Requirements**

For verification (RN's only), the participant must complete the following requirements: Multiple-Choice Examination and Psychomotor Skill Stations Evaluation (see below)

### **Multiple-Choice Examination**

The multiple-choice examination consists of 50 questions. The examination evaluates the acquisition of the content presented in the TNCC/ENPC lectures, course manual, and psychomotor skill stations. **The passing score is 80%.** If the **score is less than 80%** but the participant has successfully completed all psychomotor skill station testing, the participant may complete one (1) retest of a different version of the Written Examination. If a participant wishes to review his or her scored exam, the review must be done at the course. The participant may retake the multiple-choice examination either immediately following the course or within two (2) weeks of the last day of the course. The proctor of the exam does not need to be an Instructor. The arrangements are at the discretion of the Course Director. If the participant is unsuccessful on retest, he/she will be required to retake the provider course.

Participants may “*challenge*” the course by attending only the evaluation and testing portion of the course (minimum pass the written exam and the Trauma Nursing Process skill station at an authorized course) to be verified as a provider. Those who successfully challenge the course receive their 4 year verification but do not qualify for CECH. Participants who challenge the course must have current provider status. “Challenging a course” is at the course directors’ discretion.

### **Exam Security**

Course directors shall ensure integrity of the exam process. They should ensure an instructor or a proctor is present at all times and that the participants do not have access to any electronic devices or written course materials. The exam is not an open book exam and the exam should not leave the exam area. Participants are instructed to remain in the room during testing and to refrain from talking.

### ***Psychomotor Skill Station Evaluation***

The skill stations are graded based on objective data that are tallied on the Skills Evaluation Sheet. To successfully pass the skill station, all critical criteria and at **least 70% of the total points** identified on the evaluation sheet must be demonstrated.

***Double-starred criteria must be completed during the primary assessment and sequentially. Single-starred criteria must be done before completing the station. The course director is to record the percentage points on the course summary performance form.***

The psychomotor skill exam area must be private and each participant must be tested separately. The participant may take in a blank piece of paper and pen/pencil into the psychomotor skill station. If the paper was written on by the participant during testing, it may not leave the testing area and should be disposed of by the instructor. During the course and the practice trauma nursing process stations, instructors are encouraged to coach and guide participants. However; during the skill exam station, instructors may not coach, direct, prompt or guide participants during the testing. The instructor may provide additional information listed in the scenario to guide the case progression and respond to the participants' questions related to the scenario, for example asking for vital signs to be repeated.

The participant who does not successfully pass one (1) of the psychomotor skill station evaluations but has achieved a passing score on the written exam may be re-evaluated in that skill station once. If the participant is unsuccessful on retest, he/she will be required to retake or challenge (minimum pass the exam and trauma nursing process skill station or critically ill/injured child at an authorized course for TNCC or ENPC).

**If the participant does not achieve a passing score on the multiple-choice examination AND is unsuccessful at one or more skill stations, he or she may NOT retake either the multiple-choice examination or the skill stations during the course.**

### ***Verification Card***

Successful RNs will receive a card verifying the successful completion of the Provider Course or the TNCC 1-Day Renewal Course. Expiration of verification will occur four (4) years from the last day of the month in which the course was completed.



### ***Instructor Potential (TNCC/ENPC)***

The Course Director and Instructor(s) review RN participants' performances to determine which participant meets the guidelines for Instructor Potential. It is recommended that the providers be considered for Instructor Potential if they have the following:

- **Achievement of at least 90%** on the Provider multiple-choice examination on first attempt
- **Achievement of at least 90%** of total points in the Provider (TNP) skill station for TNCC. For ENPC the participant is to achieve 90% total marks in the critically ill/injured child station. Course directors are to indicate the mark on the participant's letter of recommendation.
- Minimal 2 years of experience in trauma or pediatric nursing, as applicable.
- Experience in teaching.
- Recommendation by more than one instructor (unless there is only one instructor).

The Instructor Potential status must be formalized in an Instructor Potential Content Expertise Form furnished by the Course Director. The Instructor Potential RN must submit a copy of this form to the Instructor Course Faculty when applying for the Instructor Course. Upon successful completion of the Instructor Course, those participants who are designated with Instructor Potential will become Instructor Candidates

### ***Course Director Qualifications***

Course Directors **must** meet the following requirements:

- **Must** be a registered nurse with a current license to practice in Canada
- **Must** have current TNCC and or ENPC Provider and Instructor status.
- **Must** be a current NENA member.

**Note:** It is **strongly recommended** that a Course Director teach in a minimum of two (2) Provider Courses prior to acting as a Course Director (minimum of one (1) Provider course in the case of a rural site where there is only 1 course annually).

Process to Achieve Course Director Status:

- a. Once the above eligibility criteria are met, the potential Course Director must be mentored in at least one Provider Course prior to holding his/her own course independently. This mentoring cannot be completed in a TNCC 1-Day Renewal Course.
- b. Course directors must be mentored in person by a qualified course director. Course Directors must be qualified in the course in which they are mentoring.
- c. ENA provides a form for completion on the director only section [www.ena.org](http://www.ena.org). This form must be completed prior to the course and submitted to ENA with the post Provider course paperwork. When this form is submitted the new Course Director will be provided access to the course materials on line. This website has all of the required paperwork for the course i.e. slides, exams

## INSTRUCTOR PATH

### A. PATH Requirements for Instructor Courses (TNCC/ENPC)

#### 1. Live Session Course Authorization

Instructor Courses must be conducted within the guidelines described in these Administrative Procedures. **Authorization must be obtained from the NCAC ([courses@nena.ca](mailto:courses@nena.ca))** prior to applying to ENA Course Operations. Once approval from NCAC is obtained, course authorization to hold an Instructor Live Session must be obtained from ENA Course Operations by first registering the course via eCourseOps. It is recommended that applications be submitted to ENA at least eight (8) weeks prior to the course date.

#### 2. Course Path and Format

- The Instructor Path is designed to prepare Providers with Instructor Potential status to become Instructors. The TNCC/ENPC Instructor Path emphasizes appropriate teaching strategies as well as correct evaluation methods.
- The Instructor Path Live Session is most commonly held in a one-day format.
- Additional time will be required for pre-course testing/competency validation. This can be done the day of the Instructor Path Live Session or up to four (4) weeks, 28 calendar days, prior to its start.

#### 3. Course Materials

- To prepare for the Lecture Microteach Exercise, the Group Discussion Exercise, and the Psychomotor Skill Station Teaching Exercise, the Course Director must provide the Instructor Course attendees with the relevant slides/scenarios from the Course Directors Only section of the website. In addition, the Course Director must provide the Instructor Course attendees with directions for accessing the Instructor Path Online Session Modules. The Instructor Path Live Session attendees should have these materials at least four (4) weeks in advance.
- The **Instructor Path Guide** is available in two versions; one for the **Instructor Faculty** and one for the **Instructor Potential**. The **Instructor Path Guide: Instructor Potential** is available through the **Instructor Path Online Session** and the **Instructor Path Guide: Faculty** is available in the **Course Directors Only** section of the website.
- On successful completion of the Online Session and the Live Session, the Instructor Potential achieves Instructor Candidate status. Once ENA Course Operations receives all post-course materials from the Live Session, the Instructor Candidate will receive access to the Course Instructors Only section of the website.
- The Instructor Path Guide, and the Course Instructors Only section of the website includes: materials to prepare new Instructors in the principles of adult learning; methods for teaching content; methods for teaching and testing psychomotor skill stations; and materials needed for teaching a Provider Course.
- **All** participants must also have their own Course Administration/Resource Manual (current edition) for use during the course.

#### **4. Instructor Path Live Session Attendee-to-Faculty Ratio**

- A 4:1 Instructor Course Attendee-to-Faculty ratio is highly recommended. The maximum Instructor Course Attendee-to-Faculty ratio may not exceed 6:1.
- Observers and first-time Faculty (as defined in Faculty Status) are not included in the ratios.
- Faculty Candidate Observers may not outnumber Instructor Course attendees.
- The ratio of first time Faculty to Instructor Course attendees in an Instructor Course is one (1) first time Faculty to every two (2) attendees.

#### **5. Allowable Number of Instructor Course Attendees**

Instructor Courses will be approved by NCAC/ENA as long as the application reflects an adequate number of Instructor-Faculty for the number of attendees scheduled to take the course. There is no limit to the number of Instructor Course Attendees that may attend a course; however, the Instructor Course Attendee-to-Faculty ratios must be maintained and adequate equipment must be available.

#### **6. Eligibility Criteria to Become an Instructor**

To begin the process of becoming an Instructor, the successful Provider must meet ALL of the following eligibility criteria:

- Must be a registered nurse with a current license to practice in Canada
- Current Provider status for the appropriate course.
- Must have an Instructor Potential Content Expertise form, received from the TNCC/ENPC Provider Course Director
- Must be a NENA member.

The following additional criteria are recommended:

- At least 2 years of experience in nursing care of the trauma or pediatric patient
- Teaching experience

#### **7. Precourse Testing/Competency Validation Requirements**

Instructor Course attendees must pretest to revalidate their competency as a TNCC/ENPC Provider just prior to or at the beginning of the Instructor Course. This includes:

- Achieving at least 90% on the Provider Written Examination
- Achieving at least 90% of the total points on the Provider Psychomotor Skill Testing Station
- No retests are allowed on either the Written Examination or Psychomotor Skill Testing Station.

The only exception to the above pre-course testing/competency validation requirement is for an Instructor Course attendee who has taken the same edition of the Provider Course, or TNCC 1-Day Renewal Course, within 90 days of the Instructor Course, received Instructor Potential status from the Course Director, and scored at the Instructor Potential level (i.e., 90% or better on the Written Examination and 90% or better on the Psychomotor Skill Testing Station) on the first attempt. Any

**The Canadian Course Administration and Resource Manual for Course Directors and Instructors**  
PATH Requirements for Instructor Courses (TNCC/ENPC)

Instructor Course attendee meeting those specific requirements does not need to be pretested. In order to facilitate this:

- The Provider Course Director or TNCC 1-Day Renewal Course Director must provide the Instructor Potential attendee with the Instructor Potential Content Expertise Form that includes his/her scores to bring to the Instructor Course.
- The Course Director of the Instructor Course must submit a copy of the Instructor Potential Content Expertise Form to ENA Course Operations with the post Instructor Course materials along with a separate Summary Performance Report for those attendees who did not need to be pretested.
- Those Instructor Course attendees who are not required to pretest must still complete a Written Examination answer sheet to ensure that ENA Course Operations has their current demographic information.

Note that an Instructor Course attendee who has taken the Provider Course or TNCC 1-Day Renewal Course within 90 days of the Instructor Course and received Instructor Potential status from the Course Director, but did not score at the Instructor Potential level, must successfully demonstrate the Instructor Course pre-course testing/competency validation on both the Written Examination and the Psychomotor Skill Testing Station.

- All Instructor Course attendees who have taken the Provider Course more than 90 days prior to the Instructor Course must retest regardless of their scores.
- All pre-course testing/competency validation must be done by the Course Director of the Instructor Course or his or her designee.
- All pre-course testing/competency validation must be done within 4 weeks (maximum of 28 calendar days) of the start of the Instructor Course.
- Note that any attendee in an Instructor Course whose Provider status is from an earlier edition of the course **MUST** successfully pretest prior to the Instructor Course whether or not their Provider Course was within 90 days of the Instructor Course.

Providers with Instructor Potential who are unsuccessful in the pre-course testing/competency validation may not attend the Instructor Course. Their paperwork must be returned along with the Instructor Course material. In this circumstance, ENA Course Operations will not charge the Instructor Course indirect fee.

**Options in the Event of Unsuccessful Pre-course Testing/Competency Validation**

- It is possible for a Provider with Instructor Potential to score too low to warrant continuing in the Instructor Course, but high enough to renew Provider status. In that event, if the Provider has passed the exam and skill stations they will have the option to receive a new Provider card.
- For those attendees who are given a new Provider card, the Instructor Course Director must submit a Provider Course indirect fee to the ENA Course Operations along with a second summary Performance Report listing those specific attendees awarded Provider status. ENA Course Operations will automatically assign a new Provider Course number upon receipt of the performance report.

### ***Continuing Nursing Education Contact Hours for the Instructor Courses***

Emergency Nurses Association (ENA) is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation. Contact hours are provided to RN attendees for the course they attend.

RN attendees will receive Continuing Nursing Education Contact Hours for the Live session from the Course Director at the end of the course. The Course Director will indicate the number of contact hours earned by each attendee on the Summary Performance Report Form. The course director must contact ENA ahead of the course and request the correct forms.

### ***B. INSTRUCTOR STATUS***

#### Achievement of Instructor Candidate Status

- TNCC/ENPC Instructor courses require that attendees demonstrate the ability to present a lecture, lead a group discussion, and teach and evaluate a psychomotor skill stations.
- Instructor Course attendees who meet the eligibility criteria and complete the pre-course testing/competency validation may attend the Instructor Course and obtain instructor candidate status following successful completion of the Instructor Course.

### ***Achievement of Instructor Status***

- Monitoring of the Instructor Candidate is done by an Instructor- Faculty. If the Instructor- Faculty is unable to do so, they will designate (at their discretion) another qualified TNCC/ENPC Instructor member to perform the function. The Instructor- Faculty must email NCAC (courses@nena.ca) with the name of the Instructor that has been delegated to monitor the Instructor Candidate (Appendix K: Designee Appointment for Instructor Candidate Monitoring).
- Monitoring of Instructor Candidates must be completed in a Provider Course. Monitoring cannot be completed in a TNCC 1-Day Renewal Course.
- No Monitor may evaluate more than two Instructor Candidates in a single Provider Course. The Monitor may not evaluate more than one Instructor Candidate at a time during the Psychomotor Skill Teaching Station or the Psychomotor Skill Testing Station.
- To achieve TNCC/ENPC Instructor status, the Instructor Candidate must: 1) be favorably evaluated while teaching one or two lectures, during a Provider Course, with a maximum of one lecture per day and 2) be favorably evaluated while conducting the teaching and testing of the entire skill station in a Provider Course during one (1) full rotation with a minimum of 4 attendees.
- For TNCC, the Instructor Candidate will be required to teach and test at the Trauma Nursing Process skill station. For ENPC, the Instructor Candidate is required to teach and test at the Management of the Ill or Injured Pediatric Patient skill station.
- Evaluation and monitoring requirements must be completed within 12 months of the Instructor Path Live Session. An Instructor Candidate may be monitored up to three times and is encouraged to use these Monitored Sessions to gain comfort and expertise in the teaching process. The Instructor Candidate may request a different Monitor for the second and third Sessions. If the Instructor Candidate is not deemed ready to teach independently by the Monitor

after three Monitored Sessions, the Instructor Candidate may retake the Instructor Course if his/her provider status is still current.

- ENA Course Operations will issue an Instructor Card when all Instructor Candidate requirements have been met and submitted to ENA Course Operations.

## **Maintenance of Instructor Status**

- Instructors remain verified as Instructors and Providers by teaching both lecture and skill station elements in at least one Provider Course (or TNCC 1-Day Renewal Course) every 18 months (subject to audit by ENA) while maintaining an average quality assurance score of 3.0 or greater. ***Exception will be made for military personnel who have been deployed outside of Canada. The instructor will need to contact ENA for an extension (generally consistent with term of leave). If possible, this contact should take place prior to the expiration of Instructor status.***
- Instructors and Course Directors must carefully monitor the dates of their last course taught to maintain eligibility to teach. If there are questions regarding an Instructor's eligibility, ENA Course Operations may be contacted for clarification of status.
- TNCC/ENPC Instructors' Provider status will expire simultaneously with their Instructor status unless they have a valid Provider card.
- Current NENA membership is required

## **Updating Instructor Status—Course Revisions**

When there is a new edition of the Provider/Instructor Course, all Instructors must successfully complete the updated requirements to retain Instructor status. The updating process varies depending on what ENA rollout suggests at time of revision. New Instructor Cards will not be issued, but Instructors' files will be updated.

## **Failure to Maintain Instructor Status**

- An Instructor who has not taught a Provider Course (or TNCC 1-Day Renewal Course) for between 18 and 24 full months must be re-monitored by an Instructor Faculty to regain Instructor status.
- The re-monitoring process is the same as for the monitoring of an Instructor Candidate and must be completed in a Provider Course.
- The Course Director must submit an Instructor Candidate/ Instructor Evaluation form to document the re-monitoring process.
- The Instructor being re-monitored is not counted in the Instructor-to-Attendee ratio.
- An Instructor who has not taught a Provider Course (or TNCC 1-Day Renewal Course) for more than 24 months must retake the Provider Course (if Provider status has expired) and the Instructor Course, and then be successfully monitored as an Instructor Candidate to regain Instructor status.

### ***Instructor Evaluation Scores / Quality Assurance (QA)***

In order to continue teaching TNCC/ENPC, Instructors must achieve a composite Instructor Evaluation score of 3.0 or higher. This score is a compilation of attendee evaluation scores from the courses submitted to ENA Course Operations. Course Directors are encouraged to review the quality assurance scores at the end of the course. This will allow Instructors more immediate feedback regarding their performance and the need for re-monitoring. Course Directors may obtain the compilation reports of Instructor Evaluation scores for individual Instructors using the Course Directors Only section of the ENA website. Course Directors who identify an Instructor with a quality assurance score less than 3 should develop a plan to address the issue. This plan should be communicated to NCAC via mail, fax, or e-mail (courses@nena.ca). NCAC will assist in the development of an action plan if a plan or re-monitoring schedule has not already been established. Within 60 days of the ENA notice, NCAC must notify the ENA Office whether re-monitoring or an alternative action plan has been agreed upon.

If the Instructor fails to comply with the action plan, he/she will be placed in the suspension/revocation process (see **Appendix L: Suspension/Revocation of TNCC/ENPC Provider and/or Instructor Status**). The Instructor will be immediately suspended from teaching, pending the outcome of the suspension/revocation process. The re-monitoring process is the same as for the monitoring of an Instructor Candidate. The Course Director must submit an Instructor Candidate/Instructor Evaluation form as documentation of the re-monitoring process. An Instructor can be **re-monitored a total of three times**. The Instructor candidate may request a different monitor for the second and third sessions. If unsuccessful after three monitored sessions, the instructor candidate may retake the instructor course if his/her provider status is still current.

### **Instructor-Trainer (IT) Status (TNCC/ENPC)**

#### ***Instructor-Trainer Eligibility Criteria***

Instructor-Trainers are RN Instructors who teach the Instructor Course. Eligibility criteria for TNCC/ENPC I-T are:

- **Must** have current TNCC/ENPC Provider and Instructor status.
- **Must** be a current NENA member.
- **Must** have taught at least four Provider Courses in the past four years (TNCC or ENPC).
- **Must** have served as Course Director in at least **two courses** in the past four years.
- **Must** have cumulative course evaluation scores of 3.5 or higher in the past year.

### ***Instructor-Trainer Requirements***

Those Instructors who meet the I-T eligibility requirements and wish to become an Instructor-Trainer must submit a letter of intent to the NCAC Committee Chairperson. The NCAC Chairperson must assure that the applicant be given an opportunity to:

- **Observe** the next scheduled Instructor Course. If one is not scheduled currently, Instructor-Trainer applicants may seek a course outside of their home province to complete the observation requirement.
- Be supported **teaching** at a subsequent Instructor Course. If one is not scheduled currently, I-T applicants may be supported teaching at a course outside of their home province.
- Once these steps have been successfully completed, the applicant will be granted I-T status.

### ***Maintenance of Instructor-Trainer Status***

- Instructor-Trainers must maintain their Instructor status which means they must participate as an Instructor in at least one Provider Course every 18 months.
- It is strongly recommended that an IT teach in an instructor course at least once in a two year period. Instructor-Trainers are also expected to maintain current NENA membership and to uphold and adhere to the Administrative Procedures.
- Current NENA membership is required

### ***Course Directors for Instructor Courses must meet the following requirements:***

- **Must** be a registered nurse with a current license to practice in Canada
- **Must** have current TNCC and or ENPC Provider and Instructor-Trainer status.
- **Must** be a current NENA member.
- **Must** have served as Faculty in at least one prior Instructor course for the course they are qualified to teach.

**When there is a new edition of an Instructor Course, all Faculty must be updated to retain their Faculty status.**

### ***Bridging Instructors***

Instructor bridging is the process whereby an Instructor in one course program can become an Instructor in the other course program by meeting Eligibility Criteria and completing course and teaching requirements. TNCC Instructor must meet Eligibility Criteria to bridge to ENPC Instructor and likewise, an ENPC Instructor must meet eligibility criteria to bridge to TNCC Instructor.

Eligibility Criteria for Instructors bridging from one course program to another are:

- current Instructor status
- current Provider status in the course they are bridging
- meets the Instructor Potential criteria in the course to which they are bridging



Eligible Instructors must complete the following requirements in order to bridge:

- Re-verify as a Provider in the course to which they are bridging. This includes achieving at least **90%** on the Provider multiple-choice examination and achieving at least **90%** of the total points on the Provider skill stations. **No retests will be allowed on either the multiple-choice examination or skill station testing.** If the instructor has met all criteria in the last 3 months, they do not have to re-verify.
- Successfully complete the Instructor Course pre-course testing/competency validation as defined in Pre-Course Testing/Competency Validation Requirements
- Review Online session content specific to course to which they are bridging
- Attend Live Session of the Instructor Course for the course to which they are bridging and participate in all teaching exercises
- Be monitored as an Instructor Candidate following the guidelines defined in Achievement of Instructor Status Section

### ***Instructor-Trainer Bridging***

Instructor-Trainer bridging is the process whereby an I-T in one course program can become an I-T in the other course program by meeting Eligibility Criteria and completing course and teaching requirements. TNCC I-T must meet Eligibility Criteria to bridge to ENPC I-T and likewise, ENPC I-T must meet Eligibility Criteria to bridge to TNCC I-T.

Eligibility criteria for I-T bridging from one course program to another are:

- I-T status must be current.
- Provider and Instructor status must be current in the course to which they are bridging.
- Must have served as a Course Director in the course from which they are bridging in at least two courses within the past four years.
- Their cumulative course evaluation scores for both courses must be 3.5 or higher in the past year.

Eligible Instructor-Trainers must be mentored teaching an Instructor Course to which they are bridging in order to complete the I-T bridging process.

## APPENDIX A: NATIONAL COURSE ADMINISTRATION COMMITTEE (NCAC) QUALIFICATION CRITERIA

**Pre-Requisite:** Instructor-Trainer status in either TNCC, ENPC or EPICC:

Letter of support/endorsement from your Provincial Emergency Nursing organization.

Cover letter indicating your rationale for becoming a member of NCAC

Copy of current resume/CV highlighting the selection criteria items for NCAC and copies of relevant continuing education courses/certifications:

- TNCC Instructor
- ENPC Instructor
- EPICC Instructor
- Completion of BSN
- National NENA Committee involvement
- Provincial emergency nursing organization involvement
- Emergency nursing experience
- NENA Member

## **APPENDIX B: How to Organize a Course**

1. Generate interest
2. Recall 3-month lead-time
3. Book a facility and rooms
4. Designate a Site Facilitator
5. Determine number of participants
6. Contact Instructors
7. Checklist of Pre-Course Activities
8. Registration Fees are required 6 - 8 weeks in advance
9. Manuals are provided 1 month in advance
10. Remember to have relax and have FUN!

## APPENDIX C: PROVIDER COURSE ORGANIZATION CHECKLIST

### 3-4 MONTHS PRIOR TO COURSE

- Select and book course date and site. Marketing – Prepare and mail brochures and registration forms
- Select and book qualified Instructors
- Make hotel and travel arrangements as necessary
- Book Instructors pre-course meeting (2-weeks to 1-day prior to course). Ensure your instructors are NENA members and have completed their conflict of interest statement on-line

### 3 MONTHS PRIOR TO COURSE

- Submit course application authorization request to ENA.org. On line registration through eCourseOPs is recommended method to register.or
- Complete and submit (email, on line, or fax) course application with Instructor roster to ENA

**APPLY TO:**  
**ENA (for course approval)**  
**Course Operations**  
**915 Lee Street**  
**Des Plaines, Illinois**  
**60016-6569**

**CONTACTS:**  
**1-800-942-0011 (direct line)**  
**1-800-900-9659 ext. 4037**  
**1-847-460-4002 (fax)**  
  
[courseops@ena.org](mailto:courseops@ena.org)

- Submit manual fees, in US funds with course application. By credit card or cheque. If required for verification of Instructor Candidates book an Instructor-Trainer, or designate, (see **Appendix K: Designee Appointment for Instructor Candidate Monitoring**)

### 2 MONTHS PRIOR TO COURSE

- Book A-V equipment and Skill Station equipment, (Powerpoint, DVD, player, laptop, see Instructor Manual for Skill Station Equipment list)
- Book models/manikins (see **Appendix H: Guidelines for Use of Computerized Patient Simulators in TNCC/ENPC Courses**)
- Book Exam Proctor, if necessary
- Book catering, if needed
- Course approval received from NCAC/ENA
- Manuals received
- Prepare and print Participant pre-course letter
- Assign lectures and Skill Stations to Instructors
- Prepare and print tentative course schedules and rotations for distribution to Instructors and participants

### **6 WEEKS PRIOR TO COURSE**

- Course registration completed
- Receipts completed
- Course roster completed
- Distribution to course participants: manuals, course letter.
- Receipt of payment (may be sent out at this time or the day of the course)

### **1 MONTH PRIOR TO COURSE**

- Receive course materials from ENA
- Distribute lecture slides, schedules/rotations to Instructors

### **2 WEEKS TO 1 DAY PRIOR TO COURSE**

- Pre-Course meeting of Instructors. Ensure instructors have current material to teach. Course directors need to view and check for any updated materials in the course director section of [www.ena.org](http://www.ena.org)

### **1-2 DAYS PRIOR TO COURSE**

- Set up course
- Location
- Review equipment and supplies
- Prepare files, Course Signs
- Prepare name tags
- Prepare CECH documents
- Prepare Provider cards

### **DAYS OF COURSE**

- Examine facilities and meet with instructors to ensure course readiness
- Check lecture classroom to ensure correct set-up and availability of equipment
- Verify availability of refreshments, as needed
- Ensure adherence to time schedule
- Collect expense forms from Instructors
- Instruct participants to complete Course Evaluations (scantrons)

## **LAST DAY OF COURSE**

- Distribution of Honorariums / Fees where applicable to:
  - Instructors
  - Models, if applicable
  - Course Director
  - Proctor, if applicable
  - Equipment rental, if applicable
  - Facility rental, if applicable
  - Review of QA scores
- Ensure all ENA course forms are completed appropriately
- Notify participants of individual course performance
- Complete and distribute CECH certificates
- Conduct re-teaching & evaluation sessions as needed
- Complete Summary Performance Report form **Materials on ENA website in course director only portion**
- Conduct post-course meeting with Instructors, review participant evaluations (QA scores), review course effectiveness and identify potential Instructor Candidates from course participants

## **POST COURSE**

Complete ENA Post Course Checklist

Include course number on all forms, inquiries, cheques, etc. Payments can be made by credit card

**ENA Post-course materials should be mailed to:**

**Without check:**

ENA  
Course Operations  
915 Lee St.  
Des Plaines, IL 60016-9659

**With Check:**

ENA  
Course Operations  
PO Box 83314  
Chicago, IL 60691-3314

- Form D – ENA Course Payment form (**Appendix F**)
- Exam scantrons
- Participant roster
- Summary Performance form
- Final Instructor roster
- Completed evaluations (scantrons)

**Send payment to NENA Finance administrator within 30 days  
([financeadmin@nena.ca](mailto:financeadmin@nena.ca))**

Form C – NENA Course Payment form (**Appendix F**)

- Keep a copy of the final participant roster, final Instructor (faculty) roster, summary performance form, and psychomotor skill station evaluation sheets for participants who were unsuccessful, for a period of six (6) years. *It is strongly advised to copy or scan scantron sheets in case course material is lost in often mail.*
- Payment may be made online by contacting the NENA Finance Administrator to arrange.

**Note:**

**PROVINCIAL REIMBURSEMENT FEES:**

On receipt of fees to NENA, the province in which the course was held will receive a reimbursement. If the province is a non-NENA affiliate, the fees will stay with NENA for further consideration.

## APPENDIX D: INSTRUCTOR COURSE ORGANIZATION CHECKLIST (suggested timeline)

### 3-4 MONTHS PRIOR TO COURSE

- Select and book course dates and site
- Select and book qualified Instructor-Trainer(s) (when applicable)
- Make hotel and travel arrangements as necessary
- Book Instructor-Trainer(s) pre-course meeting (2-weeks to 1-day prior to course)
- Ensure ITs are NENA members and they have completed their conflict of interest statements on-line

### 3 MONTHS PRIOR TO COURSE

- **Submit course application authorization request to NCAC ([courses@nena.ca](mailto:courses@nena.ca))**
- Once approval received from NCAC → Complete and submit (email, on line or fax) course application with Instructor roster to ENA

**APPLY TO:**  
ENA (for course approval)  
Course Operations  
915 Lee Street  
Des Plaines, Illinois  
60016-6569

**CONTACTS:**  
1-800-942-0011 (new direct line)  
1-800-900-9659 ext. 4037  
1-847-460-4002 (fax)  
[courseops@ena.org](mailto:courseops@ena.org)

- Submit manual fees, in US funds with course application

**NOTE:** It is recommended that you use eCourseOps to register courses:  
[www.ena.org/Education/eCourseOps](http://www.ena.org/Education/eCourseOps)

If not using eCourseOps: send paper applications **at least 8 weeks** prior to the course via **Fax:** 847-460-4001 or **Email:** [courseops@ena.org](mailto:courseops@ena.org)

**If applications are received less than 3 weeks before the course, ENA will assess a \$200 Late Fee plus shipping costs if express shipping is needed for scantrons and certificates.**



### **1 - 2 MONTHS PRIOR TO COURSE**

- Book A-V equipment and Skill Station equipment, (Powerpoint, DVD, player, laptop, see Instructor Manual for Skill Station Equipment list)
- Book models/manikins (see **Appendix H: Guidelines for Use of Computerized Patient Simulators in TNCC/ENPC Courses**)
- Book catering, if needed
- Course approval received from ENA
- Manuals received
- Assign micro-teaching assignment
- Prepare and print pre-course participant letter
- \*\*\*Ensure that all participants have a current Provider manual (TNCC/ENPC) as they will be reverifying their Provider status at the course)\*\*\*\*
- Prepare and print course schedule and rotations for distribution to Instructor-Trainer(s) (when applicable) and participants

### **6 WEEKS PRIOR TO COURSE**

- Course registration completed
- Receipts completed
- Course roster completed
- Receipt of payment (may be sent out at this time or the day of the course)

### **1 MONTH PRIOR TO COURSE**

- Receive course materials from ENA
- Distribute lecture slides, schedules/rotations to Instructor-Trainer(s) (when applicable)
- Check the course director section on the ENA website to use current course materials. All revisions to courses are posted in the course director section [www.ena.org](http://www.ena.org)

### **2 WEEKS TO 1 DAY PRIOR TO COURSE**

- Pre-Course meeting of Instructor-Trainer(s) (when applicable)

### **1-2 DAYS PRIOR TO COURSE**

- Set up course
- Location
- Review equipment and supplies
- Prepare files, Course Signs
- Prepare name tags
- Prepare CECH documents

### **DAYS OF COURSE**

- Examine facilities and meet with Instructor-Trainer(s) (when applicable) to ensure course readiness
- Check lecture classroom to ensure correct set-up and availability of equipment
- Verify availability of refreshments, as needed
- Distribute Instructor Supplement and Course Administration/Resource Manual
- Ensure adherence to time schedule
- Collect expense forms from Instructor-Trainers (when applicable)
- Instruct participants to complete Course Evaluations (scantrons)

**REMINDER:** must reverify ALL Instructor course participants if greater than 90 days since Provider course. If Provider update of status is part of the overall Instructor course - schedule time accordingly.

**SUGGESTION:** run the course over one-and-a-half days.

### **LAST DAY OF COURSE**

- Distribution of Honorariums / Fees where applicable to:
  - Faculty (Instructor-Trainer)
  - Course Director
  - Equipment rental
  - Facility rental
- Review of QA scores
- Ensure all ENA course forms are completed appropriately
- Notify participants of individual course performance
- Complete and distribute CECH certificates
- Complete Summary Performance Report form
- Discuss future Instructor monitoring requirement with Candidates

### **POST COURSE**

Complete ENA Post Course Checklist

Include course number on all forms, inquiries, cheques, etc. Payments can be made by credit card

**ENA Post-course materials should be mailed to:**

**Without check:**

ENA  
Course Operations  
915 Lee St.  
Des Plaines, IL 60016-9659

**With Check:**

ENA  
Course Operations  
PO Box 83314  
Chicago, IL 60691-3314

**Send material and payment to ENA within 30 days**

- Form D – ENA Course Payment form (**Appendix F**)
- Exam scantrons
- Participant roster
- Summary Performance form
- Final Instructor roster
- Completed evaluations (scantrons)
- Keep a copy of the final participant roster, final Instructor (faculty) roster, Summary Performance form, and psychomotor skill station evaluation sheets for participants who were unsuccessful, for a period of six (6) years. *(It is strongly advised to copy scantron sheets)*

## APPENDIX E: COURSE FEES

***Course Directors are to contact [courses@nena.ca](mailto:courses@nena.ca) for fees structure. Updated course fees effective July 1, 2015. If ENA fees paid prior to start of course you receive a 10% discount. ENA fees cannot be shared with any other individual or posted on line.***

- Payment of fees to ENA is to be within 30 days of completion of the course
- Payment of fees to NENA is to be within 30 days of completion of the course.
- Please clearly indicate course number and number of participants.
- Ensure Form C accompanies all course fees to the NENA Finance Administrator
- Ensure Form D accompanies all course fees to ENA

### **ENA FEES (in US funds)**

**US cheques or US money orders send to:  
Emergency Nurses Association  
Course Operations  
PO Box 83314  
Chicago, IL USA  
60691-3314**

### **Paperwork Only (paid by credit card)**

ENA  
915 Lee St.  
Des Plaines, IL USA  
60016-9659

## APPENDIX F: CONTACT HOURS BREAKDOWN for EACH COURSE

- Refer to Course Director CD or [www.ena.org](http://www.ena.org) course director only portion of website

EFFECTIVE FOR COURSES GIVEN ON OR AFTER JANUARY 1, 2007, CECH HOURS WILL CHANGE TO THE FOLLOWING:

<b>COURSE</b>	<b>HOURS</b>
<b>TNCC Provider Course (7th edition)</b> (Expiry date: last day of the month of the course plus 4 years)	<b>17.65</b>
<b>TNCC Instructor Course</b>	<b>7.50</b>
<b>ENPC Provider Course (4<sup>th</sup> Edition)</b> (Expiry date: month of course plus 4 years)	<b>16.33</b>
<b>ENPC Instructor Course</b>	<b>7.50</b>

**APPENDIX G: FORMS (not included with ENA resources)**

**FORM C**

**NENA  
NENA COURSE PAYMENT FORM**

<b>COURSE NUMBER</b>	
<b>LOCATION OF COURSE</b>	
<b>COURSE DIRECTOR</b>	
<b>NUMBER OF STUDENTS</b>	
<b>AMOUNT SUBMITTED</b>	
<b>PROVINCE COURSE HELD</b>	

**I**  
**This form MUST accompany all financial submissions to NENA within 30 days of the course.**

**PLEASE MAIL COMPLETED FORM ALONG WITH NENA FEES TO:**  
**NENA Finance Administrator**  
**National Emergency Nurses Association**  
**PO Box 365**  
**Chilliwack, BC**  
**V2P 6J4**

## FORM D ENA COURSE PAYMENT FORM

<b>COURSE NUMBER</b>	
<b>COURSE DIRECTOR</b>	
<b>CONTACT PHONE NUMBER</b>	
<b>ENA Fees submitted with this filing:</b> ____ participants x \$ ____.	\$
<b>Manual Fees submitted with this filing:</b> ____ manuals x \$ ____.	\$
<b>Miscellaneous Fees Detail:</b>	\$
<b>CREDITS</b>	
<b>Total Payment (USD)</b>	\$
<b>PAYMENT INFORMATION</b>	
<b>Cheque Included:</b>	
<b>Credit Card Number:</b> _____	
Expiry Date: _____	
Name On Card: _____	
Signature: _____	

**Send Payment To:**  
Cheques/Money Orders (US Funds)  
 Emergency Nurses Association  
 Course Operations  
 PO Box 83314  
 Chicago, IL USA  
 60691-3314

## APPENDIX H: GUIDELINES for USE of COMPUTERIZED PATIENT SIMULATORS in TNCC/ENPC COURSES

The use of computerized patient simulators in TNCC/ENPC courses may be a valuable adjunct to teaching and learning. However, each program using a simulator must be approved by ENA in advance. The following guidelines will be used when considering proposals:

- Any use of computerized patient manikins/simulators (or any other term signifying the same type of product) during a TNCC/ENPC course must be approved by ENA in advance.
- The computerized program must be contained within a manikin; no other format or version is acceptable (i.e., no computer screen simulations).
- The simulator may only be used for teaching and testing the patient scenario stations (Trauma Nursing Process and Management of the Critically Ill or Injured Pediatric Patient stations). In all cases, the information as provided in the TNCC/ENPC scenarios must be entered into, and reproduced by, the simulator exactly as stated in the scenarios.
- Permission must be obtained from ENA before the computerization of the scenarios has actually been carried out.
- ENA may exercise the right to examine the computerized simulation and/or courses delivered using the simulator at any time.
- ENA retains all rights to the TNCC/ENPC scenarios.
- Computerized scenarios may never be given, sold, or shared with other programs unless specifically approved by ENA.
- Psychomotor Skill Testing Scenarios used with a high-fidelity simulation manikin must be removed from the computer or password protected to ensure they may not be accessed by unauthorized users
- All other Administrative Procedures regarding the conduct of TNCC/ENPC courses will apply to courses employing computerized simulator technology.



## APPENDIX I: GUIDELINES for VIDEOCONFERENCING of TNCC/ENPC

Video conferencing is an acceptable method for teaching TNCC/ENPC courses. In order to make this method of delivery a quality service the following guidelines must be followed:

- All Administrative Procedures and policies and course scheduling are the same as original TNCC/ENPC teaching format and regulations.
- A qualified TNCC/ENPC Instructor **MUST** be present at each site to coordinate materials, trouble shoot technical problems, answer questions, and to conduct testing and skill stations.
- For TNCC/ENPC the 4:1 participant- to-instructor ratio must be present at each site. The 6:1 participant-to-instructor ratio is not allowed during videoconferencing.
- A direct phone number from the satellite site to the origination site must be designated before the class and available throughout the course.
- If any problems occur with transmission of the audio and/or video, the Instructor present at the site will be expected to complete the course presentation or segments until proper connections are re-established. Rescheduling the lost components of the course is permissible and encouraged.
- A written agreement between the Course Director and the site Instructors is recommended. This agreement should outline expectations of the Course Director and site Instructors and provide guidelines for dealing with any unexpected and unforeseen technical difficulties.
- It is the responsibility of the Course Director to make sure the correct course materials are sent to the site coordinators.
- For TNCC/ENPC, it is the responsibility of the Course Director to collate the evaluation and testing materials from all the sites and forward the information to ENA.
- **Video reproduction of the videoconference or any re-broadcasting of the conference is strictly prohibited.**

## APPENDIX J: CONFLICT of INTEREST DISCLOSURE STATEMENT

### CONFLICT OF INTEREST DISCLOSURE STATEMENT TNCC/ENPC

TNCC and ENPC Administrative Procedures require all course directors and instructors to complete an online COI (Conflict of interest) agreement annually. The purpose of this agreement is to disclose a presence or absence of an individual's relevant relationship with a commercial interest\* organization as required by the American Nurses Credentialing Center's Accreditation Program. Completion of this agreement is required as a course director or instructor, and those who fail to complete the agreement will not be eligible to teach or direct courses. The annual COI agreement is posted on the TNCC and ENPC pages of the ENA website. You must complete this online agreement to be considered compliant and able to teach.

COI agreements submitted by the deadline will remain valid for that calendar year. You will be notified annually by ENA Course Operations when it's time to update your COI status with a new agreement. Changes in your COI status will require an updated agreement.

It is the responsibility of the individual Course Director and instructor to complete the Conflict of Interest Disclosure on-line. NCAC will monitor that this is completed annually.

## APPENDIX K: DESIGNEE APPOINTMENT FOR INSTRUCTOR CANDIDATE MONITORING

Sample email text from Instructor-Trainer to NCAC:

To: **courses@nena.ca**

Subject Line: **Designation of Instructor Candidate Monitoring**

Text:

I am requesting permission to have [*insert designee name*] monitor

Instructor Candidate – [*insert name of candidate*] at the TNCC/ENPC [*insert course number*] on [*insert dates*] in [*insert location*].

[*insert name of designee*] is a current NENA member and an experienced Instructor.

Sincerely,

[*insert name*]

Cc [*designee*]

### III. APPENDICES

## APPENDIX L: SUSPENSION/REVOCAION PROCESS of TNCC/ENPC PROVIDER and/or INSTRUCTOR STATUS

### **Procedure for Suspension/Revocation of Trauma Nursing Core Course (TNCC)/Emergency Nursing Pediatric Course (ENPC) Provider and/or Instructor Status**

In order to ensure the integrity of the Trauma Nursing Core Course (TNCC) and the Emergency Nursing Pediatric Course (ENPC), the Emergency Nurses Association (ENA) reserves the right to take disciplinary action against Providers, Instructors, or individuals seeking verification from the ENA for a valid cause.

**The ENA's TNCC or ENPC verification card** technically remains the property of the ENA and must be returned if the verification is withdrawn for cause. The Provider and/or Instructor number will be invalidated.

**Cause for suspension or revocation of Provider or Instructor status** could include, but are not limited to:

- Revocation, suspension, or restriction of professional registered nurse license, or equivalent as defined by nursing licensure authority.
- Falsification of the TNCC or ENPC application, or any other TNCC- or ENPC-related information submitted to the ENA.
- Failure to follow the TNCC/ENPC Administrative Procedures in the proper instruction and administration of the course.
- Cheating on the TNCC or ENPC multiple-choice examination or psychomotor skills stations.
- Utilization of the TNCC or ENPC content and/or audiovisual materials for other purposes outside of the course, without obtaining prior written consent from the ENA Office.
- Unprofessional conduct or compromise to course integrity (i.e., lack of test security).

The individual in question will be notified in writing by certified mail that the NENA/NCAC has received evidence of cause for suspension or revocation of verification. This notification will describe the reported cause. The notification shall request the individual to submit in writing within 20 business days of notification, any evidence or argument concerning the proposed suspension or revocation of Provider or Instructor status. In addition to the original complaint, the evidence or argument will be reviewed by NENA/NCAC.

Once NENA/NCAC has reached a decision following their review, the individual will be notified by certified mail regarding the decision of NENA/NCAC. A copy of the decision will be sent to the NENA President, Director of Education and the Provincial Affiliate Director. This notice shall include a statement setting forth the reason for the decision, terms of suspension or revocation, and terms for reinstatement (if applicable). If the task force determines the need to suspend the individual's Provider or Instructor status, the task force will forward information regarding the task force review and appeal process, which is attached to this Procedure for suspension/Revocation of TNCC/ENPC Provider and/or Instructor status

## APPENDIX M: Appeal/Grievance Process

Any individual who wishes to appeal a decision must do so according to the established review and appeal process. This review and appeal process has been developed for individuals seeking reconsideration or reversal of a decision regarding suspension or revocation of Provider or Instructor status, or denial of application to become an instructor, course director, or Instructor Trainer. This process is conducted by an Appeal Committee directly with the individual who requests the appeal. The Appeal Committee will consist of five (5) individuals, whose main purpose is to ensure an impartial appeals procedure. The members of the Appeal Committee shall be qualified, through education and experience, to serve on the Committee to review individual decisions regarding verification. The Appeals committee will be appointed by the NENA president.

### Circumstance for Review and Appeal

The appeal process is available to any individual seeking reconsideration or reversal of a suspension/revocation or denial decision. However, any individual whose Provider or Instructor status has been revoked or suspended because of denial, revocation, or suspension of the individual's professional license by the state, provincial, or national licensure agency, shall have no right to pursue an appeal.

### Request for Appeal

Any individual who wishes to appeal a decision that suspended/revoked/denied his or her TNCC or ENPC Provider or Instructor status or potential status must submit a written request for an appeal, which must be signed by the individual and include the following:

- A statement of the individual's reasons for believing that the decision was incorrect, along with two copies of any supporting materials or documentation.
- Desired outcome.

The statement must be sent by certified mail to NENA's registered Office, to the attention, of the Director of Education

**Attention:** Director of Education  
PO BOX 365  
Chilliwack, BC  
V2P 6J4

This request must be postmarked within 10 business days after receipt of the certified letter regarding suspension or revocation or denial. Any materials not postmarked within this 10-day period will not be considered in the review and appeal process.

## **Selection of Appeal Committee**

The Appeal Committee will be appointed by the NENA President, NENA Director of Education and NCAC. If any member of the committee is affiliated with the appealing individual, a substitute member will be appointed.

## **Appeal Process**

If the individual (appellant) desires an opportunity to address the Appeal Committee in person or by conference call, the appellant may do so; however, he or she must bear the cost of such in-person review. The appellant can contact the NENA Board of Directors at [bod@nena.ca](mailto:bod@nena.ca) for an estimate of such cost. If the appellant desires an in-person review, such a request must be included with the statement of the appellant, described in this paragraph. The NENA Director of Education will advise the NENA president of the request for appeal process.

In advance of a review, all supporting materials for the case will be sent to the Appeal Committee by the NENA Director of Education.

An appellant may be represented by legal counsel at any meeting the appellant addresses the Appeal Committee, whether in person or conducted by conference call.

After receipt of a request for an appeal and the selection of the Appeal Committee, the Appeal Committee will consider the case as soon as practical.

At the request of individual members of the Appeal Committee, the Appeal Committee Chairperson may submit additional questions in writing to the appellant. The appellant will have the opportunity to respond in writing. The members of the Appeal Committee will review each case and reach a majority decision.

### **The decision of the Appeal Committee will be final.**

Written materials considered in the Appeal Process and written decisions of the Appeal Committee will be retained by NENA Office for three (3) years.

## Appendix N : Non-RN Licensed Healthcare Providers in a TNCC or ENPC 4th Edition Provider Course

Non-RN licensed healthcare providers who work in an emergency setting can participate in the written and skill station testing portion of a TNCC or ENPC Provider course. However the TNCC 1 day renewal is **ONLY** for RNs. The non-RN licensed healthcare provider who attends the provider courses will receive a certificate of attendance with the appropriate number of nursing Contact Hours awarded, but will not receive a verification card or verification status. If non-RN attendees are registered for a Provider Course, they may not exceed 25% of the total course attendees without obtaining prior permission from ENA. Fees and contact hours are the same for NON RN attendees.

- **This Certificate of Attendance is a different form than the one provided to RN attendees. The Course Director must request these forms from Course Operations prior to the course.**

Student nurses will continue to be considered auditors in TNCC or ENPC provider courses. Auditors cannot participate in the written and skill station testing portion of these courses.

### ***Financial Obligations***

Course Directors are responsible for all course fees. The Course Director must maintain their accounts in good standing. Course Directors with delinquent accounts are subject to suspension of their Course Director status. Course fees to NENA are due within 30 days of the course.

If a Course Director status is suspended due to outstanding fees to ENA or NENA the Director's Instructor status will be suspended as well.