



**Canadian Course Administration Manual
for ENPC and TNCC**

**Revised
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Statement of Purpose

Emergency Nursing Pediatric Course (ENPC) and Trauma Nursing Core Course (TNCC)

To maintain the quality of courses, the National Emergency Nurses Association (NENA), as a result of contractual agreements with the Emergency Nurses Association (ENA), requires that all courses are administered in accordance with consistent structured course administrative procedures as outlined in this document.

The overarching goals of ENA's courses are to foster safe care of patients in the emergency setting and to increase the skill and confidence of nurses who care for them. Accordingly, all individuals involved in the presentation or dissemination of ENA's courses (whether as an instructor, course director or instructor-trainer) shall, at all times, abide by the ENA Code of Ethics and the terms of the most current version of the Canadian Course Administration and Resources Manual for ENPC and TNCC, including all appendices.

Failure to strictly comply with the Canadian Course Administration and Resources Manual may, at NENA's sole and absolute discretion, result in the immediate termination, suspension, or permanent revocation of an individual's instructor status (thereby resulting in the loss of such individual's opportunity to present, teach, lead, or otherwise be involved with the administration, dissemination, or teaching of an ENA course).

NENA may not place restrictions on who may serve as instructors, course directors, and instructor-trainers, or how they perform their roles beyond the requirements in these Administrative Procedures.

NOTE: If there are any inconsistencies noted between the Canadian Course Administration and Resources Manual (for ENPC and TNCC) and the ENA Administrative Procedures, please refer to the NENEC folder on the NENA website or contact your regional NENEC representative at courses@nena.ca. The current online version of the Administrative Procedures is controlling and is the final authority over all course requirements as defined in any course-related documents.

NATIONAL EMERGENCY NURSES EDUCATION COMMITTEE (NENEC)

Purpose

The overarching purpose of this committee is to assist in upholding the goals of ENPC and TNCC as established by ENA.

- Administers, delivers, and evaluates all aspects of ENPC/TNCC across Canada in accordance with the contractual agreement between the Emergency Nurses Association (ENA) and National Emergency Nurses Association (NENA) and within the ENA and NENA course Administrative Manuals.
- Promotes the dissemination of ENPC/TNCC and other NENA endorsed courses as requested by the NENA Board of Directors.
- Serves as a resource to the NENA Board of Directors and TNCC/ENPC instructors.
- Assist in resolving issues regarding course administration, instructor performance and any other related issues.
- Oversees the instructor status suspension/revocation process (see **Appendix J: Disciplinary Procedures**).
- Assists in developing or enhancing quality improvement processes pertaining to ENPC/TNCC and other NENA endorsed courses.
- Monitors instructor eligibility to teach, including current NENA membership (twice a year), provincial Registered Nurse (RN) or Nurse Practitioner (NP) Licensure.
- Monitors individual instructor evaluation scores annually and develops an action plan to address the problem as outlined in the Instructor Quality Assurance section of this manual.
- Develops and reviews Terms of Reference of NENEC.
- Serves as course liaisons to facilitate communication at all levels (ENA, NENA Board of Directors, course instructors, and participants of the courses).
- Upon request by a course director, NENEC will assist in locating instructors willing and able to assist with a course.
- Reviews and updates the Canadian Course Administration Manual annually and as needed.
- Responds to any identified provincial/territory/regional issues.
- Monitor and responds to email inquiries (courses@nena.ca).
- Provide updates and responses to the NENA Board or the Director of Education within requested timelines. Attend scheduled on-line NENEC meetings and attend (in person) the NENA Board meetings, the AGM and National Conference at the direction of the NENA Board.
- Other duties and responsibilities as determined by the NENA Board.
- NENEC reserves the right to monitor courses on an ad-hoc basis.

Qualifications

- Must maintain NENA membership.
- Must have a current practicing RN or NP license in Canada and actively working in emergency care.
- Must have instructor trainer (IT) status in either ENPC or TNCC (or willingness to obtain during term).
- Must have current course director (CD) status in either ENPC or TNCC.
- Must have current instructor status in both ENPC and TNCC.
- Current emergency nursing experience in any one of the following areas of practice is required: clinical, education, administration, or research.

Appointment Procedure: Committee Members

- There will be a minimum of 3 members including a chairperson.
- There shall be at least one member that is an ENPC-IT and one member that is a TNCC-IT.
- The members of the NENEC committee are appointed by the NENA Board of Directors as recommended by the Director of Education.
- Committee representation shall have at least one member representing each of the following regions: West (BC, AB, SK, MB); Central (ON & QC); East (NB, NS, PE, NL & Independent (Yukon, NWT, & Nunavut)).
- Committee representation shall have preference over demographics and alternates shall be considered from other regions if suitable candidates are not found for vacant committee positions.
- Preferential consideration will be given to include a minimum of one member fluent at communicating in both official languages (English and French).
- Submitted applications will be screened using NENEC Qualification Criteria (**see Appendix A: National Emergency Nurses Education Committee (NENEC) Qualification Criteria**).
- Recommendations for final appointments to NENEC will be forwarded to the NENA Board of Directors by the Director of Education.
- Appointment of NENEC Committee Members will be for a three-year (3) term with a reappointment option of one term. All other extensions of appointments shall be at the discretion of the Director of Education and NENA Board of Directors.

Appointment Procedure: Chairperson

- Must be a current NENEC member.
- Must have attended at least two NENEC 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 NENEC Chair for submission to the Director of Education for appointment consideration.
- The Director of Education as approved by NENA Board of Directors will appoint the NENEC Chairperson.
- Appointment as NENEC Chairperson will be for a three-year (3) 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 NENEC and NENA Board of Directors and the Director of Education.

Quorum

- Quorum will be fifty percent (50%) plus one.

Meetings

- Face-to-Face meetings will be held at least once per year. Additional in person 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.

COURSE ORGANIZATIONAL STRUCTURE: Roles, Requirements and Responsibilities

Course Organization

- Authorization for ENPC and TNCC provider and instructor courses is obtained through ENA by registering the course via the ENPC/TNCC Course Management Portal.
- NENA Finance Administrator maintains records of ENPC/TNCC courses and related NENA indirect fees.
- NENA/NENEC maintains a database of instructors in collaboration with ENA.
- Individuals who have concerns regarding courses and/or procedures within a province/territory are encouraged to first contact the NENEC regional representative by emailing courses@nena.ca.

Responsibilities All Roles: Instructor Candidates, Instructors, Course Directors, and Instructor Trainers

- Must have a current practicing Registered Nurse (RN) or Nurse Practitioner (NP) license in Canada.
- Must maintain current NENA Membership.
- Present ENPC/TNCC content according to the current edition and in accordance with the ENA and NENA Administrative procedures.
- Uphold ENA's intellectual property rights to the ENPC/TNCC and course materials, translation, rules, policies, and procedures.
- Using sources outside of ENPC and TNCC to augment course content is not permitted. Providing guidance on content applicable local, facility and/or provincial policies and protocols is permitted provided it is made clear to participants that:
 - The additional content is separate from the course content.
 - The additional content has direct application to expectations for practice.
 - The additional content cannot replace any course content.
- Distributing ENPC and TNCC slides to students is not permitted.
- Maintain a professional and supportive learning environment.
- Maintain the security of course materials (**see Course Security p. 20**)
- Report instructor, course director (CD) and instructor trainer (IT) deficiencies or failure to adhere to these Administrative Procedures to your regional NENEC representative at courses@nena.ca.
- Must have their own personal copy of current edition course manual, and are responsible for staying current of all updates, amendments, additions, and clarifications to materials as released by ENA via ENA Connect ENPC/TNCC Instructor and Director Communities.
- Annually submit the Disclosure of Financial Relationships form to ENA. The form resides in their profile on www.ena.org and can be filled out and submitted from that location.

COURSE INSTRUCTORS

Role & Responsibilities

- Teach assigned components of ENPC/TNCC using current edition, up-to-date course material, and in accordance with the NENA and ENA Administrative Procedures.

Course Instructor Requirements

- Have a current practicing RN or NP license in Canada.
- Must maintain current NENA membership.
- Must have completed an ENPC or TNCC instructor course and monitoring.

Becoming a Course Instructor:

A: Be identified as a Potential Instructor:

- Course directors can identify attendees as instructor potential after they successfully complete the provider course. Providers who received instructor potential at a renewal course or as a challenger must observe a full course prior to taking the instructor course.
- The course director and instructor(s) review RN participants' performances to determine which participants meet the guidelines for Instructor Potential (IP). It is recommended that the provider be considered as a potential instructor if they have the following:
 - Have demonstrated an increased level of engagement, participation, and expertise in the course content.
 - **Achievement of at least 90%** on the Provider Multiple-Choice Examination.
 - **Achievement of at least 90%** of total points in the Evaluation Skill Station for ENPC/TNCC. If the participant does not score at least 90%, they may still be considered if other indicators of strong instructor potential are recognized.
 - Recommendation by more than one instructor (unless there is only one instructor).
- Instructor potential status must be formalized by the CD upon successful completion of the Multiple-Choice Online Exam in the ENPC/TNCC Course Management Portal within 30 days of course completion. The CD should provide the IP with a copy of the *Instructor Potential Recommendation and Checklist* found on the ENA Connect ENPC or TNCC course Instructors & Directors Library under *Forms, Resources & Agendas*.
- The IP must submit a copy of this form to the instructor course CD when applying for the instructor course.

B. Instructor Potential Eligibility Requirements:

- Must have a current practicing RN or NP license in Canada.
- Must be a NENA member. Current provider status for the appropriate course.
- Must have an Instructor Potential Recommendation and Checklist form, received from the ENPC/TNCC provider course CD.

The following additional criteria are recommended:

- At least 2 years of experience in trauma or pediatric nursing as applicable.
- Teaching experience.

C. Apply and Qualify to Attend an Instructor Course:

- Apply to attend an instructor course and submit completed *Instructor Potential Recommendation and Checklist* form to the instructor course CD. ENA will approve potential instructors and will determine any pre-course competency validation requirements.
- Instructor Potentials must pretest to revalidate their competency as an ENPC/TNCC provider within 180 days prior to the Instructor Course. This includes:
 - Achieving at least 90% on the Provider Online Examination (2 attempts).
 - Achieving at least 90% of the total points on the Provider Psychomotor Skill Testing Station.

Note: The only exception to the above pre-course testing/competency validation requirement is for an instructor course participant who has taken the same edition of the provider course within 180 days of the instructor course, received IP status from the CD, and scored at the IP level (i.e., 90% or better on the online examination and 90% or better on the Psychomotor Skill Testing Station) on the first attempt. Any instructor course participant meeting these specific requirements does not need to revalidate their competency.

- All instructor course participants who have taken the provider course more than 180 days prior to the instructor course must revalidate competency regardless of their scores.
- All pre-course testing/competency validation must be done by the instructor course CD or their designee.
- All pre-course testing/competency validation must be done within 180 calendar days of the start of the instructor course.
- Providers with instructor potential who are unsuccessful in the pre-course competency validation may not attend the instructor course. This must be reflected in the ENPC/TNCC Course Management Portal and the IT should keep all paperwork for a period of 7 years. ENA will not charge the instructor course indirect fee.
- The IP may attempt to pretest for another instructor course after ninety (90) days.
- Once IPs are approved to attend an instructor course by ENA, they will receive access to the Instructor Course Online Modules. These modules must be complete prior to attending the instructor course.

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

- If the provider with instructor potential scores too low (less than 90%) on the Online Exam to continue in the instructor course but high enough to renew provider status (between 80% and 88%), then:
 - The provider will have the option to receive a new provider card as a challenger by also passing the Psychomotor Skills Testing.
 - Course directors must contact Course Management and payment of indirect fees for the provider course for these participants must be made.
- The IP may attempt to pretest for another instructor course after ninety (90) days.

D. Achieving Instructor Status

- Apply and qualify to attend an instructor course as above.
- Attend the instructor course:
 - Each IP will demonstrate their ability to lead a large group discussion and to teach and evaluate a Psychomotor Skills Station.
 - Upon completion of the instructor course, the IP becomes an instructor candidate (IC). The IC must be monitored teaching a provider course within 12 months of the instructor course.
- Monitoring of the Instructor Candidate (IC):
 - Monitoring must be completed at provider course and is done by the instructor trainer (IT).

- The IC must be present for the entire course.
- If the IT is unable to monitor the IC, they will designate a qualified ENPC/TNCC instructor to complete monitoring. The IT must email NENEC (courses@nena.ca) with the name of the instructor that has been delegated to monitor the IC (**Appendix I: Designee Appointment for Instructor Candidate Monitoring**).
- The monitor may not evaluate more than two ICs in a single provider course.
- The monitor may not evaluate more than one IC at a time during the Psychomotor Skill Teaching Station or the Psychomotor Skill Testing Station.
- To achieve instructor status, the IC must meet the following criteria:
 - i. Be favorably evaluated while facilitating one or two large group discussion during a provider course.
 - ii. Be favorably evaluated while conducting the teaching and testing of the entire skills station in a provider course during one full rotation with a minimum of two participants.
 - iii. Note, an IC cannot be evaluated during a renewal course.
- An IC 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 IC may request a different monitor for the second and third sessions. If the IC is not deemed ready to teach independently after three monitoring attempts, the IC may retake the instructor course if their provider status is still current.
- ENA Course Management will change the IC's status to instructor status in the ENPC/TNCC Course Management Portal when all IC requirements have been met.

Achievement of Instructor Status between Course Revisions

- **If a course revision occurs before the IP can take an instructor course**, the IP must:
 - Observe an entire revised and registered course PRIOR to taking the instructor course for the current edition. Complete the Course Observation Form and send it to ENA Course Management. Observing students do not need to be registered for the course.
 - They must also successfully pretest prior to the instructor course whether or not their provider course was within one hundred eighty (180) days of the instructor course.
- **If there is a course revision during the twelve (12) months after the instructor course**, the IC must complete monitored teaching of the previous edition prior to completing the instructor update for the new edition. If this is not possible, the IC must:
 - Observe a current edition course, complete the Course Observation Form and send it to ENA Course Management. Observing students do not need to be registered for the course.
 - Complete the instructor update prior to being monitored in the revised edition.
 - This needs to occur within twelve (12) months of the instructor course, otherwise the IC must complete the revised edition provider and instructor courses, then successfully complete the monitoring process.

Continuing Nursing Education Contact Hours for the Instructor Courses:

- ENA is accredited as a provider of continuing nursing education by the **American Nurses Credentialing Center's Commission on Accreditation (ANCC)**. Participants receive a Certificate of Attendance with the appropriate number of contact hours awarded after attending the entire course and completing a Course Evaluation. Participants must attend the entire course to receive the contact hours. Contact hours may NOT be prorated. If a participant misses any portion of the course, it is up to the course director's discretion as to how the missed time may be made up or whether the participant should attend an upcoming course.

E. Maintaining Instructor Status:

- Have a current practicing RN or NP license in Canada.
- Must maintain current NENA membership.
- Instructors must maintain an average instructor evaluation score of 3.0 or higher.
- Instructors remain verified as instructors and providers by facilitating/teaching both large group discussion and skill station elements in at least one provider course every 24 months.
- Instructors must monitor the dates of their last course taught to maintain eligibility to teach. These dates will be listed in their profile on www.ena.org. If there are questions regarding an instructor's eligibility, ENA Course Operations may be contacted for clarification of status.
- ENPC/TNCC instructors' provider status will expire simultaneously with their instructor status unless they have a valid provider card.
- All course directors, instructors and instructor candidates shall complete the annual Disclosure of Financial Relationships form on the ENA portal. Failure to do so results in the inability to teach until completed.
- Must successfully complete the new edition update requirements.

Updating Instructor Status - Course Revisions:

- When there is a new edition of the provider or instructor course, all instructors must successfully complete the update requirements to retain instructor status:
 - If the instructor fails both instructor update exam attempts, they must successfully complete the revised provider course. After course completion, they must contact ENA Course Management with their exam score. The instructor must then finish the remainder of the online instructor update course to achieve instructor status in the new edition.
 - If the instructor does not complete the update before their current instructor and provider status expires, they will need to complete the revised provider course, instructor course, be re-monitored teaching the new edition, and then send the monitoring form to ENA Course Management. If the instructor does not complete the update before their current instructor status expires, but their provider status is current, they will need to observe the new edition provider course, complete the Course Observation Form, and send it to ENA Course Management, complete the instructor update course, be re-monitored teaching the new edition, and send the monitoring form to ENA Course Management.

Failure to Maintain Instructor Status:

- An instructor who has not taught a provider course for 24 full months must be re-monitored by an IT to regain instructor status before their provider status expires. The re-monitoring process is the same as for the monitoring of an IC and must be completed in a provider course.
- The course director must email an Instructor Candidate Monitoring form to ENA Course Management to document the re-monitoring process and to reinstate their instructor status.
- The instructor being re-monitored is not counted in the instructor-to-participant ratio.
- If the instructor's provider status has expired, they must retake the provider course, retake the instructor course, and be successfully monitored as an IC to regain instructor status.

*Failure to strictly comply with Administrative Procedures may result in the **immediate termination, suspension, or permanent revocation** of an individual's Instructor Status (thereby resulting in the loss of such individual's opportunity to present, teach, lead, or otherwise be involved with the administration, dissemination, or teaching of an ENA Course).*

COURSE DIRECTORS

A: Roles & Responsibilities

- Responsible for overseeing and coordinating all aspects of the ENPC/TNCC courses. **All the required components of the course must be taught.**
- **Must be present and continuously observing delivery of content while being immediately availability during the entire course.**
- Ensure course integrity by conducting ENPC/TNCC and other NENA endorsed courses in a professional manner in accordance with the Administrative Procedures in the **Canadian Course Administration and Resource Manual (For ENPC and TNCC)**.
- **Adhere to copyright laws in regard to all ENPC/TNCC 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 ENPC/TNCC including official translations (including without limitation, copyrights, trademark rights, patent rights, and trade secret rights).
- It is recommended to retain a copy of the final skill station evaluation sheets for participants who were unsuccessful for a period of six (6) years.
- It is the expectation that the course director (CD) maintains confidentiality of the participant's personal information and results of exams and skill testing stations with this exception:
 - Participation in the course is a direct requirement of employment and the participant's attendance and/or course fees have been paid for by their employer.
- Complete course registrations, submit course fees, and appropriate post-course documents to ENA via the ENPC/TNCC Course Management Portal and to NENA within specified time frames (**see Appendix B: Provider Course Organization Checklist and Appendix C: Instructor Course Organization Checklist**).
- Maintain the security of Pediatric Nursing Process (PNP) and Trauma Nursing Process (TNP) testing scenarios.
- Assists with problems, ensures current materials are used, maintains course integrity, and ensures course objectives are being met.
- Advise and support new instructors/instructor candidates by providing constructive feedback.
- Notify NENEC regional representative of persistent course or instructor concerns related to delivery and conformation with course content or performance.
- It is **strongly** encouraged that CDs promote NENA membership at each course. Promotional Material available from NENA (promotions@nena.ca).
- **If a course is cancelled or postponed update the ENPC/TNCC Course Management Portal and notify NENA (financeadmin@nena.ca) by email.**
- Course directors **must** ensure all course instructors are NENA members. If they require assistance, they can contact their regional NENEC representative or email: courses@nena.ca.
- Course directors or instructors who wish to teach outside Canada must seek permission from ENA.
- Functionality of roles across provinces/territories for instructors, CDs and instructor trainers is not restricted to their province/territory of residence.
 - Course directors are encouraged to use instructors in the province or territory where the course is held.
 - NENA fees will be paid to:
 - The province or territory where the in-person course was delivered.
 - To the course director's home province or territory for virtually delivered courses.

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.

B: Eligibility Requirements

- Have a current practicing RN or NP license in Canada.
- Must maintain current NENA membership.
- Must have current ENPC or TNCC provider and instructor status.
- Must have taught at least two (2) provider courses prior to being mentored as a CD (the initial course for monitoring does not apply). However, it is strongly recommended that the instructor teach four or more provider courses prior to being mentored as a CD (this can be achieved virtually or in-person) to fully prepare them to teach every course element at a moments notice.

C: Achieving Course Director Status

- The potential CD must be mentored in at least one (1) two-day provider course prior to holding a course independently.
- The mentor must be a current ENPC or TNCC CD. Mentors can be across provincial/territorial lines.
- Both the mentoring CD and the potential CD must be physically present for the entire provider course.
- The *Course Director Mentoring Form* must be signed by the mentor and the mentee and submitted to ENA Course Management.
- The Course director Mentoring Guide and the Course Director webinar, which can be found in the ENA Connect library, must be used.
- Ongoing communication with the mentoring CD is recommended when acting as a novice CD.

D. Bridging Process between ENPC and/or TNCC Course Director:

- A Current CD for one course (ENPC or TNCC) who meets the CD eligibility requirements for the other course (taught at least two courses in addition to the initial course taught while being monitored) must email ENA Course Management and copy NENEC at courses@nena.ca to request CD status for the other course.

E: Maintaining Course Director Status:

- Have a current practicing RN or NP license in Canada.
- Must maintain current NENA membership.
- Course Directors must maintain an average instructor evaluation score of 3.5 or higher.
- Course directors remain verified as instructors and providers by facilitating/teaching both large group discussion and skill station elements in at least one provider course every 24 months.
- Course directors must monitor the dates of their last course taught to maintain eligibility to teach. These dates will be listed in their profile on www.ena.org. If there are questions regarding a course director's eligibility, ENA Course Management may be contacted for clarification of status.
- When there is a new edition of the provider course all CDs must successfully complete all components of ENA's update requirements to retain course director, instructor, and provider status.

INSTRUCTOR-TRAINERS (IT)

Instructor Trainer/Faculty: These two terms can be used interchangeably; ENA refers to Faculty whereas NENA refers to instructor trainer (IT).

A. Roles and Responsibilities:

- Teach and /or course direct ENPC/TNCC instructor courses using current edition, up-to-date course material, and in accordance with the NENA and ENA Administrative Procedures. ENPC and TNCC instructor courses cannot be combined.
- ITs cannot oversee more than one instructor course at a time.
- Monitor ICs as they are verified teach their first provider course.
- Mentor an instructor who wants to become a new CD.
- Mentor First-time ITs: can mentor up to two (2) first-time ITs a single in-person instructor course. The first-time IT to Mentor ratio must remain 1:1 in a virtual or hybrid course.

B. Eligibility Requirement:

- Maintain current NENA membership.
- **Must** have current ENPC/TNCC provider, instructor and course director (CD) status.
- **Must** have taught at least four (4) provider courses in the past four years (ENPC or TNCC).
- **Must** have served as CD in at least two (2) courses in the past four (4) years.
- **Must** have cumulative instructor evaluation scores of 3.5 or higher in the past year.

C. Achieving Instructor Trainer Status:

- Submit a letter of intent to NENA's Director of Education at educationdirector@nena.ca.
- Actively participate as first-time IT in teaching all aspects of an instructor course with a current IT mentor present for the entire course.
- Email the *First Time Faculty* form to ENA Course Management upon completion of the course.
- Applicants must be given an opportunity to be supported teaching as First-time IT in an Instructor Course. If an instructor course is not available within the home province/territory, it is acceptable to teach as first-time IT outside of the home province /territory.

D. Bridging Process between ENPC and/or TNCC Instructor-Trainer:

- Instructor trainer bridging is the process whereby an IT in one course can become an IT in the other course by meeting the eligibility criteria (taught at least four provider courses in the past four years and served as CD in at least two courses in the past four years).
- Current ENPC or TNCC ITs for one course who meet the eligibility requirements of IT in the other course must email NENA's Director of Education at and copy ENA Course Management (enau@ena.org) to request Faculty status for the other course. The request must identify a mentor or request a mentor for the bridging IT's first instructor course. The mentor does NOT need to be present for the course.

E. Maintaining Instructor-Trainer Status:

- Must maintain current NENA membership.
- Instructor trainers must maintain their instructor status.
- Instructor trainers must participate in at least one (1) Instructor Course every 48 months.
- When there is a new edition of the provider or instructor course, all ITs must successfully complete ENA's update requirements to retain course director, instructor, and provider status.

SETTING UP COURSES

Marketing:

- It is important to market ENPC/TNCC 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. It is recommended where possible that fees reflect a price for NENA members that is reduced from that of non-NENA members. This is to support and encourage membership to NENA; therefore, it is suggested that the price reduction reflect the cost of membership in the province in which the course is occurring. **Exception: where courses are funded through hospitals or health regions and the course fees are based solely on course cost recovery.**
- The marketing materials must clearly state that non-nursing participants cannot be granted provider status but can receive education credits. Non-nursing participants may participate in all components of the course, including Skills Station Testing and the online exam; however, they cannot be granted verification/provider status. They will receive education credits.
- ENA is the sole and exclusive owner of all rights, titles, interests, and all ancillary rights to any all materials and information pertaining to ENPC/TNCC including official translations (including without limitation, copyrights, trademark rights, patent rights, and trade secret rights).
- All marketing material must include ENA branding and the ENA trade marked logo. Course directors must adhere to the ENA branding guidelines, which are available in the Connect library.

Co-Sponsorship:

- ENPC/TNCC 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 ENPC/TNCC for those courses) to assist in presenting the course. A co-sponsor may not alter the course content. Any financial relationships must be declared on the Disclosure of Financial Relationships form. The form resides in their profile on www.ena.org and can be filled out and submitted from that location.

Manuals and Course Material:

- Provider manuals must be purchased directly from ENA for distribution to attendees at least 30 days prior to the course.
- Manuals are to only be given to course participants.
- All participants must have their own manual (current edition) to use before, during and after 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).
- Participants must be provided with access to online material at least 30 days prior to the course.
- Bulk ordering of manuals is permitted. The dissemination of manuals is the responsibility of the CD.
- Late admittance to a course is at the discretion of the CD. It is recommended the CD ask the participant to sign the late book acknowledgement form found on the ENA Connect ENPC or TNCC course Instructors & Directors Library under *Forms, Resources & Agendas*. This form is recommended to protect the CD from allegations of inadequate opportunity to prepare for the course should the participant not be successful.

Course Fees:

- When organizing a course, the fee structure for ENPC/TNCC 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 D: Course Fees**).
- Manuals are ordered through the ENPC/TNCC Course Management Portal. 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 CD or designee, they are the responsibility of the CD 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 CD status. If a CD's status is suspended and the CD's accounts are not current, their instructor status will be suspended as well. If there is no resolution regarding payment of fees, the CD may be permanently removed by the NENA Board of Directors from the Canadian roster of instructors (Appendix J: Disciplinary Procedures).**
- Fees must be paid for both RN and non-RN participants. Fees must also be sent for any course participant who does not complete the course or are unsuccessful in the course.
- Fees can be paid electronically or by cheque to both ENA and NENA.
- If paying electronically to ENA, view the invoice and pay by credit card on the ENPC/TNCC Course Management Portal. If paying by cheque, the CD must download the invoice generated by ENA from the ENPC/TNCC Course Management Portal and may pay it by check or money order in US funds.
- If paying NENA fees electronically they can be paid by credit card or e-transferred to NENA Finance Administrator by using financeadmin@nena.ca; the CD must send the Finance Administrator a separate email which includes the established question and password for the e-transfer, which must be accompanied by *NENA Payment Form* (see **Appendix E**) as an attachment.
- If you require an invoice for NENA indirect fees, please email financeadmin@nena.ca.

PROVIDER COURSES

- Course directors (CD) and instructors should check the ENPC/TNCC Course Management Portal for any changes and updates to course materials.
- Course directors and instructors should subscribe to receive ENA Connect Email for all roles in which they serve and courses they teach which is accomplished through the ENA portal. Ensure email addresses with NENA and ENA are current in order to receive updates from NENEC.

Course Types:

Both ENPC and TNCC are offered as a one- and one-half day course that includes online pre-course modules, didactic lecture, a skills test and an online exam. TNCC may also be offered, at the discretion of the CD in a one-day renewal course. The renewal course is designed for RNs who hold a current TNCC verification.

Course Authorization:

- Provider courses **must** be conducted within the guidelines described in these Administrative Procedures.
- It is recommended that applications be submitted to ENA via the ENPC/TNCC Course Management Portal **at least** eight (8) weeks prior to the course date.
- If using computerized simulation please refer to **Appendix F: Use of Technology** for ENA approval.
- The course number will be provided by ENA and shall NOT be altered in any manner.

Course Content:

- Provider courses are designed as minimum 1.5 days in length and may be taught in-person, live-virtual or hybrid.
- Alternate scheduling formats may be implemented at the discretion of the CD provided that the minimum 1.5-day time allotment for required core didactic and psychomotor skills are presented.
- The length of the course may be increased should the participant-to-instructor ratio need to be increased.
- 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.
- The instructor or CD may discuss, demonstrate, and/or disseminate material that is in-keeping with provincial/territorial nursing standards of practice as well as institutional, provincial/territorial policies and/or practice guidelines. It must be clearly stated that this is not part of ENPC/TNCC but rather an adaptation.
- The creation and distribution of additional study materials outside of course content is not permitted.
- The distribution of ENPC and TNCC slides to students is not permitted.
- Recording of in-person or virtual courses is not permitted.
- Videoconferencing is an acceptable method for teaching ENPC/TNCC courses. Live virtual courses **require learners to actively participate and be on-camera**. Video is required for testing. In order to make this method of delivery a quality service, the guidelines outlined must be followed (see **Appendix G: Live-Virtual and Satellite Site Hybrid Course**).

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.
- It is strongly recommended to have at minimum two instructors in each virtual course.
- Instructor Candidates are not included in the 4:1 or 6:1 ratio.
- Challengers do not count in the student/instructor ratio if the challengers do not delay other participant testing.

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.
- If local and/or regional instructors cannot be secured, the CD may contact their NENEC representative (courses@nena.ca) to see if instructors from other provinces may be able to assist. All fees for travel/compensation for this instructor must be budgeted by the CD; NENA nor NENEC will be responsible for compensation.
- If adequate instructors cannot be secured then participant numbers must be limited to maintain 6:1 ratio.
- It is also recognized that there will be instances whereby a course is planned and an instructor must back out for personal or professional reasons that are unavoidable at a late date. If a replacement instructor cannot be located locally or by the above described process, an email **must be** sent to Course Operations at ENA (CourseOps@ena.org) and to NENA at (courses@nena.ca) to explain the occurrence and efforts to mitigate the shortage of instructors for a course. Course times will need to be extended as appropriate.

Participant Requirements:

- Nurses in a variety of clinical areas would benefit from and should be encouraged to take ENPC/TNCC.
- **Registered Nurses** (or RN equivalents) are the only health care providers eligible for ENPC/TNCC verification.
- **Non-RN Health Care Providers** (LPNs, paramedics, Respiratory Therapists) may attend a provider course with the following provisions:
 - They may not attend as a Challenger student and may not attend a renewal course.
 - ENA does not allow auditing of any ENPC or TNCC course.
 - They can participate in the skill testing station portion of the ENPC/TNCC provider course and have the option to complete the online exam.
 - They must be provided with a provider manual and access to all pre-course modules.
 - They must be listed as a non-RN participant on the student roster in ENA's Course Management Portal.
 - Indirect fees must be submitted to ENA for all non-RN participants.
 - The participants will receive a nursing continuing professional development contact hour certificate after completion of an online course evaluation but will not receive a verification card or provider status.

- **Regardless of Clinical Background:**

- All participants are expected to thoroughly read the ENPC or TNCC provider manual and to complete the pre-course online modules.
 - Participants must register for the course by clicking the course registration link in the email sent to them by their CD.
 - Both ENPC and TNCC have required pre-course modules that participants must complete prior to attending day one of the course. Failure to complete the online modules prior to day one of the course will result in the participant not being able to attend the course.
 - The CD should include directions on accessing the pre-course modules to participants within their welcome letter/email. Participants will have access to these online modules for the duration of their ENPC/TNCC verification period (i.e. 4 years).
 - Students who attend Day 1 of the course but are unable to attend Day 2 should be marked as “No Shows” to not be charged for attendance, and must register for another provider course to complete Day 2.
- Participants in virtual courses must always have their camera on and must be present throughout the entire course. Going off camera or leaving the course for more than a few minutes will result in the student being removed from the course.

Successful Course Completion:

- **Psychomotor Skill Station Evaluation:** To successfully pass the skill station test, the following criteria must be met:
 - All starred criteria (both double and single) AND at least 70% of the total points identified on the evaluation sheet must be demonstrated.
 - Double-starred criteria must be completed in sequential order before moving to the next step.
 - Single-starred criteria must be done before completing the station; their sequence is not critical.
 - Instructors may not coach, instruct, or otherwise guide participants through the scenario. Instructors may respond to the learner’s questions related to the scenario, such as repeating vital signs or assessment findings, and only provide information listed in the scenario.
 - Students have two (2) attempts to successfully complete the skill station
 - The participant who does not successfully pass on the first attempt may receive remediation and be re-evaluated using a different testing scenario.
 - The participant should be retested by a different instructor if one is available.
 - If the participant is unsuccessful on the second attempt, the participant must register to take another provider course, or may challenge another provider course to pursue verification.
 - If a participant is unsuccessful on both attempts, the participant is ineligible to take the online examination.

- **Multiple-Choice Online Examination:**

- The CD is responsible for entering the skills station scores upon completion of the course. This action will load the course evaluation and the online exam into the student's account, which they can access immediately.
- Once the student successfully passes the skills station, they have seven (7) days from the last day of the course to complete the exam.
- The exam must be taken independently. No group testing or coaching, either in-person or virtually, is permitted.
- The exam consists of fifty (50) multiple-choice items. Students have two (2) attempts to complete the exam. Some exams may include 5 items that are being pre-tested for use on future exams. These items will not be scored. An additional thirty (30) minutes will be added to the time limit if pre-test items are included.
- The participant can reference the current provider manual and notes from class during the exam. Students may not use online exam tools, such as Quizlet, to complete the exam.
- After successful completion of the exam with a passing score of 80% or higher and completion of a course evaluation, the participant is verified as a provider. The provider will have online access to the contact hour certificate and the verification card.
- Providers will not be able to retest to achieve a higher score if they passed on the first attempt.
- If the participant is unsuccessful on their first attempt, they will have one opportunity to retake the examination within the same seven (7) day exam window.
- If the student is unsuccessful on their second exam attempt, they must take another provider courses in its entirety, including skills retesting.

Note: Any student who may need special accommodations when taking the written exam can contact course management at www.ena.ena.org directly for assistance. Students can find accommodation request directions at the bottom of their registration email.

Verification Card:

- After successful completion of the online exam and submitting the Online Course Evaluation, participants will have access to a Verification Card that can be downloaded, saved or printed as required.
- Expiration of Verification will occur four (4) years from the last day of the month in which the course was completed.
- The card can be reprinted or downloaded at a later date by the participant by accessing ENA Course Portal.

COURSE SECURITY

General Security:

- All course materials are ENA's valuable intellectual property, must be protected, and may be used only within ENPC and TNCC. Course directors and instructors are strictly prohibited from using ENA's course materials for any other teaching or training purpose. Violations are considered a breach of permissible use. In the event of such a breach, course director and/or instructor status may be revoked.
- To maintain learner privacy and to align with copyright law, ENA does not permit recording of in-person or virtual course.
- Breaches in the security of course and test material are to be reported immediately upon discovery to ENA Course Management and NENEC.
- Course directors are encouraged to discuss the available course material with the course instructors to ensure the instructors are familiar with the content.
- Instructors are responsible for maintaining security of all testing materials, either on paper or in any digital format.
- Skill testing scenarios used with a high-fidelity simulation manikin must either be removed from the computer after use or be password protected to prevent unauthorized access.

Skill Testing Station :

- The area in which the testing station is set up must be private. Only one testing station may be set up per room (unless sound/sight line barriers are erected). Testing may not be conducted in any public area (e.g., a hallway is not an appropriate testing area). When conducting a virtual course, instructors must use a breakout room for testing. Only the participant testing at the time is allowed in the testing area or breakout room; no other participants may be present, even if they have completed the testing.
- Remind the participants not to share any information regarding their skill testing scenarios with other participants (including those who have already completed the testing).
- Remind the participants that books, papers, notes, phones, smart watches, tablets, and any other mobile devices are not allowed in the testing area.
- The participant is allowed a blank sheet of paper and a pen or pencil.
 - The blank paper and pen or pencil are provided by the instructor or CD. This can also be in the form of a white board or poster paper and marker.
 - No other materials may enter the testing room. Anything the participant writes on this blank paper must come from memory. It may be used to write the mnemonics or notes while listening to the scenario. If the participant writes notes of completed assessments or interventions throughout the testing process, ensure this does not slow down the testing, making others wait.
 - The paper provided is collected by the instructor or CD and is not allowed to leave the testing room. If using a white board, ensure it is completely erased prior to admitting the next participant. In the case of a virtual course, the participant must show both sides of the blank piece of paper prior to writing on it. Upon conclusion of the station, the participant must destroy the piece of paper within sight of the instructor.

INSTRUCTOR COURSES

Instructor Course Authorization:

- Instructor courses must be conducted within the guidelines described in these Administrative Procedures.
- It is recommended that the course is created on ENPC/TNCC Course Management Portal at least 30 days prior to the course date.
- An instructor course cannot combine ENPC and TNCC instructor potentials. It must either be an ENPC instructor course or a TNCC instructor course.
- The CD of the instructor course invites instructor potentials (IP) to attend the course by registering them in the ENAs ENPC/TNCC Course Management Portal. ENA will determine if the IP meets the criteria to attend the instructor course and will verify any requirements to revalidate their competency as an ENPC/TNCC provider prior to attending.

Instructor Course Format:

- The instructor course is designed to prepare providers with IP status to become instructors. The Instructor Path Online Modules emphasize appropriate teaching strategies as well as correct evaluation methods.
- The instructor course may be held in-person or virtually. Students attending a virtual course must have their camera always turned on and must be present for the entire course in order to be marked as attended.
- The instructor course is most commonly held in a one-day format.
- Additional time will be required for pre-course Psychomotor Skills Testing. This can be done the day of the instructor course or up to 180 calendar days, prior to the course.

Course Materials:

- To prepare for the teaching exercises, the CD must provide the IP with the relevant course material from the ENA Connect community libraries. The instructor course participants should have these materials at least 30 days in advance.
- The *Instructor Course Guide* is available through the *Instructor Path Online Modules* and in the ENA Connect community libraries under Forms and Resources.
- Instructor course online modules must be complete prior to attending the instructor course.
- On successful completion of the instructor course, the IP achieves instructor candidate (IC) status.
- Once the IC successfully completes their monitoring, they will receive access to the ENA Connect community libraries which includes materials needed for teaching a provider course.
- The IT will demonstrate how to access the Canadian Course Administration and Resource manual (for ENPC and TNCC).

Instructor Course Participant-to-Instructor Trainer Ratio:

- A 4:1 instructor course participant-to-IT ratio is highly recommended. The instructor course participant-to-IT ratio may not exceed 6:1.
- Observers and first-time ITs are not included in the ratios.
- The ratio of first-time IT to instructor course participants in an instructor course is one (1) first-time IT to every two (2) participants.

Allowable Number of Instructor Course Participants:

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

INSTRUCTOR QUALITY ASSURANCE

- To continue teaching ENPC/TNCC instructors must achieve and maintain a composite instructor evaluation score of 3.0 or higher. This score is a compilation of participant evaluation scores from the courses submitted to ENA Course Management. Course directors may obtain the compilation reports of instructor evaluation scores for individual instructors on the ENPC/TNCC Course Management Portal. Course directors who identify an instructor with a cumulative evaluation score less than 3.0 should develop an action plan to address the issue. This plan should be communicated to NENEC via e-mail (courses@nena.ca). NENEC 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 this notification, NENEC 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, they will be placed in the Suspension/Revocation process (see **Appendix J: Disciplinary Procedures**). 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 IC. 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 two (2) times**. The IC may request a different monitor for the second time. If unsuccessful after two monitored sessions, the instructor will no longer be able to teach ENPC/TNCC.

APPENDIX A: NATIONAL EMERGENCY NURSES EDUCATION COMMITTEE (NENEC) QUALIFICATION CRITERIA

Pre-Requisite:

- Instructor trainer status in either ENPC or TNCC (or willingness to obtain during term)
- Current course director status in either ENPC or TNCC
- Current instructor status in both ENPC and TNCC
- Letter of support/endorsement from your Provincial Emergency Nursing organization
- Cover letter indicating your rationale for becoming a member of NENEC

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

- TNCC instructor
- ENPC instructor
- Instructor trainer status for either ENPC or TNCC
- Completion of BSN or BN
- NENA Committee involvement
- Provincial Emergency Nursing Organization involvement
- Currently practicing in an emergency environment
- NENA Member
- ENC(C)

APPENDIX B: PROVIDER COURSE ORGANIZATION CHECKLIST

Suggested timeline

3-4 MONTHS PRIOR TO COURSE

- ☐ Select and book course date and site
- ☐ Create course in the ENPC/TNCC Course Management Portal
- ☐ Marketing – Prepare and distribute brochures and registration forms
- ☐ Book qualified instructors (the participant to instructor ratio is 4:1, with a maximum ratio of 6:1)
- ☐ Ensure instructors are NENA members and have completed their Disclosure of Financial Relationships form
- ☐ Purchase manuals on eCourseOps platform or by contacting ENA course Ops
- ☐ If required for verification of Instructor Candidates book an instructor trainer or designate (see **Appendix I: Designee Appointment for Instructor Candidate Monitoring**)
- ☐ Make hotel and travel arrangements as necessary
- ☐ Establish course budget and fees

2 MONTHS PRIOR TO COURSE

- ☐ Book A-V equipment and Skill Station equipment (Computer/laptop, Projection equipment, Speakers, Microphones etc.)
- ☐ Book models/manikins (see **Appendix F: Use of Technology**)
- ☐ Book catering, if required
- ☐ Prepare participant pre-course letter
- ☐ Add participants to the course management portal
- ☐ Distribute manuals, pre-course letter and provider pre-course module directions to participants once payment is complete (if applicable)
- ☐ Assign group discussions and skill stations to instructors
- ☐ Prepare and print course schedules and rotations for distribution to instructors and participants

1 MONTH PRIOR TO COURSE

- ☐ Distribute schedule to instructors and confirm availability
- ☐ Ensure course registration completed by participants

2 WEEKS TO 1 DAY PRIOR TO COURSE

- ☐ Consider 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 ENA Connect Community libraries
- ☐ Verify participant registration for the Course and completion of pre-course modules on ENAU
- ☐ Consider sending a reminder email to students that have not completed the modules

1-2 DAYS PRIOR TO COURSE

- ☐ Examine facilities and ensure appropriate set up of rooms
- ☐ Review equipment and supplies
- ☐ Prepare files, course signs, and name tags
- ☐ Optional: Acquire refreshments if they are being supplied

DURING COURSE

- ☐ Check lecture classroom to ensure correct set-up and availability of equipment
- ☐ Verify availability of refreshments, as needed
- ☐ Distribute materials to students (e.g. agendas, evaluation forms)
- ☐ Ensure adherence to time schedule
- ☐ Mark participant attendance in ENPC/TNCC Course Management Portal on Day 2
- ☐ Check in with instructors to identify any participants that they have concerns with
- ☐ Collect expense forms from instructors if required

LAST DAY OF COURSE

- ☐ Assist with any re-testing of Psychomotor Testing Stations and/or make a plan for future remediation with student and ENA
- ☐ Enter Psychomotor Skills Test scores need to be completed course in the Course Management Portal by day two
- ☐ Conduct post-course meeting with instructors, review participant evaluations (QA scores) if applicable, review course effectiveness and identify Instructor Potentials from course participants

POST COURSE

- ☐ Prepare receipts of payment as applicable (may be sent out at this time or the day of the course); ensure any invoices that are issued to Health Authorities are paid
- ☐ If applicable: Distribution of Honorariums / Fees
 - Instructors/ course director
 - Models
 - Facility and equipment rental
- ☐ Course fees must be paid to ENA and NENA within 30 days of course completion (see **Appendix D: Course Fees**)
- ☐ Send payment and Form C (**Appendix E**) to NENA Finance administrator **within 30 days** (financeadmin@nena.ca). Payment may be made by cheque, e-transfer or credit card
- ☐ Complete IP Recommendation Checklist and send to identified instructor potentials
- ☐ Keep a copy of 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 any materials sent to ENA in case they are lost in the mail

APPENDIX C: INSTRUCTOR COURSE ORGANIZATION CHECKLIST

Suggested timeline

3-4 MONTHS PRIOR TO COURSE

- ☐ Select and book course date and site
- ☐ Reach out to course directors in your area to determine if there are IPs from any of their courses
- ☐ Book qualified ITs, the instructor potential (IP) to IT ratio is 4:1, with a maximum ratio of 6:1
- ☐ Ensure ITs are NENA members and have completed their Disclosure of Financial Relationships form
- ☐ Establish course budget and fees
- ☐ Make hotel and travel arrangements as necessary

2 MONTHS PRIOR TO COURSE

- ☐ Create course in the ENPC/TNCC Course Management Portal at least 30 days in advance
- ☐ Book A-V equipment and Skill Station equipment, (Computer/laptop, Projection equipment, Speakers, Microphones etc.)
- ☐ Book models/manikins (see **Appendix F: Use of Technology**)
- ☐ Book catering, if needed
- ☐ Register participants in the ENPC/TNCC Course management Portal using the information provided on the *IP Recommendation Checklist*
- ☐ Prepare and send participant pre-course letter and *Instructor Course Guide*
- ☐ eCourseOps will determine whether the IP needs to pretest. All IPs must pretest (both online multiple-choice exam and TNP/PNP skill station) if more than 180 days have lapsed since provider course
- ☐ If pretesting is required, eCourseOps will provide access to the online provider course exam. The exam will be assigned no sooner than 180 calendar days before the instructor course
- ☐ If IPs are unsuccessful, they will not be able to attend the instructor course
- ☐ Assign group discussions and skill stations to IPs

1 MONTH PRIOR TO COURSE

- ☐ Confirm availability of ITs
- ☐ Prepare and print Course Schedule and Rotations for distribution to IT(s) and participants
- ☐ Teaching assignment: One group discussion and one TNP or PNP teaching station per participant

*Check the ENA Connect Community libraries for current Course Materials

2 WEEKS TO 1 DAY PRIOR TO COURSE

- ☐ Consider booking IT(s) pre-course meeting

1-2 DAYS PRIOR TO COURSE

- ☐ Examine facilities and ensure appropriate set up of rooms
- ☐ Review equipment and supplies
- ☐ Prepare files, course signs and name tags
- ☐ Optional: Acquire refreshments if they are being supplied to participants
- ☐ Print required forms: *Peer Performance Critique** (enough for each IP to critique all students) forms, course evaluation forms, *Instructor Candidate Monitoring Form*

DAY OF COURSE

- ☐ Check classroom to ensure correct set-up and availability of equipment
- ☐ Verify availability of refreshments, as needed
- ☐ Distribute materials to participants (e.g. agendas, evaluation forms)
- ☐ Ensure adherence to time schedule
- ☐ Conduct the course as outlined in the *Instructor Course Guide* and agenda
- ☐ Provide each IP with enough *Peer Performance Critique* forms for the entire class
- ☐ Collect the *Peer Performance Critique* forms to aid completion of the *Instructor Candidate Performance Report*
- ☐ Provide each new IC with the following at the end of class:
 - Peer Performance Critique forms
 - Completed Instructor Candidate Performance Report
- ☐ Discuss future instructor monitoring requirement with ICs
- ☐ Once the instructor course is completed, the IC must complete the online course evaluation. They will then be able to print their continuing education certificate

POST COURSE

- ☐ Prepare Receipts of payment as applicable (may be sent out at this time or the day of the course); ensure any invoices that are issued to Health Authorities are paid
- ☐ Note: No indirect fees are required to be submitted to NENA for instructor courses.
- ☐ If applicable: Distribution of Honorariums / Fees
- ☐ Make a copy of the IT Roster if a first-time IT was participating and send to ENA Course Operations
- ☐ Include Course number on all course material and payments being sent to ENA
- ☐ Payments can be made by credit card or cheque

If applicable, Course materials can also be scanned and emailed to ENA Course Operations at enau@ena.org.

It is recommended to keep a copy of Psychomotor Skill Station Evaluation Sheets for participants who were unsuccessful, for a period of six (6) years

APPENDIX D: COURSE FEES

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's status is suspended due to outstanding fees to ENA or NENA the course director's instructor status will be suspended as well.

Course directors are to contact courses@nena.ca if there are questions about the fees structure.

NENA Fees

For course fees submission to **NENA:**

- Payments can be mailed to: National Nurses Emergency Association
PO Box 365
Chilliwack, BC
V2P 6J4
- E-transfers can be sent to (financeadmin@nena.ca).
- Credit card payments (3.2% convenience fee).

E-mail financeadmin@nena.ca to request a secure credit card link, or to send an e-transfer

- Ensure Form C accompanies all course fees to the NENA Finance Administrator. Form C is also included on the NENA website under Courses – ENPC or TNCC.
- Payment of fees to NENA is to be within 30 days of completion of the course.
- Follow directions on Form C for payment.
- Please clearly indicate course number and number of participants.

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.

ENA Fees

For course fees submission to **ENA:**

- Payment of fees to ENA is to be within 30 days of completion of the course.
- Ensure invoice generated from the ENPC/TNCC Course Management Portal is included with your payment if paying by cheque or money order.

APPENDIX E: FORMS (not included with ENA resources)

FORM C

Form C can be found on the NENA website. Click the “courses” tab, then click on either TNCC or ENPC for the link.

This form must be used to submit all TNCC and ENPC course fees to the National Emergency Nurses’ Association. If a health authority/hospital finance department is paying the invoice, please enclose this form with a cheque. Email a copy of this form to financeadmin@nena.ca as well as submitting it to the paying authority to ensure your payment gets credited to the correct course.

Payment methods accepted:

- Cheque,
- e-Transfer
- Credit card (3.2% convenience fee), or
- Direct deposit:

Email financeadmin@nena.ca EFT forms, to request a secure credit card link, or to send an e-Transfer.

*Please reference all course number(s) being paid.

https://nena.ca/wp-content/uploads/2023/11/NENA-Course-Fees-Submission-Form-Fill-In-PDF-2023_EN-1.pdf

https://nena.ca/wp-content/uploads/2023/11/NENA-Course-Fees-Submission-Form-Fill-In-PDF-2023_FR-1.pdf

APPENDIX F: USE of TECHNOLOGY

The use of computerized patient simulators in ENPC/TNCC courses may be a valuable adjunct to teaching and learning.

- A.** Intention to use computerized technology must be submitted to ENA Education at education@ena.org for approval prior to preparing the computerized scenarios.
- B.** The computerized program must include a manikin to ensure a hands -on experience; no other format or version is acceptable (i.e., no computer screen simulations).
- C.** The ENPC/TNCC Psychomotor Skill Testing Scenarios may be used only in the simulation environment for ENPC or TNCC. No additional use in other courses or other training sessions is permitted.
- D.** In all cases, the information as provided in the ENPC/TNCC scenarios must be entered into and reproduced by the simulator exactly as stated in the scenarios.
- E.** ENA may exercise the right at any time to examine the computerized simulation and courses delivered using the simulator.
- F.** ENA retains all rights to the ENPC/TNCC scenarios.
- G.** Computerized scenarios may never be given, sold, or shared with other programs unless specifically approved by ENA.
- H.** 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.

APPENDIX G: LIVE-VIRTUAL and SATELLITE SITE HYBRID COURSE

Satellite site hybrid courses are virtual courses that incorporate live-virtual skills learning and testing at more than one site. It is an acceptable method for teaching the large group components of the ENPC/TNCC courses.

- A.** Intention to use videoconferencing during ENPC/TNCC outside of processes outlined in this document and endorsed by ENA must be submitted to ENA Education at education@ena.org for approval prior to the course.
- B.** All Administrative Procedures, Policies, and Course Scheduling are the same as those of the original ENPC/TNCC teaching format and regulations.
- C.** A qualified ENPC/TNCC instructor **MUST** be present at each satellite site to coordinate materials, troubleshoot technical problems, answer questions, conduct all teaching and testing skill stations.
- D.** The appropriate participant -to-instructor ratio must be maintained at each satellite.
- E.** A direct phone number from the satellite site to the origination site must be designated before the class and available throughout the course.
- F.** If any problems occur with transmission of the audio or video, the instructor present at the satellite site will be expected to complete the course presentation or segments thereof until proper connections are re-established.
- G.** A written agreement between the course director and the satellite site instructors is recommended. This agreement should outline expectations of the course director and satellite site instructors and provide guidelines for dealing with any technical difficulties.
- H.** It is the responsibility of the course director to make sure all necessary course materials are sent to the satellite site Coordinators.
- I.** It is the responsibility of the course director to collate the testing materials from all the satellite sites and forward the information to ENA Course Management.
- J.** ENA does not allow recording of virtual courses.

APPENDIX H: DISCLOSURE of FINANCIAL RELATIONSHIPS

The ENPC and TNCC Administrative Procedures require all course directors and instructors to annually complete an online disclosure. The purpose is to disclose the presence or absence of an individual's relevant relationship with an ineligible company as required by the American Nurses Credentialing Center's Commission on Accreditation. You must complete this online agreement to be considered compliant and able to teach. The agreement will remain valid for the calendar year and any changes in your disclosure status will require an updated form.

Course Directors and NENEC members: This process will allow you to view the disclosure compliance status of your instructors to ensure, prior to teaching, they have a current disclosure on file. To view instructor status, run a "Current Instructors Report" located in the Reports section of the Course Management portal in ENAU. Disclosure status is also visible in the Course Management portal when you add instructors to your courses. A button to copy the disclosure link is also available to make it easier for you to send reminders.

If Disclosure Compliance Status is shown as "Not Submitted," please remind your instructor to complete the form. A disclosure is required to teach. Course directors are not able to add an instructor to the course roster until the disclosure is completed. "Compliant" status indicates that the instructor is compliant and has no financial relationship to disclose. "Compliant with Resolution" status indicates that the instructor has a financial relationship to disclose to learners. If status is shown as "Noncompliant" or "Noncompliant in Review", ENA will work with the individual instructor to mitigate.

APPENDIX I: DESIGNEE APPOINTMENT FOR INSTRUCTOR CANDIDATE MONITORING

Sample email text from instructor trainer to NENEC:

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 ENPC/TNCC [insert course number] on [insert dates] in [insert location].

[Insert name of designee] is a current NENA member and an experienced course director and/or instructor.

Sincerely, [insert name]

Cc [designee]

APPENDIX J: DISCIPLINARY PROCEDURES

Procedure for Suspension/Revocation of Trauma Nursing Core Course (TNCC)/Emergency Nursing Pediatric Course (ENPC) Instructor Status.

In order to ensure the integrity of the Emergency Nursing Pediatric Course (ENPC) and the Trauma Nursing Core Course (TNCC), the Emergency Nurses Association (ENA) and the National Emergency Nurses Association (NENA) requires that all courses are instructed and directed in strict accordance with the Administrative Procedures.

ENA /NENA may suspend or permanently revoke an individual's status for failing to adhere to and abide by the Administrative Procedures.

In the event that ENA/NENA become aware, either independently or by way of a written complaint, that an instructor or director has violated the Administrative Procedures, a preliminary investigation will occur.

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

- Failure to maintain NENA membership.
- Failure to pay indirect fees to both ENA and NENA within 90 days of course completion.
- Revocation or suspension of professional registered nurse license in Canada (regulated by provincial college or association).
- Falsification of any ENPC or TNCC related information submitted to the ENA or NENA.
- Failure to deliver course content in its entirety as outlined in the ENA *Provider Course Agenda(s)*.
- Failure to follow the Canadian Course Administration and Resource Manual for ENPC and TNCC in the proper instruction and administration of the course.
- Utilization of the ENPC or TNCC 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 (e.g., discrimination, harassment, inappropriate language, lack of psychomotor test security).

The individual in question will be notified in writing by certified mail that the NENA/NENEC has received evidence of cause for suspension or revocation of their instructor status. 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 instructor status. In addition to the original complaint, the evidence or argument will be reviewed by NENA/NENEC. ENA describes how the complaint should be submitted in the ENA Administrative Procedures Manual

Appendix J: Disciplinary Procedures.

Once NENA/NENEC has reached a decision following their review, the individual will be notified by certified mail regarding the decision of NENA/NENEC. A copy of the decision will be sent to the NENA President, Director of Education and the Provincial Affiliate President. 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 NENA Board of Directors determines the need to suspend the individual's instructor status, the information regarding the review and appeal process, which is attached to this procedure for suspension/revocation of ENPC/TNCC instructor status, will be forwarded to the individual.

APPENDIX K: 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 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 and the Director of Education.

Circumstance for Review and Appeal

Any individual whose instructor status has been revoked or suspended because of denial, revocation, or suspension of the individual's professional license by their provincial college or association, 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 ENPC or TNCC 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 a copy of any supporting materials or documentation.
- A statement of the 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
National Nurses Emergency Association
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 NENEC. The Appeal Committee consists of 5 individuals (1 chair and 4 voting members) whose main purpose is to ensure impartial appeals procedure. 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 by video conference, the appellant may do so. If the appellant desires a 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 with a minimum of fifteen (15) days' notice.
- An appellant may be represented by legal counsel at any meeting the appellant addresses the Appeal Committee.
- 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 and sent to ENA.

APPENDIX L: GLOSSARY

Bridging

Bridging is defined and operationalized in the following way:

- The slightly abbreviated process for current instructors for one course (ENPC or TNCC) to become an instructor for the other course.
- Current instructors for an original course (ENPC or TNCC) must have current provider status for the new course (ENPC or TNCC) and complete the instructor course specific to that new course. The instructor will have already completed the instructor course pre-course modules when they originally became an instructor. These modules do not need to be repeated, but it is recommended that the instructor review them prior to the new instructor course. The instructor must then successfully complete the monitoring process, before becoming an instructor for the new course.
- Current course directors for one course (ENPC or TNCC) who meet the CD eligibility requirements for the other course (taught at least two courses in addition to the initial course taught while being monitored) must email ENA Course Management and copy NENA's Director of Education at educationdirector@nena.ca to become a course director for the new course.
- Current ENPC or TNCC instructor trainers (faculty) for an original course (ENPC or TNCC) who meet the eligibility for instructor trainer status in the other course must email ENA Course Management and copy NENA's Director of Education to become an instructor trainer in the other course.

Challenger RN Student Type

This course option requires pre-course work, includes skills testing and an online exam only, but does not require course attendance. It is for RNs (or RN equivalents) with ENPC or TNCC experience and who are comfortable with self-study. RNs are eligible for verification as an ENPC or TNCC provider after successful completion of the course. Contact hours are awarded if the RN is unsuccessful on the skills testing and online exam but otherwise meets the contact hour requirements. Course directors do not have to offer this option and can use their discretion as to which learners can register as a challenger.

Commercial Support

Commercial support can be financial or in-kind support. ENA's continuing education provider unit is responsible for documenting this support to ensure the education remains free from commercial influence. Contact ENA's nursing continuing professional development provider unit (CNE@ena.org) in advance if any commercial support is being considered.

- Financial support is money supplied by a Commercial Interest Organization to be used for expenses related to the educational activity. Financial support may be provided as an unrestricted grant, educational grant, donation, or scholarship.
- In-kind support is materials, space, or other non-monetary resources or services used to conduct an educational activity. This may include but is not limited to human resources, marketing services, physical space, and equipment. In-kind donations may not bear the trade names, logos, or other identifying insignia of the Commercial Interest Organization. If the trade name, logo, or other identifying insignia cannot be removed (i.e., it is embedded in the piece of equipment), learners must be made aware of similar products produced by other companies. In addition, disclosure of the in-kind support must be provided to learners.

Continuing Professional Development Contact Hours

ENA is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation. Participants receive a certificate with the appropriate number of contact hours awarded after attending the entire course and completing a Course Evaluation. Participants must attend the entire course to receive the contact hours. If a participant misses any portion of the course, it is up to the Course director's discretion as to how the missed time may be made up or whether the participant should repeat an upcoming course.

Course Director

An instructor who has met the eligibility criteria to oversee and coordinate all aspects of an ENPC or TNCC provider course, including acting as an instructor. A course director cannot monitor new instructors unless they are designated as monitors by their state or region.

Course Materials

All manuals and teaching materials, including but not limited to activities, applications, evaluations, examinations, forms, information, multimedia products, online modules, policies, presentations, procedures, reports, study guides, supplements, translations, videos, or other materials constituting and accompanying the courses. ENA may update or amend any course materials at its sole discretion.

First-time Instructor Trainer (First-time Faculty)

A course director who has met the eligibility criteria for becoming an instructor trainer (faculty) and is being supported in teaching an instructor course.

Full Course (RN) Student Type

This course option includes one and a half days of instructor-led class time with skills testing, an online exam, and required pre-course work. This option is for RNs (or equivalent as defined by the student's country of practice). RNs are eligible for verification as an ENPC or TNCC provider after successful completion of the course. This course choice is an ideal option for RNs taking the course for the first time. Contact hours are awarded if the RN is unsuccessful on the skills testing and online exam but otherwise meets the contact hour requirements.

Hybrid Course

A combination of live-virtual and in-person class time. Some group discussions and teaching stations are virtual but at least part of the course requires the learners to be in-person (for example, skill station testing). Every student in the course must be learning using the same environment—all students virtual online or all students in-person; there cannot be a combination of both in the course at the same time. When teaching a hybrid course, students should practice with whatever manikin they will use for testing. For example, if all they have used is the virtual manikin, they must practice in-person with the actual manikin and equipment prior to testing.

Indirect Fee

Fees charged by ENA and NENA for each course participant. This fee is to be paid to ENA and NENA by the course director or facility hosting the course, not by the participants.

Ineligible Companies

Ineligible companies, as defined by the Accreditation Council for Continuing Medical Education (ACCME), are those whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients. Instructors must report any financial relationships with ineligible companies using the online Disclosure of Financial Relationships form to maintain educational content integrity and independence.

In-person Course

A provider or instructor course where didactic lecture and the skills test are delivered in-person.

Instructor

A provider who has met the eligibility criteria to teach all aspects of either the ENPC or TNCC provider course.

Instructor Candidate

The status awarded to a provider with instructor potential after completion of the instructor course. An instructor candidate must be monitored teaching in a provider course within 12 months of the completion of the instructor course to become an instructor.

Instructor Course

An educational program in which an ENPC or TNCC provider with instructor potential is prepared for the required monitoring to achieve ENPC or TNCC instructor status. The ENPC or TNCC instructor course (also simply referred to as “instructor course”) emphasizes appropriate teaching strategies and evaluation methods. An instructor course cannot combine ENPC and TNCC instructor potentials. It must be an ENPC instructor course or a TNCC instructor course.

Instructor Potential

A status awarded to exceptional ENPC or TNCC providers at the conclusion of the provider course. This status is awarded by the course director, in part based on feedback collected from the instructor's present. Providers with instructor potential may attend an instructor course. Providers who receive IP status at a renewal course or as a challenger must observe a full course prior to taking the instructor course. IP status is valid as long as the provider status remains current.

Instructor Trainer (Faculty)

Instructor trainers can serve as an instructor, as a course director for an instructor course, monitor instructor candidates, and mentor new course directors. Faculty can perform all roles across state lines. As a courtesy, contact the state chair when performing duties across state lines.

Librarying

The process of sharing or collecting manuals for use by multiple course participants. Manuals cannot be shared for the course or shared and collected for subsequent distribution as from a library. All participants must have their own manual for course preparation, review, and post-course reference.

License

The nonexclusive, non-transferable, limited and revocable right granted by ENA to its course instructors and course directors to instruct or direct courses (ENPC or TNCC as applicable) in accordance with the terms of the Course Administrative Procedures. This license also allows instructors and course directors to use ENA's name, logo, and the ENPC/TNCC trademark in connection with such activities, in accordance with the terms of the Administrative Procedures.

Licensee

An individual that ENA grants a license to act as instructor or course director for ENPC or TNCC in accordance with the terms of the Course Administrative Procedures. This individual can also use ENA's name, logo, and the ENPC/TNCC trademark in connection with such activities in accordance with the terms of the Course Administrative Procedures.

Mentor

A current course director who has been approved by NENEC to mentor new course directors. Instructor Trainers (Faculty) can mentor without NENEC approval.

Mentoring

The process of coaching by a course director. Successful mentoring results in course director Status. In-person courses should use in-person mentoring.

Monitor

An experienced instructor trainer, course director or instructor who monitors instructor candidates.

Monitoring

The process of observing, coaching, and evaluating an instructor candidate while teaching in their first provider course. The monitor will provide feedback to the instructor candidate, complete the required monitoring form, and indicate to the course director whether the instructor candidate is ready to be an instructor. The course director will update the instructor candidate's status on the instructor roster in the Course Management Portal. Instructor candidates can be monitored up to three (3) times if needed to further develop their teaching skills.

National Emergency Nurses Association (NENA)

A Canadian Association that represents the voice of Canadian Emergency Nurses.

National Emergency Nurses Education Committee (NENEC)

The committee appointed by the NENA Board of Directors to oversee, administer, and promote ENPC and TNCC as well as any other course designated by the Board of Directors.

Non-RN Student Type

One and a half days of instructor-led class time and required pre-course work. The skills testing and online examination are optional with no required passing score, as verification is not awarded. This option is for healthcare professionals interested in pediatric or trauma patient care who are not RNs. No provider verification is granted. Contact hours are awarded if the non-RN meets the contact hour requirements. Course directors do not have to offer this option and can use their discretion as to which learners can register as a non-RN.

Provider Course

An educational program in which participants are prepared to care for pediatric or trauma patients by learning core emergency nursing knowledge and a systematic nursing process to guide patient care.

Provider Verification

The process by which RN participants of ENPC or TNCC demonstrate competency in course-specific knowledge and skills, as reflected in the results of the Online Examination and the Psychomotor Skill Testing Station. Provider status is valid for 4 years.

RN Equivalent

An RN equivalent is a designation for nurses outside of the US who work at the same level as their RN counterparts in their country of practice and want to receive an ENPC/TNCC verification.

Satellite Site Hybrid Course

Virtual courses that incorporate live-virtual skills learning and testing at more than one site.

TNCC Provider Renewal Course

A one-day course designed for registered nurses who hold a current TNCC verification (there is a 180-day grace period). The course includes online pre-course modules, classroom presentations including the Trauma Nursing Process (TNP) teaching scenarios, a skills test, and an online cognitive assessment (exam). Registered nurses who attend the course will receive contact hours. After successfully completing the skills test and online cognitive assessment, registered nurses will receive a four-year TNCC verification. Challengers cannot register for a TNCC renewal course.

Virtual Course

A provider or instructor course where the didactic lecture and the skills test are completed virtually. Virtual courses are synchronous (live-virtual), with instructors and students attending the course together at the same time. Students must be on camera and present at all times to be marked as attended.