

# **Frequently Asked Questions about American Red Cross Authorized Providers**

## ***What is an Authorized Provider?***

An Authorized Provider is a company, organization, agency or individual that provides American Red Cross (ARC) Health and Safety training. The company, organization or agency must have a current Authorized Provider agreement with the local ARC chapter, appoint an Authorized Provider Representative, and use a certified ARC third party instructor.

## ***What is an Authorized Provider agreement?***

An Authorized Provider agreement is a document signed by the local ARC chapter and the company or organization that outlines the responsibilities and roles that each party to the agreement fulfills to provide quality training. The Authorized Provider agrees to meet standards and ensure quality.

## ***Who is the Authorized Provider representative?***

The Authorized Provider representative is the person appointed by the Authorized Provider to be responsible for coordinating ARC training and acts as a liaison with the local chapter. The representative has the authority to request materials needed for training and approves expenditures for those materials. The Authorized Provider representative can be the third party instructor.

## ***Who is the third party instructor?***

A third party instructor is any authorized ARC instructor whose teaching is conducted under the direct supervision of the Authorized Provider and within the guidelines and policies of the American Red Cross.

## ***With a current Authorized Provider agreement, what is the first step in conducting ARC training?***

The authorized provider representative or third party instructor submits by mail, fax, e-mail, or telephone, a materials request to the local ARC chapter at least two weeks prior to the beginning of the first training session. This ensures that the materials needed for training will be available. You will be notified in the event of a conflict.

## ***What materials and equipment are needed for ARC training?***

A list of materials and equipment for each course can be found in the instructor's manual. The Authorized Provider representative should review this information with the third party instructor to determine the materials and costs for the training.

The materials price list can be found on our website ([www.sqvalleyredcross.org](http://www.sqvalleyredcross.org)) in the Instructor's Corner.

The Authorized Provider is responsible for picking up and returning materials and equipment. Additional rental fees may apply if the equipment is returned late. The Authorized Provider is responsible for any damage to rental equipment used for training.

***What happens after an Authorized Provider completes an ARC training?***

After the completion of a course, the third party instructor submits a course record to the local ARC chapter. In most cases, ARC certificates are issued after the course record has been approved by the Preparedness Department. The certificates are then sent to the Authorized Provider for distribution to the participants.

***How do I pay for my materials and certification cards?***

After the ARC receives your course record, we will generate an invoice and mail it to your group or organization. You may also submit a check with the course record.

***Who can answer additional questions about Authorized Providers?***

Questions about any aspect of Authorized Providers can be answered by calling **Corin Henry, Education Coordinator at 717-257-1822 ext. 226 or 717-299-5566 ext. 226.**