

2015 Guidelines Heartsaver[®] First Aid CPR AED Blended Learning FAQ



CPR & Emergency Cardiovascular Care

As of September 28, 2016

Q: What are the Heartsaver First Aid and CPR AED Blended Learning Courses?

A: The AHA's Heartsaver First Aid and CPR AED Blended Learning Courses have been updated to reflect new science in the *2015 AHA Guidelines Update for CPR and Emergency Cardiovascular Care* and the *2015 AHA and American Red Cross Update for First Aid*.

Heartsaver First Aid and CPR AED eLearning Courses are the online portion of blended learning course delivery, and are designed to teach cognitive knowledge to adequately prepare students for hands-on practice and testing of first aid, CPR, and AED skills. New eLearning courses include:

- Heartsaver First Aid CPR AED Online
- Heartsaver CPR AED Online
- Heartsaver First Aid Online

Heartsaver First Aid and CPR AED Blended Learning Courses are provided to provide flexibility in training delivery for students, employers, and AHA Instructors and can be a convenient alternative to Heartsaver Instructor-Led Training.

Q: What is blended learning?

A: Blended learning uses online technology not only to supplement but also to transform and improve the learning process. Successful blended learning can reach students with varying learning styles and in different environments. It is a combination of eLearning, in which a student completes part of the course in a self-directed manner, followed by a hands-on session with an Instructor.

Q: Specifically, what content is taught in the Heartsaver First Aid and CPR AED Courses?

A: At the end of the Heartsaver CPR AED Course, students will be able to:

- Describe how high-quality CPR improves survival
- Explain the concepts of the Chain of Survival
- Recognize when someone needs CPR
- Perform high-quality CPR for an adult
- Describe how to perform CPR with help from others
- Give effective breaths by using mouth-to-mouth or a mask for all age groups
- Demonstrate how to use an AED on an adult
- Perform high-quality CPR for a child*
- Demonstrate how to use an AED on a child*
- Perform high-quality CPR for an infant*
- Describe when and how to help a choking adult or child
- Demonstrate how to help a choking infant*

*Child and infant modules are optional.

At the end of the Heartsaver First Aid Course, students will be able to

- List the priorities, roles, and responsibilities of first aid rescuers
- Describe the key steps in first aid
- Remove protective gloves
- Find the problem
- Describe the assessment and first aid actions for the following life-threatening conditions: heart attack, difficulty breathing, choking, severe bleeding, shock, and stroke
- Use an epinephrine pen
- Control bleeding and bandaging

2015 Guidelines Heartsaver[®] First Aid CPR AED Blended Learning FAQ



CPR & Emergency Cardiovascular Care

- Recognize elements of common injuries
- Recognize elements of common illnesses
- Describe how to find information on preventing illness and injury
- Recognize the legal questions that apply to first aid rescuers

At the end of the Heartsaver First Aid CPR AED Course, students will be able to do all of the above.

Target Audience

Q: Who is the target audience for the Heartsaver First Aid and CPR AED Blended Learning Courses?

A: Heartsaver courses are designed for anyone with little or no medical training who needs a course completion card for job, regulatory (e.g., OSHA), or other requirements. These courses can also be taken by anyone who wants to be prepared for an emergency in any setting.

Course Format

Q: What is the format for these programs?

A: Heartsaver First Aid and CPR AED eLearning Courses use a variety of eLearning assets such as dramatizations, animations, self-directed learning, and interactive activities to teach students first aid, CPR, and AED knowledge. The online portion of Heartsaver blended learning programs contain required exercises which must be completed before the student can receive a certificate of completion.

After completing the online portion, students will attend a structured, Instructor-led, hands-on session that focuses on meaningful coaching, skills practice, and skills testing.

Course Length

Q: How long does it take to complete the online portion of the Heartsaver blended learning courses?

A: Depending on the student's experience, approximate times for each online portion are listed below:

- Heartsaver First Aid Online: Approximately 3.5 hours
- Heartsaver CPR AED Online: Approximately 1 hour, 45 minutes
- Heartsaver First Aid CPR AED (includes child/infant CPR AED): Approximately 4 hours, 45 minutes

Q: What is the length of the Heartsaver blended learning Instructor-led hands-on session?

A: Following the sample agenda included in the *Heartsaver First Aid CPR AED Instructor Manual*, the time for the Heartsaver First Aid CPR AED hands-on session is approximately 2 ½ hours, with optional lessons included. The hands-on session for Heartsaver First Aid is approximately 30 minutes, and the hands-on session for Heartsaver CPR AED is approximately 45-90 minutes (45 minutes if teaching only Adult CPR AED).

Course Completion Requirements

Q: Does successful completion of a Heartsaver blended learning programs result in receipt of an AHA course completion card? If so, what card?

A: Upon successful completion of the full blended learning course (online program, followed by hands-on session), students will receive a Heartsaver course completion card. Each card is valid for two years. The table below indicates the card received for each program:

2015 Guidelines Heartsaver® First Aid CPR AED Blended Learning FAQ



CPR & Emergency Cardiovascular Care

Course	Card Received
Heartsaver First Aid Online	Heartsaver First Aid (print or eCard)
Heartsaver CPR AED Online	Heartsaver CPR AED (print or eCard)
Heartsaver First Aid CPR AED Online	Heartsaver First Aid CPR AED (print or eCard)

Q: Is there an exam that must be completed for the Heartsaver blended learning courses?

A: The AHA does not mandate completion of an exam for Heartsaver courses; however, an optional exam has been developed for Instructors to administer to students whose employers require completion of an exam. This exam can be obtained by Training Center Coordinators, upon request, from the AHA Customer Support Center.

Instructors who need to issue the Heartsaver optional exam should issue it to students during the hands-on session of the course.

Q: Is a skills session/test required?

A: A hands-on skills practice session for first aid, CPR, and AED, and a skills test for CPR and AED skills are required. During the skills practice session, students have the opportunity for one-on-one time with an AHA instructor to ask questions, receive feedback, and gain confidence performing skills. A CPR and AED skills test with the instructor is the final step to earning a Heartsaver First Aid with CPR & AED Course Completion Card.

Heartsaver First Aid and CPR AED Online Portions Certificate of Completion

Q: What is required for student entry into a Heartsaver First Aid and CPR AED hands-on session?

A: Upon successful completion of the online portion, students receive a certificate of completion, which they must present for entry into an Instructor-led hands-on session.

Q: How can BLS and Heartsaver Instructors verify the authenticity of Heartsaver First Aid and CPR AED online portion certificates of completion?

A: Instructors can verify certificates at <https://elearning.heart.org/verifycertificate>.

Online Portion Features

Q: What are some of the unique features of the Heartsaver blended learning programs?

A: Following are features of the Heartsaver First Aid and CPR AED online programs:

- Students have the convenience of completing the course at their own pace at work, home, or wherever Internet access is available
- Can be used for initial or renewal training
- Includes interactive exercises and videos to engage students and provide periodic points of knowledge transference
- Certificate of completion available to print when the online portion has been completed successfully
- Students have access to all information in the online portion for 24 months after activation of their key to help reinforce what they have learned
- Includes audio and transcript for students who may have a hearing or visual disability
- Screen and text-sized options help meet diverse learning needs
- Navigation controls provide students with the flexibility to move easily through content and customize their learning experience

CPR & Emergency Cardiovascular Care

Accessing Heartsaver Blended Learning Courses (online portion)

Q: How do students access the online portion of Heartsaver First Aid and CPR AED Blended Learning Courses?

A: The Heartsaver online programs can be purchased at eLearning.Heart.org or from any of AHA's Distributors (Channing Bete, Laerdal, and WorldPoint). Following are the product numbers for each program:

- Heartsaver First Aid CPR AED Online: #15-1403
- Heartsaver CPR AED Online: #15-1401
- Heartsaver First Aid Online: #15-1402

Once a student is either issued or purchases a key for the online portion of a Heartsaver First Aid or CPR AED Course, the student will go to eLearning.Heart.org to activate the key and complete the online portion of the course.

Q: Can a student log in and out of the course?

A: Yes. Students can enter and exit a course as often as necessary. If they are active in the course for 30 minutes, their user session will expire. When this happens, a message will notify students their session expired. They will simply log in again and return to the course, where they will see all of their completed exercises have been saved.

Q: Can course material be accessed after the online portion is completed?

A: Yes, students may access all material included in the Heartsaver online programs for 24 months following initial activation of their course key.

Continuing Education

Q: Do the Heartsaver First Aid and CPR AED online programs offer continuing education (CE/CME)?

A: Yes, the following CE is available upon successful completion of the online portion:

Heartsaver First Aid CPR AED Online

Continuing Education Accreditation: General Audience



The American Heart Association has been accredited as an Authorized Provider by the International Association for Continuing Education and Training (IACET).

The American Heart Association is authorized by IACET to offer 0.4 CEUs for this program.

Heartsaver CPR AED Online

Continuing Education Accreditation: General Audience



The American Heart Association has been accredited as an Authorized Provider by the International Association for Continuing Education and Training (IACET).

The American Heart Association is authorized by IACET to offer 0.1 CEUs for this program.

Heartsaver First Aid Online

Continuing Education Accreditation: General Audience



The American Heart Association has been accredited as an Authorized Provider by the International Association for Continuing Education and Training (IACET).

The American Heart Association is authorized by IACET to offer 0.3 CEUs for this program.

CPR & Emergency Cardiovascular Care

Hands-on Sessions

Q: Who can conduct hands-on sessions for Heartsaver First Aid and CPR AED Blended Learning Courses?

A: The hands-on session for Heartsaver First Aid CPR AED blended learning courses can be taught by current BLS or Heartsaver Instructors. Instructors must complete the 2015 Guidelines Science Instructor Update Course available on the Instructor Network or have attended an AHA-conducted 2015 Guidelines Science Instructor Update before teaching new courses and using new course materials.

Q: How should BLS and Heartsaver Instructors prepare for conducting hands-on sessions for Heartsaver Blended Learning Courses?

A: Before conducting hands-on sessions for Heartsaver First Aid and CPR AED Blended Learning Courses, Instructors

- Must have completed their 2015 Guidelines Instructor Update
- Must have a current copy of the *Heartsaver First Aid CPR AED Instructor Manual* (print: product #15-1023; eBook: product #15-3114) and the Heartsaver First Aid CPR AED Course DVD Set (product #15-1011). The *Heartsaver First Aid CPR AED Instructor Manual* includes information and Lesson Plans for blended learning, and the course DVD Set includes the Heartsaver First Aid CPR AED Blended Learning DVD for Instructors to use during hands-on sessions.
- Should thoroughly review the official Heartsaver First Aid CPR AED Blended Learning Training Memo posted on the Heartsaver Blended Learning Course page on the AHA Instructor Network
- Are strongly encouraged to complete the Heartsaver Product & Course Orientation (P&CO) available on the Instructor Network. The P&CO familiarizes BLS and Heartsaver Instructors with both Instructor-led and blended learning course delivery.
- Are also encouraged to become familiar with the Heartsaver First Aid and CPR AED online portions, depending on which course they are teaching.

Q: When must AHA Instructors and Training Centers begin using 2015 Guidelines materials to conduct Heartsaver First Aid and CPR AED Blended Learning Courses?

A: Beginning November 29, 2016, AHA Instructors and Training Centers must be using only 2015 Guidelines materials to conduct Heartsaver First Aid and CPR AED Courses, and must be issuing only 2015 Guidelines version course completion cards.

On November 28, 2016, the following 2010 Guidelines version courses will be discontinued:

- Heartsaver First Aid CPR AED Online Part 1
- Heartsaver CPR AED Online Part 1
- Heartsaver First Aid Online Part 1

For customers who have unused/unactivated keys for one of the 2010 Guidelines version courses above, on November 28, 2016, the AHA will automatically transition any unused/unactivated keys to the new 2015 Guidelines Heartsaver courses.

Q: Do students need to purchase a Heartsaver eBook or printed workbook along with the online portion of the course to meet the requirements outlined in the Program Administration Manual?

A: No, students only need to purchase the online portion of the course. Since the online portion contains all the information included in the Heartsaver workbooks, the online portion meets the requirement per the Program Administration Manual that all students have a book before, during, and after a course.

CPR & Emergency Cardiovascular Care

Technical Specifications

Q: What are the minimum technical requirements for the Heartsaver First Aid and CPR AED online programs?

A: Minimum technical requirements are available at <https://elearning.heart.org/static/technicalspecs>.

Customer Support Information

Q: Whom should I contact for technical assistance with Heartsaver First Aid and CPR AED Blended Learning Courses?

A: Customers may contact the AHA ECC Customer Support at 888-242-8883 for technical assistance. Hours of operation are Monday through Friday, 8 a.m. – 5 p.m., Central Time.

Q: Whom should I contact with questions related to the administration of Heartsaver First Aid and CPR AED Blended Learning Courses?

A: For questions about course administration, you may contact your AHA Account Manager or Account Specialist. AHA Instructors should always consult their TCC as their first point of contact. TCCs may also contact AHA TCC Support at tccsupport@heart.org.