

**2011 Heartsaver® Online Programs
Frequently Asked Questions (FAQs)
As of August 18, 2011**

General Information:

Q: What are the Heartsaver online programs?

A: The American Heart Association's Heartsaver online programs, Heartsaver First Aid Online Part 1, Heartsaver CPR AED Online Part 1 and Heartsaver First Aid CPR AED Online Part 1, provide a convenient alternative to classroom-based Heartsaver training. These Web-based, self-directed programs teach participants critical skills and knowledge needed to respond to and manage an emergency in the first few minutes until emergency medical services (EMS) takes over. Depending on the program, participants learn how to recognize, respond to and treat a variety of first aid emergencies, and perform CPR and use an AED in the event of a sudden cardiac arrest.

The Heartsaver online programs can be completed at work, home or wherever Internet access is available. They can be used for initial or renewal training, and students have access to all information in each program for 24 months following activation of their course key.

To help students gain proficiency in performing skills, for full course completion, Part 1 is combined with a hands-on skills practice and testing session (parts 2 and 3) with an AHA Instructor or Heartsaver Skills Evaluator™.

Q: Specifically, what content is taught in the Heartsaver online programs?

A: All programs include key changes reflecting science from the *2010 AHA Guidelines for CPR & ECC*. Specific content covered in each program is listed below:

Heartsaver CPR AED Online Part 1

- Adult CPR and AED use
- Adult choking
- Child CPR and AED use (optional)
- Child choking (optional)
- Infant CPR (optional)
- Infant choking (optional)

Heartsaver First Aid Online Part 1

- First aid basics (including scene safety, finding the problem, calling for help and more)
- Medical emergencies (including actions for choking, breathing problems, shock and more)
- Injury emergencies (including actions for bleeding, broken bones, burns and more)
- Environmental emergencies (including actions for bites and stings, and temperature-related and poison emergencies)

Heartsaver First Aid CPR AED Online Part 1

- First aid basics (including scene safety, finding the problem, calling for help and more)
- Medical emergencies (including actions for choking, breathing problems, shock and more)
- Injury emergencies (including actions for bleeding, broken bones, burns and more)
- Environmental emergencies (including actions for bites and stings, and temperature-related and poison emergencies)
- Adult CPR and AED use
- Child CPR and AED use (optional)
- Child choking (optional)
- Infant CPR (optional)
- Infant choking (optional)

Q: Who is the target audience for the Heartsaver Online programs?

A: Heartsaver courses are for anyone with limited or no medical training who needs a course completion card in first aid and/or CPR AED to meet job, regulatory or other requirements and is seeking an alternative to classroom-based training.

Q: What is the format for these programs?

A: Heartsaver online programs present cognitive information through interactive content, exercises and videos. Upon successful completion of Part 1, a Part 1 certificate of completion is available for students to print. This certificate must be presented for Parts 2 and 3, the hands-on skills practice and testing session with an AHA Instructor or Heartsaver Skills Evaluator. Upon successful completion of all three parts, students receive an AHA Heartsaver course completion card, valid for two years.

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

A: Course features include:

- Includes online content, interactive exercises and videos
- Certificate of completion available to print when Part 1 has been completed successfully
- Progress bar at top of course screen and check-mark icons next to each exercise indicate students' progress through course
- Course features application for taking and referencing notes
- "Drag and drop" tool reinforces steps and sequences and offers student interactivity
- Accordion-style content navigation allows for less scrolling
- Screen and text-sized options help meet diverse learning needs
- Navigation controls allow user to move easily through content
- Audio available
- Students have access to all information in the online program for 24 months following activation of their course key

Q: Approximately how long do the Heartsaver online programs take to complete?

A: The following are the approximate completion times for each online part 1 program. Time to complete skills sessions vary.

- Heartsaver First Aid Online Part 1: approximately 1 – 1 ½ hours
- Heartsaver CPR AED Online Part 1: approximately 30 minutes – 1 hour
- Heartsaver First Aid CPR AED Online Part 1: approximately 1 ½ – 2 ½ hours

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

A: Upon successful completion of all three parts (online program, plus skills practice and testing 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:

| Course | Card Received |
|--|---|
| Heartsaver First Aid Online Part 1 | Heartsaver First Aid course completion card |
| Heartsaver CPR AED Online Part 1 | Heartsaver CPR AED course completion card |
| Heartsaver First Aid CPR AED Online Part 1 | Heartsaver First Aid CPR AED course completion card |

Q: Is there a written test that must be completed for each Heartsaver online part 1 program?

A: No, the Heartsaver online programs do not include a written test. The programs do include review questions at the end of each section, but these questions are not test questions. While the 2006 version of these programs included review/test questions, the 2011 programs do not.

The AHA does not mandate completion of a written test for Heartsaver courses; however, an optional written test has been developed for Instructors to administer to students whose employers require completion of a written test. This test can be obtained by Training Center Coordinators, upon request, from the AHA Customer Support Center (888-CPR-LINE/888-277-5463).

Instructors who need to issue the Heartsaver optional written test should issue it to students during the in-person skills practice and testing session (Parts 2 and 3).

Q: Do the Heartsaver online programs offer continuing education (CE/CME)?

A: No, CE/CME credits are not offered for these online programs.

Q: After completion of the online program, how long does a student have to complete the skills session?

A: Students are allowed up to 60 days after the completion of the online part of the course to complete the skills session.

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

A: Yes. Students can log in and out as many times as they choose. To log out, students must click the "Click here to logout" link located at the top of the page after login. When the student is ready to continue training, he/she can return to OnlineAHA.org and login with his/her registered email and password.

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.

Information for AHA Instructors and Heartsaver Skills Evaluators

Q: Who can conduct skills sessions for the Heartsaver online programs?

A: The skills practice and testing session (Parts 2 and 3) may be conducted by AHA Basic Life Support (BLS) or Heartsaver Instructors or Heartsaver Skills Evaluators.

Q: What materials do Instructors or Skills Evaluators need to conduct the skills session for the Heartsaver online programs?

A: Information for Instructors and Heartsaver Skills Evaluators conducting Heartsaver skills practice and testing sessions can be found in the document (dated 6/1/11), "Training Memo: BLS for Healthcare Providers and Heartsaver® eLearning Courses – Skills Practice and Skills Testing Requirements." This document is posted on the AHA Instructor Network at the path Courses > Heartsaver eLearning Courses. Under each eLearning course listing, the memo is posted under the "Instructor Materials" tab.

Q: How can Instructors and Heartsaver Skills Evaluators verify the authenticity of Part 1 Certificates of Completion for the Heartsaver online programs?

A: Instructors can verify certificates at OnlineAHA.org under the "Skills Session" tab on the home page.

Purchasing Materials/Finding Skills Sessions:

Q: Where/how can I purchase Heartsaver online keys?

A: The Heartsaver online programs can be purchased on OnlineAHA.org or from any of ECC's three trusted product [Distributors](#) (Channing Bete, Laerdal, and World Point). Following are the product numbers for each program:

- Heartsaver First Aid Online Part 1:90-1400
- Heartsaver CPR AED Online Part 1:90-1402
- Heartsaver First Aid CPR AED Online Part 1: 90-1401

Q: How should students or employers schedule a skills session?

A: To find a Heartsaver skills session, students can use the ECC Class Connector Tool at www.heart.org/eccclassconnector.

If an employer provides course keys to employees, the employer should provide students with information about skills sessions. Regular sessions may be scheduled by Training Centers to provide skills sessions for the students they provide keys for and to accommodate the single user who has purchased a key online. Training Center may charge a fee for conducting sessions and issuing cards. For a list of local Training Centers, visit the ECC Class Connector at www.heart.org/eccclassconnector.

Translations:

Q: Will the Heartsaver online programs be translated? Into what languages will they be translated? When will translated editions be available?

A: Currently, there are no translations planned for the Heartsaver online programs.

Technical Issues:

Q: Who should I contact if I have problems with the Heartsaver online programs?

A: For problems with these programs, contact OnlineAHA.org technical support at 888.AHA.8883 or via email at help@onlineaha.org. Customer support is available 9:00 a.m. – 5:00 p.m., Eastern Time, Monday – Friday.

Q: Do the Heartsaver online programs require special computer or support software?

A: OnlineAHA.org recommends using the following setting to maximize your eLearning experience. In addition, student and administrator hardware should be the recommended requirements.

Recommended Computer Requirements

| | |
|----------------------------|---------------------------------|
| Bandwidth | 240 Kb/s (30 KB/s) per user |
| Connection | Broadband/T1/Cable/DSL |
| Operating System | At least Windows 2000 or later. |
| Processor Speed | 500+ MHz Pentium |
| RAM | 256+ MB RAM |
| Web Browser | Internet Explorer 7 or above |
| Plug-Ins | Flash 6 or above |
| Speakers/Headphones | Recommended |
| Soundcard | Recommended |

Plug-ins

| | |
|----------------------|---|
| Flash | Macromedia Flash (latest version), available for free at www.adobe.com/downloads |
| QuickTime | QuickTime Plugin (4.0 or above) If Quicktime is your preference, you can download the latest version www.apple.com/quicktime/download |
| Adobe Acrobat | Adobe Acrobat Reader (latest version) — Available for free at www.adobe.com/downloads |