

## ***Basic Life Support (BLS) for Healthcare Providers Online Part 1 Frequently Asked Questions***

***Q: What is it?***

A: The Basic Life Support (BLS) for Healthcare Providers Online Part 1 Course offers a flexible training option for busy healthcare professionals. The online cognitive portion (Part 1) allows students to complete learning at their own pace and convenience. To help students gain confidence in performing skills, Part 1 is combined with a hands-on skills session (Part 2) where students have the opportunity for one-on-one practice time with an American Heart Association Basic Life Support Instructor. A skills test (Part 3) with an AHA BLS Instructor ensures skills proficiency. Upon successful completion of all three parts students receive their healthcare provider course completion card.

This course is an ideal option for healthcare providers seeking an alternative to classroom training.

***Q: Who is the intended audience?***

A: This course is designed specifically for healthcare providers seeking first-time or renewal BLS certification.

***Q: What is the course format?***

A: The online portion of the course contains mandatory checkpoints that must be successfully completed before a student is allowed to access the final test. There are exercises available for review, plus additional optional video clips that can be accessed for skills demonstrations. The confident student may opt to bypass the reviews and go immediately to the required checkpoint scenario. The student who answers a question incorrectly is redirected to the beginning of that checkpoint, given the option for review, and can then re-attempt the checkpoint. Each checkpoint must be completed with 100 percent accuracy.

If a student is unsure of an answer to a question in the checkpoint, he can select the "Brief Review" option. Upon completion of the review, the student returns to the checkpoint. After completing all the checkpoints, the student is directed to the online test. After successful completion of the online portion (Part 1), the student prints a certificate to take to the skills practice (Part 2) and testing session (Part 3) with an AHA Instructor.

Should a student not be able to successfully complete either version of the test, the student should print the course homepage. This page will document which parts of the program have been completed. The student should take this page to their scheduled skills session. The instructor providing the skills check will offer additional remediation as needed, in accordance with the current Program Administration Manual.

***Q: Is a skills test required?***

A: Yes. To earn an AHA BLS Healthcare Provider card, the student must successfully demonstrate the required skills to a current AHA BLS Instructor.

***Q: How Should a Student Schedule a Skills Session?***

A: If an employer provides the access code (key), the Training Center coordinator or employer will provide information about skill practice and testing sessions. If an access key is purchased online, a local Training Center must be contacted to arrange a skills practice and testing session. Regular sessions may be scheduled by Training Centers to provide skills practice and testing for the students they provide keys for and to accommodate the single user who has purchased a key online. A Training Center may charge for their time to perform the skills practice and testing session and for issuing the card. To find a Training Center near you, please log on to the [ECC Class Connector](#).

***Q: What comprises the skills test?***

A: The skills test, which must be completed by an AHA BLS Instructor, includes those skills required in a standard BLS for Healthcare Providers course:

- Adult/Child 1-Rescuer CPR
- Adult 2-Rescuer CPR and AED
- Infant 1- and 2-Rescuer CPR

***Q: After the completion of the online course, how long does a student have to complete the skills practice and testing 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: How long does it take to complete?***

A: Students generally require 1 to 2 hours to complete the online portion of the course.

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

A: A student has up to one year to complete the course. During this time, a student can log in and out as many times as they choose. To log out, just click the "Click here to logout" link located at the top of the page after login. When the student is ready to continue training, they can return to [www.onlineAHA.org](http://www.onlineAHA.org) and login with their registered e-mail and password.

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

A: After completion, students have 12 months from the day of enrollment to refer to the course material for review and knowledge updates.

***Q: What should I do if my checkpoints won't check off?***

A: This could be due to browser settings. Students can get troubleshooting tips and recommended settings on the Browser Check page. This link is also at the bottom of the Course Home Page.

***Q: How do I get a receipt for my purchase?***

A: You can print a receipt for your order on the "Order History" page. The "Order History" link is located on the left-hand sidebar on your Course Home Page.

***Q: How will this affect a BLS Training Center?***

A: This product will not replace the need for traditional classroom courses. Many people will find the instructor-led course the most appealing for their learning style. This new product should be viewed as an additional tool to meet the needs of students.

Hands-on skills practice and testing will still be needed and can only be completed with an AHA BLS Instructor through an AHA Training Center. A Training Center may be asked by an individual to provide this service. Thought should be given to how this request can be met. A Training Center may want to plan regularly scheduled skills practice and testing sessions to accommodate these professionals. It is expected that a Training Center will charge for the time to perform this service and issue the card.

Documentation of skills sessions will be the same as for a renewal class. Instructors providing skills practice and testing sessions will receive credit as having taught a renewal course.

***Q: Is there a demo or tutor?***

A: Yes, a sample of the BLS for Healthcare Providers Online Part 1 Course is available for review at [www.onlineAHA.org](http://www.onlineAHA.org).

***Q: Does the program require special computer or support software?***

A: Most Web browsers will have no problem using our site. The videos require the free QuickTime plug-in. You can click on Browser Check to make sure your browser is compatible.

***Q: What is the process for taking this course?***

A: Here are the steps for this course:

- [Contact](#) an AHA BLS Training Center about skills practice and testing session availability before purchasing.
- If you purchase in bulk, you will be able to view your keys by clicking on "Order History" on the side bar. Keys are 12-digit alphanumeric combinations that students can enter to gain access to the course.
- If you receive a key from your employer or from another source, you can activate the key once you register by clicking "Activate a key" on the My Courses page.
- After a key is activated, you will be able to re-enter the course at anytime using your registered email and password.
- Obtain access to the BLS for Healthcare Providers Online Part 1 course by either obtaining a key through an AHA Training Center or Instructor, or by direct purchase from this website.
- Complete all checkpoints.
- Complete the online test.
- Print Part 1 Certificate of Completion
- Present certificate verifying completion of Part 1 to the AHA BLS Instructor who will conduct the skills practice and testing sessions
- Complete the skills practice (Part 2) and testing (Part 3) sessions
- After successful completion of the online course and skills practice and testing sessions, an AHA BLS for Healthcare Provider card will be issued by the AHA BLS Training Center where the skills session is completed.

***Q: Who should be contacted if there are problems with the online course?***

A: You can contact the technical support at AHA by phone at 1.888.AHA.8883 or e-mail customer support at [help@onlineaha.org](mailto:help@onlineaha.org)