

**Heartsaver® Online Programs**  
**Frequently Asked Questions (FAQs)**  
*Updated April 25, 2013*

**General Information:**

**Q: What are the Heartsaver online programs?**

A: The American Heart Association's Heartsaver online programs are Web-based, self-directed programs that 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, perform CPR and use an AED in the event of a sudden cardiac arrest. These programs include:

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

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 skills testing session (parts 2 and 3) with an AHA Basic Life Support (BLS) or Heartsaver Instructor.

**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 skills testing session with an AHA BLS or Heartsaver Instructor. 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: 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, which card?**

A: Upon successful completion of all three parts, students will receive a Heartsaver course completion card. Each card is valid for two years. The table below lists 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.

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: The Heartsaver First Aid, CPR AED part 1 Online Course offers the following CE:

**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), 1760 Old Meadow Road, Suite 500, McLean, VA 22102; (703) 506-3275. In obtaining this approval, the American Heart Association has demonstrated that it complies with the ANSI/IACET Standard which is recognized internationally as a standard of good practice. As a result of their Authorized Provider accreditation status, the American Heart Association is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET Standard.

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

*CE/CME credits are not offered for Heartsaver CPR AED Online Part 1 or Heartsaver First Aid Online Part 1.*

**Q: After completion of the online program, how long do students 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](http://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**

**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 BLS or Heartsaver Instructors.

**Q: How can Instructors verify the authenticity of Part 1 certificates of completion for the Heartsaver online programs?**  
A: Instructors can verify certificates at [OnlineAHA.org](http://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](http://OnlineAHA.org) or from any of AHA's three trusted product [Distributors](#) (Channing Bete, Laerdal or 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 Find a Course tool at [www.heart.org/cpr](http://www.heart.org/cpr).

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 [www.heart.org](http://www.heart.org) and click "Find a Course."

**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](http://OnlineAHA.org) technical support at 888.AHA.8883 or via email at [help@onlineaha.org](mailto: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](http://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**

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

**Plug-ins**

<b>Flash</b>	Macromedia Flash (latest version), available for free at <a href="http://www.adobe.com/downloads">www.adobe.com/downloads</a>
<b>QuickTime</b>	QuickTime Plugin (4.0 or above) If Quicktime is your preference, you can download the latest version <a href="http://www.apple.com/quicktime/download">www.apple.com/quicktime/download</a>
<b>Adobe Acrobat</b>	Adobe Acrobat Reader (latest version) — Available for free at <a href="http://www.adobe.com/downloads">www.adobe.com/downloads</a>