



## ***Basic Life Support (BLS) HCP Online Part 1 Course Frequently Asked Questions***

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

**A:** The Basic Life Support for Healthcare Provider (BLS HCP) 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 time with an AHA Instructor to practice skills. A skills test (Part 3) with an AHA 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 traditional 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 and 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. When he has completed the review, he returns to the checkpoint. After completing all the checkpoints, the student is directed to the online test. Following successful completion of the online portion (Part 1), the student prints a certificate that he takes to the skills practice (Part 2) and testing (Part 3) sessions.

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

provide for additional remediation as needed, in accordance with the current Program Administration Manual.

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

A: Yes. In order to earn an AHA BLS Healthcare Provider card, the student must demonstrate the required skills to a current AHA Basic Life Support Instructor.

**Q:** *How is a skills session scheduled?*

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.

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

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

#### **Adult Skills**

- Integrated relief of foreign-body airway obstruction (FBAO) in the responsive and unresponsive adult victim, rescue breathing and use of a bag-mask device
- Integrated adult 1- and 2-rescuer CPR and AED use and use of a mouth-to-mask device

#### **Child Skills**

- Integrated relief of FBAO in the responsive and unresponsive child, 1- and 2-rescuer CPR, rescue breathing and use of a bag-mask device

#### **Infant Skills**

- Integrated relief of FBAO in the responsive and unresponsive infant, 1- and 2-rescuer CPR, rescue breathing and use of a bag-mask device
- Skills testing sheets are available to instructors for use in all Healthcare Provider courses.
- These sheets are posted behind on the American Heart Association's Instructor Network at [www.ahainstructornetwork.org](http://www.ahainstructornetwork.org).

**Q:** *After the completion of the online program, 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 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 by 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 a regularly scheduled skills practice and testing session to accommodate these professionals. It is expected that a Training Center will need to 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 Healthcare Provider 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 this course?***

A: Here are the steps for this course:

- Contact an AHA BLS Training Center about skills practice and testing availability prior to purchasing.
- If you purchase in bulk, you will be able to view your keys in you "Order History" on the side bar. Keys are 12-digit alphanumeric combinations that users 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 HCP Online Part 1 Course by either obtaining a key through a 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 to the AHA BLS instructor who will conduct the skills practice and testing
- Complete the skills practice (Part 2) and testing (Part 3) sessions
- After successful completion of the online course and skills 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 us](#) by phone, e-mail, or postal mail with questions about the site, content, policy, or technical issues.