

# IMPLEMENTATION AND BEST PRACTICES FOR AHA eLEARNING

**The following content should help your Training Center (TC) with the business management of eLearning training, including tips for your students' completion of the online portion of courses and best practices for hands-on skills sessions.**

Help students who may not be technologically savvy complete the online portion with tips and advice for success. Here are some tips for the learners at your TC, who need to complete a blended learning course:

The online portion does not have to be completed in one sitting. Students can work on a few modules at a time and come back later. Incomplete modules may not be recorded/captured. Before students leave the program, they should be sure to click the “Exit Exercise” button in the top right-hand corner to ensure their progress will be saved.

Tips on completing the HeartCode eSimulations (eSims): For students who have not yet completed a HeartCode eSim, be sure to have them review the “How to Complete the Patient Cases” document located in the eSim Tutorial section of the program to become familiar with the basics of the eSim program.

The AHA has collected some best practices for scheduling and managing hands-on skills sessions from Training Centers around the country.

Please note: AHA TCs are independent businesses who set their own schedules and fees; these points are successful practices that some of our TCs have reported to the AHA.

**Q**

Do we get a refund for the license if employees don't complete the course? What if a student can't pass?

**A**

The AHA does not issue refunds for licenses if employees do not complete the course; once a student begins a course it cannot be completed under a different account. If a student cannot pass the eLearning course, they can sign up for an Instructor-Led classroom course.

**Q**

How long do students have access? 2 years? Entire 5-year Guidelines cycle?

**A**

A student has access to the online portion of their course for 2 years, unless the AHA discontinues that course. Over the course of the 2 years, the student can utilize the course as a reference for the training they have received.

**Q**

Can I put a link to AHA on my website?

**A**

Yes, The official AHA/ASA Linking Policy is updated regularly and can be viewed at [Heart.org/LinkingPolicy](https://www.heart.org/LinkingPolicy).



**BEST PRACTICES FOR HANDS-ON SESSIONS**

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**Q** Is CE available and how do students claim Continuing Education (CE) credits? Is the process the same as claiming for an Instructor-Led course?

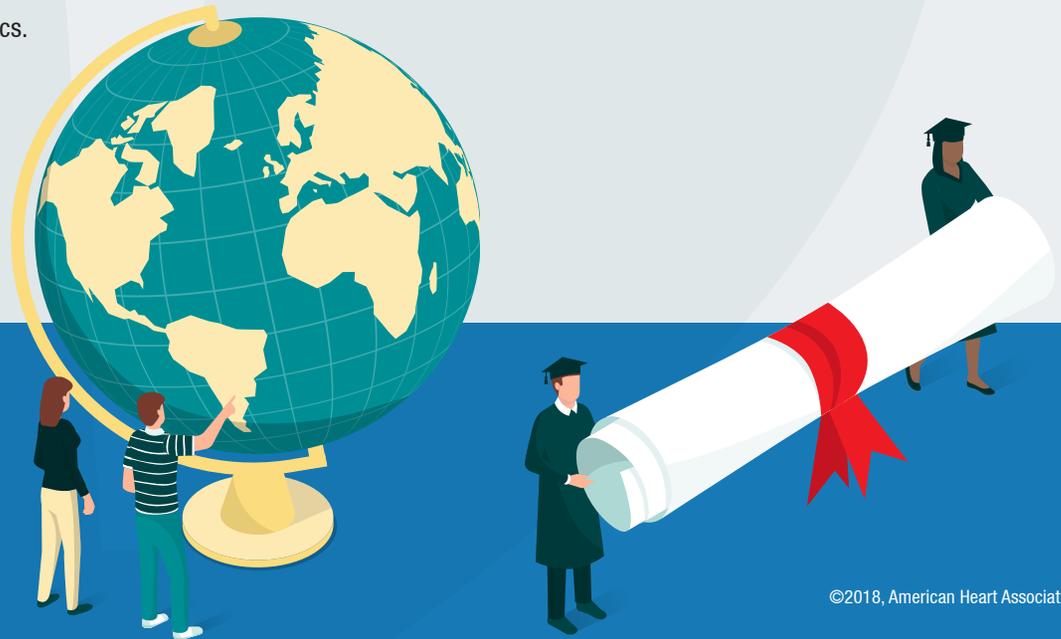
**A** For information on how students can claim credits for any type of ECC (Emergency Cardiovascular Care) event or course, visit the CE credits information page at [Heart.org/ClaimCE](https://www.heart.org/ClaimCE).

**Q** Are resources available to educate, market, and remind students of due dates?

**A** Yes, for each course there will be a product information flyer, FAQ, and other resources when available. These will be shared with organizations who manage their AHA eLearning through Training Central, a LMS Provider, or a Direct Link LMS Integration. The reminder process is different for each management methodology; please talk to your AHA Account Specialist for more specifics.

**Q** How do I market eLearning?

**A** You can advertise your TC's course listings on the AHA's Find a Course Tool on the Instructor Network. It is easy to use and one of the best ways to publicize your TC to those who may be unfamiliar. Social media is another great tactic for promotion of your TC for skills sessions. Folks in our network have used Facebook, Instagram, and Twitter. Another strategy is contacting or sending mailings to local medical clinics, who have employees with limited time for training and appreciate the benefits of blended learning and eLearning. You can add messaging to your website and on-hold phone messages as well. To learn more, visit [Heart.org/FindaCourse](https://www.heart.org/FindaCourse).



TO LEARN MORE ABOUT AHA eLEARNING,  
CONTACT YOUR AHA ACCOUNT SPECIALIST