



American Red Cross

Training Provider Resource Guide

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WELCOME

Thank you for choosing to be a training provider for the American Red Cross. As a Red Cross training provider, your organization has joined a long tradition of providing life-saving education and training throughout the United States dating back to 1909.

Purpose of the Resource Guide

This *American Red Cross Training Provider Resource Guide* provides your organization with the basic information it needs to serve as an American Red Cross Authorized Provider (AP) or Licensed Training Provider (LTP). For information about your responsibilities as an AP or LTP and the responsibilities of the Red Cross to you, refer to your *Authorized Provider Agreement* or *Licensed Training Provider Agreement*.

Types of Red Cross Training Providers

Both Authorized Providers and Licensed Training Providers are companies or individuals licensed to use Red Cross training materials in the instruction of Red Cross training courses based on their contractual agreement with the Red Cross:

- An **Authorized Provider** is a company, organization or individual that signs an *Authorized Provider Agreement* licensing the AP to teach Red Cross courses to individuals within the AP's company or organization.
- A **Licensed Training Provider** is a company or self-employed individual that is an independent business offering Red Cross training to outside companies, organizations or individuals as permitted through their *Licensed Training Provider Agreement*.

The *American Red Cross Training Provider Resource Guide* provides information about the resources available to you and your instructors in preparing for and delivering Red Cross training programs.

ABOUT THE RED CROSS

Proceeds from Red Cross training support the life-saving mission of the Red Cross - including disaster relief, blood collection and Services to the Armed Forces.

Global Red Cross and Red Crescent Network

The Global Red Cross and Red Crescent Network is the largest humanitarian network in the world, with a presence in almost every country. The global network is unified and guided by seven Fundamental Principles.

Humanity

The Global Red Cross and Red Crescent Network, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavors, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

Impartiality

It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavors to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

Neutrality

In order to continue to enjoy the confidence of all, the Network may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

Independence

The Network is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

Voluntary Service

It is a voluntary relief movement not prompted in any manner by desire for gain.

Unity

There can be only one Red Cross or Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

Universality

The Global Red Cross and Red Crescent Network, in which all Societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.

American Red Cross

Mission

The American Red Cross prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors.

Vision Statement

The American Red Cross, through its network of volunteers, donors and partners, is always there in times of need. We aspire to turn compassion into action so that:

- All people affected by disaster across the country and around the world receive care, shelter and hope;
- Our communities are ready and prepared for disasters;
- Everyone in our country has access to safe, lifesaving blood and blood products;
- All members of our armed services and their families find support and comfort whenever needed; and
- In an emergency, there are always trained individuals nearby, ready to use their Red Cross skills to save lives.

History

Clara Barton and a circle of her acquaintances founded the American Red Cross in Washington, D.C. on May 21, 1881. Barton first heard of the Swiss-inspired global Red Cross network while visiting Europe following the Civil War. Returning home, she campaigned for an American Red Cross and for ratification of the Geneva Convention protecting the war-injured, which the United States ratified in 1882.

The American Red Cross Today

Today, the supporters, volunteers and employees of the American Red Cross provide compassionate care in five critical areas:

- People affected by disasters in America
- Support for members of the military and their families
- Blood collection, processing and distribution
- Health and safety education and training
- International relief and development

For additional information, visit redcross.org.

RESOURCES FOR RED CROSS TRAINING PROVIDERS

Instructor's Corner

Instructor's Corner is a password-protected website providing access to a variety of resources for certified American Red Cross instructors and instructor trainers (ITs). Features include:

- **Instructor tools and teaching aids** – Find downloadable resources such as instructor's manuals, participant materials for many programs, instructor trainer guides, course presentations and video segments, program fact sheets, and the annual course and price list.
- **How-To videos** – Reference these videos about a variety of topics such as reporting teaching activity, checking certifications and teaching history, and setting up and reporting blended learning courses, troubleshooting and more.
- **Discussion forum** – The Forum allows instructors and instructor trainers the opportunity to interact, ask questions and discuss a variety of topics with instructors across the country.
- **Click-to-chat functionality and online customer service support case submission** – Instructors and instructor trainers can chat with a Training Support Center (TSC) representative and submit/track support cases online.
- **Certification Details** – Instructor and instructor trainer certifications and expiration dates listed on a personalized, secure home page.
- **Search** – Similar to using a search engine, search capabilities make finding documents easy.

Instructors and instructor trainers must have an American Red Cross Learning Center account and be certified as an instructor or instructor trainer to access Instructor's Corner. Instructors and instructor trainers will create a learning center account through their certification course (see the [Instructors and Instructor Trainers](#) section below for more detail on instructor and IT certification courses). Instructor's Corner may be accessed at www.instructorscorner.org.

Red Cross Store

The Red Cross Store is an online store providing 24 hours a day, 7 days a week ability to order a variety of training supplies and products, including:

- Training program materials such as instructor and participant manuals, textbooks and DVDs
- Training supplies including CPR manikins, AED training devices, breathing barriers and pocket masks
- First aid and emergency preparedness kits
- Red Cross apparel and accessories

For more information, visit the Red Cross Store at www.redcrossstore.org.

Training Support Center

The Training Support Center (TSC) is available to assist training providers with program inquiries, course record entry, billing inquiries and other support functions for administrators, instructors and instructor trainers. TSC representatives are available through the "Click to Chat" or "Create a Support Case" functionality on the Instructor's Corner "Contact Us" page, by e-mail at support@redcrosstraining.org, or by phone at 1-800-RED-CROSS.

The hours of operation for the TSC are:

Monday—Friday from 7:30 a.m. to 11:00 p.m. ET

Saturday from 7:30 a.m. to 8:00 p.m. ET

RED CROSS TRAINING PROGRAMS

The Red Cross offers a broad range of training programs for both the lay public and professional responders in the areas of first aid, CPR/AED, swimming and water safety, and caregiving.

Information including an Instructor Bulletin detailing key information on instructor certification requirements and course options for program can be found on each program page of Instructor's Corner (www.instructorscorner.org) in the "Materials" section.

Your *Authorized Provider Agreement* or *Licensed Training Provider Agreement* details the training program or programs that your organization is licensed to teach. To add training programs to your *Authorized Provider Agreement* or *Licensed Training Provider Agreement*, contact your sales representative.

First Aid and CPR training programs for organizations, schools and the community:

First Aid/CPR/AED

The purpose of the courses in the First Aid/CPR/AED program is to help participants recognize and respond appropriately to cardiac, breathing and first aid emergencies to know how to care for a suddenly injured or ill person until more advanced medical personnel arrive and take over.

The First Aid/CPR/AED program is available in two delivery formats: classroom (instructor-led) and blended learning, featuring online simulation learning followed by an in-person skills session.

The program offers the flexibility of selecting First Aid, CPR and AED courses for adults, children and infants depending upon your training needs. With a variety of course options and delivery formats, courses in the First Aid/CPR/AED training program range from 3 hours to 6 hours in duration.

English and Spanish versions of the program are available.

The First Aid/CPR/AED training program includes supplemental, add-on training modules for more advanced training and certification in key topics including OSHA-mandated Bloodborne Pathogens Training, Anaphylaxis and Epinephrine Auto-Injector, Asthma Inhaler Training, and Administering Emergency Oxygen,

Responding to Emergencies: Comprehensive First Aid/CPR/AED

Responding to Emergencies (RTE) is a 30-hour, lay-level first aid and CPR/AED program designed primarily for high schools and colleges that require a curriculum that can be taught over the course of a semester and adapted to a variety of course outlines. The program is available in a classroom (instructor-led) only format and features an integrated teaching approach that includes classroom lecture, videos, simulated emergency situations, discussion and hands-on skills practice.

Content for the RTE program includes:

- Recognizing and responding appropriately to cardiac, breathing and first aid emergencies
- First aid, CPR and AED skills to give immediate care to a suddenly injured or ill person
- Proper care and special considerations for emergencies involving adults, children and infants
- Injury management, medical emergencies and healthy lifestyle tips

Wilderness and Remote First Aid

The Wilderness and Remote First Aid program is designed to teach individuals how to use first aid skills to help in emergency situations where help is delayed. The program is based on the 2010 Boy Scouts of America (BSA) Wilderness First Aid Curriculum and Doctrine Guidelines.

The Wilderness and Remote First Aid program is appropriate for audiences from youth-serving organizations as well as adults who participate in outdoor recreational activities or who work in remote settings where emergency medical services (EMS) response is more than 1 hour away.

The Wilderness and Remote First Aid program emphasizes experiential learning and major portions of the course are meant to be taught in outdoor settings.

First Aid and CPR training programs for healthcare providers and professional rescuers:

Basic Life Support for Healthcare Providers

The purpose of the Basic Life Support for Healthcare Providers (BLS) program is to ensure that healthcare providers have the knowledge and skills necessary to respond to breathing and cardiac emergencies. The course emphasizes active, hands-on learning and uses scenario activities to help participants learn how to provide CPR, use an AED and relieve an obstructed airway for adult, child and infant patients.

The Basic Life Support for Healthcare Providers program is available in two delivery formats: classroom (instructor-led) and blended learning, featuring online simulation learning followed by an in-person skills session.

CPR/AED for Professional Rescuers

The CPR/AED for Professional Rescuers (CPRO) program trains individuals with a duty to act including lifeguards, EMS personnel, police, security personnel, firefighters and athletic trainers — to respond to breathing and cardiac emergencies in adults, children and infants until more advanced medical personnel take over.

This course is also intended for individuals serving in roles that would be called upon to provide support in emergency situations, such as aquatic facility, gym/fitness club or community/recreation center staff.

Emergency Medical Response

The purpose of the American Red Cross Emergency Medical Response program is to train participants in the knowledge and skills of an emergency medical responder (EMR) to help sustain life, reduce pain and minimize the consequences of injury or sudden illness until more advanced medical personnel take over.

Ideal for corporate emergency response teams, law enforcement, security officers, or students wishing to begin a career in public safety or healthcare upon graduation, this 56-hour classroom (instructor-led) course is designed to meet or exceed National Emergency Medical Services Education Standards Emergency Medical Responder Instructional Guidelines.

Title 22 – California First Aid for Public Safety Personnel

In accordance with the requirements of Title 22 of the California Code of Regulations, the purpose of the First Aid for Public Safety Personnel (FAPSP) course is to train lifeguards, fire fighters, and peace officers in the knowledge and skills necessary to help sustain life, reduce pain, and minimize the consequences of injury or illness until more advanced medical help arrive.

Aquatics, Swimming and Water Safety programs

Lifeguarding

The purpose of the Lifeguarding program is to train lifeguards to act with speed and confidence in emergency situations both in and out of the water. Topics include water rescue skills, surveillance and recognition, first aid, breathing and cardiac emergencies, CPR, AED and more.

Courses within the Lifeguarding Program include Lifeguarding (for facilities with pool depths greater than 7 feet), Shallow Water Lifeguarding (for facilities with pool depths less than or equal to 5 feet) and Aquatic Attraction Lifeguarding (for facilities with aquatic attractions and pool depths less than or equal to 3 feet). Lifeguarding courses are available in both the traditional, instructor led delivery as well as blended learning delivery, which combines eLearning with in-person skill practice.

Swimming and Water Safety

The Swimming and Water Safety Program teaches people of different ages and abilities how to be safe in, on or around the water and how to swim. In a logical progression, the program covers the knowledge and skills needed for aquatic skill development. As participants develop these skills, they become safer and better swimmers.

The Swimming and Water Safety program contains the following basic level courses and presentations:

- Parent and Child Aquatics (2 levels)
- Preschool Aquatics (3 levels)
- Learn-to-Swim (6 levels)
- Adult Swim (3 levels)
- Private Swim Lessons
- Water Safety Today
- Personal Water Safety
- Basic Water Rescue
- Small Craft Safety
- Home Pool Essentials: Maintenance and Safety (online only course)
- Water Safety Presentations:
 - General Water Safety
 - Home Pool Safety
 - Parent Orientation to Swim Lessons
 - Sun Safety
 - Rip Current Safety

The Swimming and Water Safety program offers two paths for instructor certification:

- Water Safety Instructor
- Basic Swim Instructor

Safety Training for Swim Coaches

The American Red Cross Safety Training for Swim Coaches program, which uses a blended learning delivery method that combines online knowledge acquisition and an in-water skills session. This program was developed in partnership with USA Swimming to teach those involved in competitive swimming, including coaches, officials, athletic trainers and aquatic exercise trainers, how to help:

- Maintain a comfortable and safe environment for swimmers.
- Prevent accidents and emergencies.
- Respond to swimmers with illnesses or injuries in water or on land.

The 6-hour full course combines web-based delivery of content, an online exam and a facility-based, in-water skills session. Other course options include an online-content only option (for coaches who have current American Red Cross Lifeguarding/First Aid/CPR/AED or Shallow Water Lifeguarding First Aid/CPR/AED certification).

Longfellow's WHALE Tales

The American Red Cross created Longfellow's WHALE Tales to help teachers and youth leaders teach children about safe behavior in, on and around the water. WHALE is an acronym for Water Habits Are Learned Early. The materials in the Longfellow's WHALE Tales K–6 Educational Packet are designed to give children an awareness of being safe around the water and to promote healthful aquatic recreation.

The American Red Cross Longfellow's WHALE Tales lessons teach children about water safety in different environments, such as pools, waterparks, oceans, lakes and rivers. It teaches them about water hazards around the home and neighborhood and covers sun safety, boating safety and much more. The program features fun, animated videos; colorful posters; stickers; activity worksheets; illustrated, color fact sheets; and three types of completion certificates. These leader-led program materials are available on Instructor's Corner (for instructors) and on redcross.org/whale-tales for individuals without access to Instructor's Corner.

Training programs for youth interested in becoming babysitters within their neighborhoods:

Babysitter's Training

The purpose of the Babysitter's Training program is to provide youth who are planning to babysit with the knowledge and skills necessary to safely and responsibly give care for children and infants. This course – designed for youth ages 11 to 15 – helps participants to develop leadership skills; learn how to develop a babysitting business, keep themselves and others safe and help children behave; and learn about basic child care and basic first aid.

INSTRUCTORS AND INSTRUCTOR TRAINERS

Instructor Certification

Certification occurs when an instructor candidate successfully completes the instructor course or the instructor bridge course (if qualified) and is issued an instructor certification indicating that all requirements have been met on that date.

Before an instructor can teach, s/he must be affiliated with an Authorized Provider or Licensed Training Provider and must sign the *Instructor Agreement and Instructor Code of Conduct*.

Once certified, an instructor may provide training based upon the affiliation with the training provider and the training provider's agreement with the Red Cross:

- As an employee or volunteer for an Authorized Provider, an instructor may provide training to the AP's employees as indicated in the *Authorized Provider Agreement*.
- As an employee or volunteer for a Licensed Training Provider, an instructor may provide training to the LTP's customers as indicated in the *Licensed Training Provider Agreement*.

Instructor Courses

Instructor courses train individuals to be able to teach the course or courses within a specific program. Most Red Cross instructor courses are a blended learning format featuring an online introduction to the instructor course and an in-person portion. The online portion typically includes a review of the Red Cross mission and services, an overview of the training program and materials, and an introduction to the tools and resources available to instructors. Successful completion of the online introduction is required prior to attending the first session of the in-person portion of the instructor course.

The in-person portion is led by a certified Red Cross Instructor Trainer (IT) in the specific program area and includes a precourse skills assessment, a review of the training program and materials, and features multiple practice-teaching assignments allowing instructor candidates the opportunity to practice teaching sections of the course for which they will be receiving an instructor certification

Upon successful completion of the instructor course, individuals will be granted a Red Cross Instructor certification permitting them to teach the course or courses within the training program area for a specific period of time, which is usually two years.

The specific prerequisites and details for instructor courses vary by training program. For information on instructor courses, visit the Instructor Candidates page for the training program of interest at <https://www.instructorscorner.org/s/welcome> (no login required).

To register for an instructor course in your area, interested instructor candidates can search for a class on the Red Cross website <https://www.redcross.org/take-a-class> or call 1-800-RED-CROSS.

For organizations wishing to train multiple instructor candidates, the Red Cross offers "Full Service" instructor courses in which a Red Cross Instructor Trainer delivers the instructor course on-site. For information on scheduling an instructor course at your location, contact your sales representative.

Instructor Bridging

Instructor bridging is an expedited instructor certification option that recognizes an individual's instructor certification and experience – either with the Red Cross or other national training organizations – in order to provide a Red Cross Instructor certification without the need to attend a full instructor course. Most instructor bridge courses are online only courses that are made available to eligible instructor candidates at no cost.

Individuals who qualify for and complete the instructor bridge course and process will be granted the same Red Cross instructor certification as an individual who completed the corresponding instructor course for the program.

Specific requirements for instructor bridges vary by training program and details can be found on the Instructor Candidate pages at <https://www.instructorscorner.org/s/welcome> (no login required).

Information for Instructor Candidates

The Instructor Candidate pages contain an extensive collection of resources and information for individuals interested in becoming a Red Cross certified instructor for various training programs. The Instructor Candidate pages are available at <https://www.instructorscorner.org/s/welcome> (no login required).

The program-specific pages available from this site contain:

- Instructor certification options and requirements
- Information candidates need to prepare to attend an instructor course
- Prerequisites and process information to complete an instructor bridge
- Program-specific Instructor Bulletins which include an overview of the key program details such as course-delivery options and lengths
- Course materials, equipment and supplies needed to conduct

Additionally, instructor candidate pages contain all digital program materials available to instructors for individuals who want to preview course materials without the obligation of purchasing print materials or to help instructor candidates prepare for their instructor course or instructor bridge.

Instructor Agreement and Instructor Code of Conduct

As part of the instructor certification and recertification process all Red Cross instructors are required to review and agree to the *Instructor Agreement and Instructor Code of Conduct*. Available on Instructor's Corner (www.instructorscorner.org) for certified instructors and the Instructor Candidates page (<https://www.instructorscorner.org/s/welcome> (no login required)), the *Instructor Agreement and Instructor Code of Conduct* outlines the Red Cross obligations to instructors and the instructors' obligation to the Red Cross related to the proper delivery and use of Red Cross training materials.

Instructor Get Started Guide

The Instructor Get Started Guide is a document for newly certified Red Cross instructors detailing the key initial steps that an instructor needs to complete in order to begin teaching Red Cross programs based on their new Instructor certification.

Key items featured in the Instructor Get Started Guide include:

- Ensuring instructors are appropriately aligned in the Red Cross Learning Center to the Authorized Provider and/or Licensed Training Provider organizations for whom the instructor will be teaching.
- Updating their user profile in the Red Cross Learning Center to ensure the instructor's profile includes contact information required for the Red Cross to be able to communicate critical program and administrative information throughout the instructor's certification period.
- Accessing Instructor's Corner and ensuring instructors are familiar with the various resources available within that site.
- Links to Additional Resources for instructors such as the Red Cross Store, the Course Record Entry Portal, and the Red Cross Learning Center.

The Instructor Get Started Guide is distributed to instructors at the completion of their instructor course and is available on Instructor's Corner (www.instructorscorner.org) in the "Onboarding" area.

Instructor Trainers

Instructor Trainers are individuals certified to teach Red Cross instructor courses to certify new Red Cross instructors. Similar to instructor requirements, in order for an instructor trainer (IT) to be able to teach instructor courses, the IT must:

- Be affiliated with an Authorized Provider or Licensed Training Provider
- Sign or agree to the *Instructor Trainer Agreement and Instructor Trainer Code of Conduct*.

Additionally, once certified as an IT, the IT is permitted to provide instructor training based upon their affiliation with the training provider and the training provider's agreement with the Red Cross.

Instructor Trainer Academies

Instructor Trainer Academies are training courses where instructor trainer candidates achieve their IT certification by participating in a training program led by a Red Cross Instructor Trainer Educator. IT Academy curriculum is focused on providing the IT candidates with the knowledge, skills, and familiarity with the Red Cross training program area so that the IT can train new instructors in:

- Skill expertise and mastery in the training program area,
- Facilitation and classroom management, and
- Understanding of Red Cross training tools, resources, and processes.

IT Academies are available for the First Aid/CPR/AED, Lifeguarding and Water Safety programs.

In order to attend an IT Academy, interested IT candidates must meet the qualifications and are required to complete an online application that includes providing details of the IT candidates' teaching experience to-date and information on the IT candidates' interest in becoming an IT. Once the application is submitted, a Red Cross Trainings Specialist reviews the application and contacts approved IT candidates with the steps to register for an IT academy.

A schedule of the nationwide IT Academy schedule and the specific requirements and process for IT applicants to apply to attend an IT Academy are available in the "IT Candidate" area of the "Instructor Lifecycle" area of Instructor's Corner (www.instructorscorner.org).

The Red Cross is always interested in partnering with organizations who would like to host an aquatic Instructor Trainer Academy at their facility. Program facility needs and requirements depend on the specific program area. Potential host facilities for aquatic Academies can complete the "Host IT Academy" application form located in the "Instructor Lifecycle" area of Instructor's Corner.

Instructor Trainer Bridging

Instructor Trainer bridging is an IT certification option for currently certified Red Cross ITs to become an IT in a different training program area. Similar to instructor bridge courses, the IT bridge programs are online only courses covering key program information with a focus on conducting the instructor course for that program area.

Like the IT Academy process, to be able to register for an IT bridge, qualified individuals are required to complete an online application for review by a Red Cross Training Specialist. Once the application is submitted, the Training Specialist reviews the application and contacts the IT candidate with the steps to register for the academy. IT bridges typically include a nominal fee due at registration.

For information on whether an IT bridge course is available for a program area and for qualification requirements, you should refer to the Instructor Bulletin available on the Instructor Candidate page for that program (<https://www.instructorscorner.org/s/welcome> (no login required)) or on the “Bridging” area of the “Instructor Lifecycle” section of Instructor’s Corner (www.instructorscorner.org).

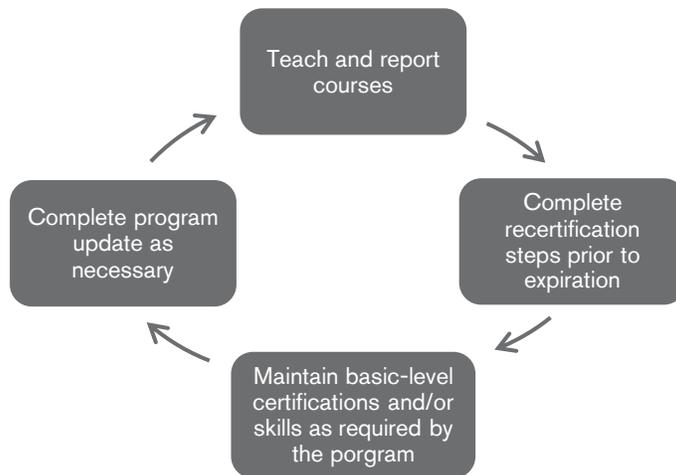
Instructor Trainer Agreement and Code of Conduct

Instructor Trainers are required to review and agree to the *Instructor Trainer Agreement and Instructor Trainer Code of Conduct* as part of their IT certification process. A copy of the latest *Instructor Trainer Agreement and Instructor Trainer Code of Conduct* is available on Instructor’s Corner (www.instructorscorner.org).

Maintaining Instructor and Instructor Trainer Certification

Requirements to maintain instructor and IT certification varies by training program; however, requirements typically include maintaining a basic-level certification in the program area, teaching at least one class during the two-year certification period, completing an online recertification assessment or – depending on the program area – an in-person review course, and completing any instructor/IT update course as required by the Red Cross following a program update. Online Instructor/IT recertification assessments and updates are typically available at no cost during the update period.

A visual of the typical instructor or instructor trainer lifecycle is provided below.



For more information on the instructor lifecycle and maintaining certification requirements, instructors and ITs should review the program Instructor Bulletin, instructor's manual and instructor trainer's guide and should review the contents of the "Instructor Lifecycle" section of Instructor's Corner (www.instructorscorner.org).

Learning Center

The Red Cross Learning Center is the website where instructors and instructor trainers manage their instructor or instructor trainer certifications, keep their contact information up-to-date and, if applicable, complete online recertification assessments and updates. The website address for the Learning Center is <https://classes.redcross.org>.

Quality Assurance

The Red Cross is the leader in quality health and safety training, and it maintains that status by ensuring instructors and instructor trainers are provided the tools, resources and information to allow them to adhere to Red Cross training standards. In addition to maintaining quality programs and resources for training providers and instructors/ITs, the Red Cross also performs quality assurance (QA) reviews and investigations as necessary to ensure the training standards are being met.

With each QA concern that is brought to our attention we thoroughly review all aspects of the issue(s) and gather fact based information from all parties involved. Once all the facts of the issue(s) have been gathered we cross reference those facts against the Instructor or Instructor Trainer Code of Conduct, the AP/LTP Agreement, and the appropriate instructor's manual or instructor trainer guide to determine the appropriate course of action.

This quality assurance program maintains integrity of Red Cross training and certification for our training providers and the individuals, workplaces and communities where they train.

Support for Instructors and Instructor Trainers

In addition to program materials such as the instructor manual and instructor bulletin, there are a variety of support tools and resources for Red Cross instructors and instructor trainers available on Instructor's Corner (www.instructorscorner.org):

iConnection Newsletter

The *iConnection* newsletter is an email newsletter sent to all Red Cross instructors and instructor trainers every six weeks. *iConnection* articles detail program updates and enhancements, answers to frequently asked questions related to content within Red Cross programs, and information on enhancements to instructor tools and resources to help instructors deliver Red Cross training programs.

To ensure they receive the *iConnection* newsletter, instructors and instructor trainers are required to maintain an updated profile and email address in the Red Cross Learning Center.

How-To Videos

A series of How-To Videos available on the home page and in the "Administration" section of Instructor's Corner (www.instructorscorner.org) provide a step-by-step walkthrough of key actions and processes for both new and experienced instructors with screenshots and narration. Topics covered include:

- Accessing the Red Cross Learning Center
- Accessing Your Instructor Certification Record
- Accessing Your Teaching History
- Entering Course Records for Courses with Fees
- Entering Course Records for Courses without Fees
- Setting Up an Instructor Course
- Conducting and Closing Out an Instructor Course
- Setting Up a Basic-Level Blended Learning Course (Direct Links)
- Instructor's Corner Site Orientation

Forum

Available in the “Forum” section of Instructor’s Corner (www.instructorscorner.org), the Forum is a collaboration space for instructors to discuss topics and to share information and best practices. Thousands of fellow instructors and instructor trainers from across the country participate in forums covering a variety of topics. Active groups include program specific groups such as First Aid/CPR/AED, Lifeguarding, and Water Safety Instructor as well as groups for instructor trainers and training networking.

Click-to-Chat and Support Center Case Submission

If instructors or instructor trainers have a question that is not adequately addressed through the Community or the resources available on Instructor’s Corner, Instructor’s Corner also includes capability for instructors or instructor trainers to submit a support case to the Training Support Center for non-urgent matters or to chat with a live representative for urgent matters.

CONDUCTING RED CROSS TRAINING PROGRAMS

Maintaining Training Standards

Quality, consistency and standardized delivery of courses are priorities of the American Red Cross. Red Cross courses are designed with standardized instructor outlines and lesson plans based on well-defined objectives to provide an optimal learning experience for a variety of participants. Many of the courses are designed to meet workplace certification and training requirements of different occupational settings, such as day care workers, workplace response teams, lifeguards, swim instructors and professional responders. Both the course participants and organizations that hire individuals with Red Cross certifications expect and depend on the quality training outlined in the program.

To meet the objectives of the courses and ensure standardized delivery, the course outlines and lesson plans included in the instructor manual must be followed. Facility availability or constraints, specific instructor-to-participant ratios, equipment-to-participant ratios or participant needs may necessitate the need to adapt the course outline while still maintaining the educational progression of the course. Adapting the training does not mean that instructors or instructor trainers can add to, delete or change content.

AP/LTP Course and Price Listing

The AP/LTP Course and Price Listing lists the courses available to training providers and their instructors. This list is organized by program area and includes course combinations and bundles to satisfy the various needs of training providers and their students.

Beginning in 2018, the Red Cross is implementing the practice of publishing an annual price list that will allow for modest price adjustments rather than larger increases that would more significantly impact our training providers.

The annual *AP/LTP Course and Price Listing* can be found on Instructor's Corner (www.instructorcorner.org) and will be provided to training providers via email each year well in advance of any pricing changes going into effect based upon our contracted agreements and terms and to allow our training providers to plan accordingly.

To have courses added to your *Authorized Provider Agreement* or *Licensed Training Provider Agreement*, contact your sales representative.

Training Equipment and Supplies

Many Red Cross training programs require specialized training equipment and supplies. The program's instructor's manual outlines the specific equipment needs for each course. Maintaining the equipment ratios outlined in the instructor's manual allows instructors to deliver quality training, stay within the timelines for the training, as well as to provide course participants the time they need to properly practice and learn skills.

Equipment used in Red Cross training must be maintained in good working order to ensure participant safety and effective practice. Equipment that is not in good working order detracts from participant's willingness to learn and practice effectively.

All equipment used in Red Cross training should be maintained according to manufacturer guidelines. Equipment such as CPR manikins should be cleaned after each use according to the manufacturer guidelines. More details on manikin decontamination is available in instructor's manuals for courses that teach CPR and AED. When using equipment during training, training providers should ensure that instructors take all the necessary safety precautions.

Equipment and supplies such as CPR manikins, AED trainers and accessories are available for purchase from the Red Cross Store (www.redcrossstore.org).

Training Materials

Training materials for Red Cross programs including instructor's manuals, course presentation slides and videos are available in digital format on Instructor's Corner or for purchase from the Red Cross Store. To prepare for classes, instructors can download digital versions of participant materials for most programs from Instructor's Corner.

Print versions of participant materials can also be purchased from the Red Cross Store. Participants can download free digital course materials for most courses from www.redcross.org/participantmaterials.

Delivering Blended Learning Courses

The Red Cross offers a variety of blended learning course options for basic-level courses, instructor-level courses, and IT Academy training. Blended learning courses feature a combination of online learning and an in-person, classroom experience saving in-person training time while allowing course participants the flexibility to complete the online content at their convenience.

Direct Links

Rather than requiring the purchase of online keys and/or additional administrative course setup, Red Cross basic-level blended learning for the First Aid/CPR/AED, Basic Life Support for Healthcare Providers, Lifeguarding, and CPR/AED for Professional Rescuers programs use the Direct Links platform to provide participants access to the online content.

Instructors can easily access and send the Direct Link for First Aid/CPR/AED, Basic Life Support, Lifeguarding and CPR/AED for Professional Rescuers courses to their class participants. At the completion of the online content, participants print a completion record from the online course to bring to the in-person portion of the blended learning class.

A *Direct Links Resource Guide* is available on Instructor's Corner to provide an overview and step-by-step guide for instructors to use this platform. To find the resource guide, instructors should navigate to the "Administration" tab of Instructor's Corner (www.instructorscorner.org) and click the "Direct Links" section.

This area also includes other resources related to the online portion of blended learning including email templates for sending the online course information to course participants as well as troubleshooting tips for accessing and completing the online learning.

Instructor Course Blended Learning Set-Up

For instructor-level courses, the online content for blended learning is completed through the Red Cross Learning Center. This process requires the instructor course to be set up in advance with the

assistance of the Training Support Center. Details and information on how to set up blended learning through this method are available on Instructor's Corner on the "Administration" tab of Instructor's Corner (www.instructorscorner.org) in the "Blended Learning" section.

Reporting Course Activity

Collection of information on course activity benefits both your organization and the Red Cross by:

- Providing records on students trained, which can be used by your organization to verify training requirements have been met.
- Providing statistics that help in health and safety program evaluation.
- Assisting in monitoring for quality assurance.
- Tracking instructor activity for maintaining instructor certification and recognition purposes.

Submitting Training Records Through the Course Record Entry System

The Course Record Entry (CRE) System is the site where course records can be entered or Learn-to-Swim training can be managed. The portal allows instructors to request digital certificates and make payments. Training providers are responsible for ensuring that your instructors submit training records in a timely manner upon completion of each class as indicated in program materials.

Upon submission of each course record, the instructor will select the payment option and is responsible to ensure the number of students and price per student including any promotional discounts is correct. Please be sure to provide your instructor(s) with guidance about your organization's pricing.

The website for the Course Record Entry System is www.redcross.org/courserecords. This site can also be accessed from a link on the Home page of Instructor's Corner. Additionally, a How-To Video for using the Course Record Entry System to submit course records along with a step-by-step document is available on Instructor's Corner.

Obtaining Course Completion Certificates

Digital certificates are available to students once the training fees have been paid. All students whose email address is entered in the Course Record Entry System will receive an email with a link to their certificate. Instructors can also print certificates immediately from the Course Record Entry System.

Certificates are available in two formats: 8.5" x 11" that can be printed or distributed electronically via email and wallet-size which are designed to be printed on standard business card cardstock.

In addition to email, participants may also obtain copies of their Red Cross certification by entering the required information on the Get Certificate of Completion Page at redcross.org/getcertificate.

Digital certificates include an alpha-numeric identifier and a QA code which allows the certificate to be validated by electronic means. Employers can verify participants' Red Cross certification by entering the 6-digit alpha numeric identifier on the Certificate Verification Page at redcross.org/confirm.

Additional information on digital certificates including a frequently asked questions document can be found on Instructor's Corner (www.instructorscorner.org) in the "Digital Certs" section on the "Administration" tab.

Payment Options

Payment for course records submitted in the Course Record Entry (CRE) system can be made by credit card or your organization may submit a purchase order if your organization has been approved for invoicing. Details on invoicing requirements and terms are outlined in your *Authorized Provider Agreement* or *Licensed Training Provider Agreement*. Invoices can be paid by check, ACH/EFT or credit card. Contact Billing Support to pay by credit card or set up ACH/EFT at the number displayed on the invoice. For more information on payment options for training and supplies, visit www.redcross.org/PHSSBilling to view billing frequently asked questions (FAQs).

AWARD AND ALLIANCES

Lifesaving Awards

The Certificate of Merit Award

The highest award given by the American Red Cross to an individual or team of individuals who save or sustain a life. The Certificate of Merit award is signed by the Chairman of the American Red Cross and the President of the United States, who is the Honorary Chairman of the American Red Cross.

The Lifesaving Award (for Professional Responder and Healthcare Providers)

Given to an individual or team of individuals who saves or sustains a life outside of a medical setting and had an obligation to respond as part of employment (e.g., on-duty lifeguards; police, fire and EMS personnel responding to a 9-1-1 call; professional health care workers). The certificate is signed by the Chairman of the American Red Cross and the President and CEO of the American Red Cross.

More information, including a nomination form for Red Cross Lifesaving Awards, can be found on Instructor's Corner at www.instructorcorner.org.

OSHA Alliance

On May 19, 2005, the American Red Cross and the Occupational Safety and Health Administration (OSHA) signed an Alliance agreement geared towards preparing employers and their employees to respond to disasters, life-threatening injuries and other emergencies.

Through this agreement, the Red Cross and OSHA will provide information, guidance and access to training resources on health and safety topics including emergency preparedness, disease prevention and first aid in the workplace.

More information about the alliance is available on the OSHA National Alliances website: https://www.osha.gov/dcsp/alliances/red_cross/red_cross.html.

American Red Cross Scientific Advisory Council

The American Red Cross Scientific Advisory Council is an independent panel of nationally recognized health and safety experts that helps establish the standard in first aid care and water safety. Drawing on a body of collective expertise from such diverse fields as emergency medicine, occupational health, sports medicine, school health, emergency medical services (EMS) response and disaster mobilization, the Council advises the Red Cross in areas related to the development and dissemination of audience-appropriate information and training in first aid and water safety.

More information on the Scientific Advisory Council including scientific advisory statements and from the Council's bi-annual proceedings is available on the Instructor's Corner Science page: <https://www.instructorcorner.org/s/science>.

PERMISSIONS

Promoting Red Cross Courses

The American Red Cross has established graphic standards and guidelines for the use of the Red Cross name and logo. Red Cross training providers may use the name and logo when promoting and advertising American Red Cross courses, provided that the Red Cross name and logo appear in conjunction with one of the following statements:

- Proud Provider of American Red Cross Health and Safety Training
- Proud Provider of American Red Cross Lifeguarding
- Proud Provider of American Red Cross Learn-to-Swim
- Proud Provider of American Red Cross First Aid, CPR and AED Training
- Proud Provider of American Red Cross Caregiving Training

Such use of the **Red Cross name and logo** by training providers is permitted on:

- Websites and web properties used to promote classes
- Brochures, flyers and promotional material as provided electronically by American Red Cross
- Brochures, flyers and promotional materials developed by the training provider, subject to our Brand Standards and the additional guidance outlined below

The Red Cross name may be used on business cards and letterhead in conjunction with one of the statements set forth above. The Red Cross logo cannot be used on business cards and letterhead.

Please refer to redcross.org/brand for downloadable Red Cross logos.

Copyright Permission Requests

American Red Cross materials are proprietary and subject to copyright protection. The American Red Cross vigorously protects its materials to preserve their integrity and to protect them against exploitation by others. Training Providers are not authorized to edit or modify any American Red Cross material. Further you may not create derivative works of any American Red Cross material. Under clearly defined criteria, the American Red Cross may grant permission to use text, photographs, illustrations and audiovisual material from the American Red Cross.

Training Providers that wish to reproduce copyrighted American Red Cross Preparedness and Health and Safety Services materials must first obtain written permission from the American Red Cross. Improper use of American Red Cross materials or propriety content may result in immediate withdrawal of permission to use American Red Cross materials, and/or cancellation of the *Authorized Provider Agreement* or *Licensed Training Provider Agreement*. Training providers and instructors who have questions should contact their sales representatives or the Training Support Center.

Translations into Other Languages

The translation of American Red Cross materials into another language requires prior written approval from American Red Cross. Additional requirements may also apply. Contact your sales representative or the Training Support Center for more information.

Training Outside the Jurisdiction of the American Red Cross

The American Red Cross is not permitted to solicit, deliver services or provide program support for instructors, companies, agencies or organizations that are not within the jurisdiction of the United

States or its territories unless permitted by or requested to do so by the Red Cross or Red Crescent Society of that country. Training overseas is generally confined to U.S. military installations and U.S. embassies and consulates. Training providers and instructors who have questions about training outside of the United States and/or its territories, should contact their sales representative or the Training Support Center.

ADDITIONAL PRODUCTS AND SERVICES

Automated External Defibrillators (AEDs)

The Consensus on Science and Treatment Recommendations for CPR and Emergency Cardiovascular Care (ECC) agrees that Sudden Cardiac Arrest can be treated most effectively by a combination of CPR and defibrillation. Along with providing comprehensive training on how to use an AED, the Red Cross partners with leading manufacturers to help your organization obtain the devices you need to keep your workplaces, schools and facilities safe. Contact your sales representative for current AED promotional offers.

Aquatics Examiner Service

The Aquatic Examiner Service (AES) Program is designed to:

- Develop goals to improve operations, training and performance.
- Increase lifeguard accountability, attention to safety, professionalism and pride.
- Reinforce and strengthen the lifeguard's emergency response skills.
- Maintain high lifeguarding operational standards.

The AES program starts with a Red Cross examiner conducting an in-depth facility tour to understand your safety and lifeguarding operations. You'll then receive a comprehensive, objective evaluation based on American Red Cross Lifeguarding program standards. As a follow-up, unannounced site visits will evaluate on-the-job lifeguard performance including surveillance and rescue skills.

For more information and to request a quote, visit redcross.org/aquaticexaminer.

Emergency and First Aid Kits

In addition to training program materials, equipment and supplies, the Red Cross Store provides a variety of emergency and first aid kits perfect for your workplace, for your home, or on the go. From car first aid kits to bleeding control kits to ANSI-compliant emergency cabinets, the Red Cross Store can provide the emergency response equipment you need.

Visit <https://www.redcrossstore.org/> to browse our emergency and first aid products.

Red Cross Mobile Apps

Put expert advice in your hand with the Red Cross suite of free mobile apps. These apps can be downloaded from iTunes or Google Play. Please encourage your employees, instructors and participants to take advantage of these free tools!

The tools and preparedness information you need every day:

First Aid

Follow the simple step-by-step instructions to guide you through everyday first aid scenarios. It is fully integrated with 9-1-1 so you can call EMS from the app at any time. Videos and animations make learning first aid fun and easy. The content is preloaded, giving you instant access to all safety information at any time, even without reception or an Internet connection. Ahora disponible en español. Download from iTunes or Google Play or text "GETFIRST" to 90999.

Pet First Aid

Take care of your furry family member. The American Red Cross Pet First Aid app puts veterinary advice for everyday emergencies in the palm of your hand. Get the app and be prepared to act when called upon. With videos, interactive quizzes and simple step-by-step advice it's never been easier to know Pet First Aid. Download from iTunes or Google Play or text "GETPET" to 90999.

Blood

Schedule blood donation appointments, track total donations and earn rewards as you help us meet the constant need for blood. Download from iTunes or Google Play or text "BLOODAPP" to 90999.

Hero Care

Whether you're the parent of a child joining the military or a family member of the military/veteran communities, Hero Care will connect you to important resources that can help you through both emergency and non-emergency situations. Ahora disponible en español. Download from iTunes or Google Play or text "GETHEROCARE" to 90999.

Disaster Apps deliver expert information when and where you need it most:

Emergency

Monitor more than 35 different severe weather and emergency alerts, to help keep you and your loved ones' safe. Ahora disponible en español. Download from iTunes or Google Play or text "GETEMERGENCY" to 90999.

Tornadoes

Get your family and home ready for a tornado. This is the complete solution you need to understand and prepare for a tornado. Ahora disponible en español. Download from iTunes or Google Play or text "GETNADO" to 90999.

Hurricanes

Monitor conditions in your area or throughout the storm track, prepare your family and home, find help and let others know you are safe even if the power is out—a must have for anyone who lives in an area where a hurricane may strike or has loved ones who do. Ahora disponible en español. Download from iTunes or Google Play or text "GETCANE" to 90999.

Earthquakes

Get notified when an earthquake occurs, prepare your family and home, find help and let others know you are safe even if the power is out—a must have for anyone who lives in an earthquake-prone area or has loved ones who do. Ahora disponible en español. Download from iTunes or Google Play or text "GETQUAKE" to 90999.

Flood

Get your family and home ready for a flood. This app is the complete solution you need to understand and prepare for flooding and all that comes with it. With interactive quizzes and simple step-by-step advice, it's never been easier to be ready! Ahora disponible en español. Download from iTunes or Google Play or text "GETFLOOD" to 90999.

Free, fun and informative apps for parents and kids.

Swim

Get the most out of Red Cross swim lessons with the Swim App. Created as a companion to the newly-updated Learn-to-Swim program (including Preschool Aquatics), this app will help you keep your swimmer motivated, while providing you the latest in water safety guidance to help ensure your family stays safe in, on and around the water. Download from iTunes or Google Play or text “SWIM” to 90999.

Monster Guard

For kids, 7-11 years old. This app teaches preparedness for real-life emergencies at home with the help of Maya, Chad, Olivia and all the monsters. Download from iTunes or Google Play or text “MONSTER” to 90999.