Frequently Asked Questions

Is online training an approved way to receive CPR or First Aid certification?
Yes. Online training is now an approved method of CPR and First Aid certification / course completion. In fact, American Heart Association studies have shown that video/online trained students that took a 20-minute course performed equal to or better than students that participated in a 4-hour instructor-led course. Thousands of students have been certified using our online OSHA-compliant workplace safety, first aid & CPR training portal (www.firstvoicetraining.com). We have provided course certifications for many occupational fields including laborers, technicians, service employees, security guards, safety professionals, athletic trainers, nurses, physicians, chiropractors, dentists, dental assistants, teachers, physical therapists, babysitters, day care providers, foster parents, coaches, home health aides and many others. If you would like a list of references and clients, contact a First Voice sales representative.

Is the training accepted by my licensing entity, Board or regulatory agency?
  First Voice online training is OSHA compliant and meets or exceeds the requirements guidelines for all fifty states of the United States (U.S.). The training is also compliant with international CPR standards as it meets current Emergency Cardiovascular Care (ECC) and International Liaison Committee on Resuscitation (ILCOR) guidelines. Contact First Voice technical support for more information on your industry or state.

What training organization is the accreditation through?
The courses are accredited through the International Occupational Health & Safety Association (IOHSA). IOHSA is an international-scope training certification agency composed of Board-Certified Licensed Physicians and Medical Directors that approve course curriculum in first aid, CPR, Blood borne Pathogen, Oxygen use and other safety-related subject matter. The training curriculum approved by IOHSA meets updated Emergency Cardiovascular Care (ECC) and International Liaison Committee on Resuscitation (ILCOR) guidelines for all fifty states of the United States (U.S.) and for international CPR training requirements. CPR course curriculum follows the same guidelines as American Heart Association, Red Cross, and other ECC or ILCOR members such as the European Resuscitation Council, the Heart and Stroke Foundation of Canada (HSFC), the Inter American Heart Foundation (IAHF), the Australian and New Zealand Committee on Resuscitation (ANZCOR), the Resuscitation Council of Southern Africa (RCSA) and the Resuscitation Council of Asia. For additional information about the International Occupational Health & Safety Association (IOHSA) and additional curriculum they approve, please visit their website: www.iohsa.org

What kind of certification card will be received once the training is completed?
Cards are issued from the International Occupational Health & Safety Association (IOHSA). The International Occupational Health & Safety Association (IOHSA) is an internationally accredited training organization that has certified tens of thousands of students over the years. IOSHA certificates or wallet cards are acceptable in all 50 of the U.S. states, Canada, Mexico, Europe, and other ILCOR compliant countries. Please note that add-ons or upgrades to the training (in-person psychomotor skills documentation) may be needed in addition to the online basic CPR or First Aid curriculum. For

full details on the requirements for your state, country, province or industry certification standards and any necessary upgrades to meet certification compliance, ask a First Voice sales representative for more assistance. Cards can be printed from your student portal or the student can elect to pay a minimal printing and mailing fee (approximately $1.00) and be sent a hard copy of the wallet card certificate, which is mailed within 5 days of course completion.

Is there a demo course available for my evaluation?
First Voice training does offer demo courses. Contact your First Voice sales representative for more information on how to obtain a demo key code.

How do I pay for the training?
Terms for purchase include credit card payment, check, or approved net 30 terms for qualified customers issuing purchase orders in advance. Contact your First Voice sales representative for more information on payment terms.

Can my entire staff take this training? How do I enroll 2 or more students from my company for online training? Do I get a status report of their progress?
Let us know how many students you have and purchase the appropriate number of key codes for courses. You can then elect to either provide us a list of each student's name, email and other pertinent information and we will email each student and provide their login and key code OR you can elect to be sent a list of key codes for you to distribute to your employees or staff. In the later case, each student is simply distributed a key code and they proceed to www.firstvoicetraining.com training portal and enter that key code and simply just follow the prompts provided to enroll in First Voice Online Training. When they do this, it will set up a student account and allow them to access the training portal an unlimited number of times for review of any training that is in progress or even completed courses for refresher training anytime! The student accesses their account just like any other online account they establish – by entering their appropriate username and password which they input at account setup! First Voice goes above and beyond for helping employers and managers track their staff completion of the training – we can track all students' progress (if you purchase multiple key codes) and provide a monthly, by employee, course completion status report for multiple key code corporate purchases of First Voice online training.

What happens after I enroll or others in my company enroll?
Immediately after enrolling, the student will be directed to our online Student section, where they can log in; using their newly created Username and Password. Once they have logged in, they can view their personal information they have entered along with all pre-paid course information. There will be buttons / links labeled "Take Now" or "Review" to the pertinent online courses that have been purchased.

What kind of computer or operating system and software or add-ons do I need to enroll in First Voice online training and to take courses?
You only need a PC or Mac with internet access and a web browser software application such as Safari, Internet Explorer, Chrome, or Mozilla Firefox in order to access the training portal. Any computer or operating system can access and use First Voice online training. Your computer should have a sound card and speakers or headphones for the audio prompts that accompany the text and video screens contained in the training courses. In order for the audio to function to full capacity, it is recommended that you use Quick Time software (for playing audio files). Most computers come pre-loaded with Quick Time but you may need to download this application for your PC or Mac computer: http://www.apple.com/quicktime/download/

Can I adjust the volume or speed of the training?
First Voice training is self-paced. Simply press the Next or Previous Button to proceed or go back and refresh on any course material. You can adjust the volume of the audio (the computer voices sound better when played on a low volume level) on your computer control panel or on the audio sound bar at the bottom of each training course page. Simply click on the audio speaker symbol and scroll the volume up or down.

What if I need to access the course off-line due to my study time being in a remote area and not internet capable?
In advance of purchase, inform your sales representative or dealer of this requirement. A download version of the courses are available which allows for off-line studying. There is a random verification code that is disbursed to students upon completion of your study guide and course online. This verification code needs to be input online in your First Voice online training portal student section, under COURSES NOT COMPLETED and in the appropriate course you wish to complete the test for. Once this code is input (to require you to pre-study in advance of the test), you will be given access to the test. You must take the test online and have internet access to complete the test and the course.

Are the courses bookmarked? When you leave the course does it know what information you already reviewed?
Yes. When you log out or leave any course, it saves your last course page reviewed. The test can not be bookmarked however. If you leave the training portal during the test, you will have to start the test over when you re-enter. The download versions (if you need the above mentioned off-line studying version) of the course study guides also will not and do not bookmark your place.

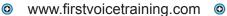**What if I want to take several courses from your offering but not all at once?**
Simply purchase only the courses you are ready to take now. You can purchase more codes at a later date. Once you are issued a new key code – all you have to do is log back into your student account at **www.firstvoicetraining.com** and input under 'ENTER KEYCODE' the new code in the appropriate field. You will be given plenty of time to take your course and pass the test. Students have 1 year from the date of being issued a new code by First Voice to enter it and pass the course. Key codes that are not used or courses that are not passed within that time will expire.

Can I and how often can I review the course once I have completed it?
Once you have passed the course, you can refresh on the material anytime and the course review will remain open and does not expire. However, if you access the training refresher or 'Review Course' over 2 years after your original certification, you will be prompted to renew the course and get a new valid certification.

What if I want to have my company's responder team completed courses PLUS refresher training tracked on a report?
Your company can be issued special tracking for refresher training codes if you are a current First Voice medical direction customer or corporate / national account. These codes are complimentary and allow for you to have a record anytime from our Admin area of the course completed / training activity of your responder team. These refresher (issued monthly or quarterly) codes are only issued AFTER the initial training course is paid for by the client. This system allows for more frequent training that has been proven to improve confidence and retention levels in responders. Course access is helpful when running First Voice training scenarios. Ask a First Voice sales rep for more information on our training refresher tools and systems that integrate with the online First Voice training.

Do I receive a course textbook or other forms when taking an online course?
No, the online course is your textbook – available anytime 24/7/365 online as from the date of course completion, the student will have access to the training course for an unlimited time period and un-limited number of times **AFTER** having passed courses. The student can review the online course material as often as they would like. The student can also access the 'SKILLS REFRESHER' section, which allows them to print out and review all the steps and skills for CPR, First Aid, AED use, and other key rescue situations relevant to the First Voice online training courses. This is proven to be an effec-tive refresher training method (proven by American Heart Association research and studies to be more effective than taking only a 4-hour course every year or every 2 years) and it is GREEN, helping the environment as well! These courses also integrate with a total emergency preparedness product line and refresher training solution that engages technology and helps build confidence levels. Ask your First Voice rep for details on how to use the First Voice Emergency Instruction Device (EID) with online First Voice training course and the First Voice Training Scenarios!

Are the online tests complicated or difficult to pass?
No. The tests are like other typical online and e-learning training course tests. As a matter of impor-tance, for a student to receive a completion certificate from IOHSA and pass the course – the student **MUST** have a minimum of 90% (could be higher based on quantity of questions) correct / accuracy on the tests. This ensures better retention than traditional instructor-led student testing which allows a pass at 80% accuracy. Feedback from former First Voice online training students has shown that tests are simple and easy to understand, yet effective at helping retention levels. If a student misses a ques-tion, they will be informed of which question they missed and the proper answer. The option to take the test again is available, at which time the training will provide a different set of questions (similar but unique, making the student read carefully and take their time to answer) for the student to answer.

How long does the training take?
Each course is self-paced and generally takes 60-90 minutes to complete. More experienced praction-ers or students will find the courses may only take 30-60 minutes. It will take new students longer to complete coursework than a student whom is refreshing their skills and prior knowledge. It is recom-mended that NEW students taking CPR for the first time, take the online training and pass the online test. Then, follow it with an instructor psychomotor skills check (one of the course upgrades we men-tioned previously).   If your company does not have an in-house First Voice certified training instructor to evaluate and review your skills, select 'Need Instructor' from the Student Section of the training portal. This will take you to a web form. Complete the web form to request a quote for a local First Voice ap-proved instructor to come to your facility (or for the student to go to the training facility). This instructor/ trainer will perform the psychomotor skills review and checklist and test. The instructor will charge a fee for their services, fees vary based upon region of the country and where the review occurs. The time requirement for this instructor review will be a minimum 30 minutes and can be longer depending on any remediation required by individual students that need extra help and skills improvement.

What if students don't pass the test questions given during the online training?
No problem! Students can take the test as many times as necessary until they successfully pass all segments of the training. All students must pay attention though - as we do change the wording of test questions during retakes. Take your time and read the questions and all answers thoroughly before answering. Once the student achieves a score of 100%, they will pass and be able to print or save a .PDF of the course completion card, in both wall certificate format and wallet card format.

How does the student get their certification card?

After completing each training course, a printable wall certificate or wallet card can be generated immediately by clicking the Print certificate button in the student section. A true-to-size nationally accredited certification wallet card can also be mailed [via USPS] within 5 business days after completion for an additional fee. Other options and upgrades exist for mailing and storage of the student certification card including a 'hard to destroy' plastic storage card (USB flash drive compatible). Once the student passes the course, the options for printing and/or mailing of hard copies is provided within the training portal student section. Once a course is completed, under the COMPLETED COURSES section, the student can select 'Print Certificate' next to any completed course, and they will be provided all options for printing, mailing or hard data storage of their certificate.

How do I set up a skills check or verified skills check for my company? What skills am I tested on by the instructor?
After completion of the training course, a printable online course completion certificate will be generated and available in the COMPLETED COURSES part of each student section. Under the COMPLETED COURSES part is a SKILLS REFRESHER section which has buttons labeled "AED", "Lone Rescuer CPR", "Multiple Rescuer CPR", etc. These buttons and checklists all pertain to the courses completed by the student. These checklists can be printed or viewed or saved to your computer for any in-house refresher training skills practice. To decrease your long term training costs, ask a First Voice rep about our "train the trainer" program that enables you to have an in-house trainer at your facility! If your company does not have a Certified First Voice in-house training instructor, there is also a button labeled 'Need Instructor'. This button will pop up a form for completion. Once completed and submitted, this form is emailed to First Voice customer support. You will be contacted immediately and provided information, including the name of a Certified Trainer that is nearest your location, and any Onsite or other Skills Check Fee that may apply. First Voice has a national and international network of trainers. Skills check fees vary across the United States and internationally. A certified instructor can be hired to provide psychomotor skills training verification and documentation at your workplace; minimum class sizes apply. Ask your sales rep for more details, this "psychomotor" skills verification training is suggested for anyone whom is a new student and has never completed relevant CPR-related course material before or for certain workplaces with specialized industry requirements.

If I am already a certified trainer for Red Cross, AHA or other training agency does First Voice offer reciprocity and allow me to be an approved First Voice instructor?
Yes. Contact the First Voice online training technical support team for more assistance on what forms and verification are required for reciprocity.

What if I want to become an in-house trainer for First Voice at my company? Do you have a train the trainer program?
Yes. Contact the First Voice online training technical support team for more assistance on how to become an in-house First Voice training instructor at your company.

Can I do a skills check by web camera?
There are situations where this is allowed, although it is the exception to the rule currently. In addition to web camera, a software application must be used that allows for audio and video sharing and conferencing. You must allow for the reviewing instructor to see all of your skills performance, which can be difficult on web cameras. For any skills check to be completed by web camera you must have a CPR training manikin available for use during the check. The training manikin must have both a depth compression feedback (clicker) mechanism and ideally a pacing feedback mechanism (lights, etc). The Prestan manikins are recommended due to their feedback capabilities and ease of review by the instructor. For more information on student verification using web camera and audio conferencing completion of skills checks, contact a First Voice sales representative.

Can I purchase from First Voice the CPR manikins or other training supplies I need for my in-house company training needs?

First Voice has a full line of affordable and quality products and equipment, including training accessories that integrate with your First Voice online training. Full training packages are available in our product mix or ala carte products related to training can be viewed at: http://www.firstvoice.us/Products/TrainingProducts/tabid/704/Default.aspx