



Frequently Asked Questions

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 web site: www.iohsa.org

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. The training is both OSHA compliant and JCAHO compliant. Contact First Voice technical support for help with your industry or state.

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. IOHSA 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 are electronically available and can be printed from the www.firstvoicetraining.com website portal. Or, the student can elect to pay a minimal printing and mailing fee and be sent a hard copy of the wallet card certificate, which is mailed within 3-5 days of receipt of course roster or 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 place my order and pay for the training? Terms for purchase include credit card payment, check, or approved net 15 day terms for qualified customers issuing purchase orders in advance. Credit approval must be obtained in advance for purchase order approval. Contact your First Voice sales representative for more information on credit or payment terms.

Do key codes or training codes expire if they are not used? No. Key codes issued do not have an expiration time limit.

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.

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 written cognitive 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 unlimited 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 effective 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! Hard copy manuals can be purchased if the student or trainer desires but they are not required by First Voice as a part of the standard First Voice Training packages.

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 importance, for a student to receive a completion certificate from IOHSA and pass the course – the student **MUST** have approximately 80% correct / accuracy on the tests. 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 question, 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 practitioners 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 recommended 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 mentioned 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 approved 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 passing score (approximately 80% on most courses), they will pass the course.

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, if one is not available to be trained in-house at your company, to provide psychomotor skills training verification and documentation at your workplace. Please note that when hiring a First Voice outside trainer, minimum class sizes apply. Ask your sales rep for more details, this motor skills verification training is suggested for anyone whom is a new student, is seeking OSHA compliance in heavy industrial and higher-risk of injury settings, and has never completed relevant CPR-related course material before or for certain workplaces with specialized industry requirements.

How does the student get their certification card? The client will decide if they want the wallet card to be able to be printed upon completion of the online written cognitive test or after motor skills testing by a Certified Trainer. The standard option for wallet card printing is that 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 US Postal Service] 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. The client can also elect to turn off the wallet card printing option and mandate that the student pass a follow-up motor skills or didactic skills test with an approved First Voice trainer (for CPR courses), ensuring the student can perform proper lifesaving skills. Once the instructor reviews and passes the student for proper motor skills, a roster is turned in to First Voice via fax or email/scan and the student cards automatically issue within 3 days of submission and payment. These cards are electronically sent to the First Voice client and hard copies can be sent for additional fees.

How long do didactic skills sessions or motor skills tests take to perform? Traditional in-person training will take 2-4 hours. However, a benefit of blended training is the reduction in time requirements for the training course. The student passes the course on their own time, easily accessing the course when they can and as they have time to take the course. Once the course is passed by the student or a bundle of students, the trainer can utilize First Voice training tools to perform skills tests. Using our online videos in the www.firstvoicetraining.com portal, performing skills demonstrations on their own, or using approved course DVDs to demonstrate skills reviews prior to running skills tests, the trainer reviews the coursework passed by the student. The skills tests are then performed. When there are multiple students (batches of up to 15-18), testing generally takes about 30 to 1 hour minutes, depending on number of manikins used. Skills tests can be run with individual students as well, reducing the time requirements for the skills test. Simply follow the skills test form provided by First Voice Training, checking the boxes as the student performs the skills. Remember to keep copies of the checklists or roster in your files for the next 2 years. Copies of the motor skills tests or rosters can be uploaded to www.firstvoicemanager.com for electronic storage, if trainer has that upgraded capability.

How long does it take to receive cards from First Voice Training? Generally, cards are issued electronically and take 2 days or less to be issued to students or trainers. Online courses that do not require skills testing completion have an automated card generation capability. You can instantly select "Print Card" from the student or trainer portal under COMPLETED COURSES for these courses.

What if I need to request additional copies of certification cards for myself or students? Since cards are electronically sent to the First Voice trainer or client, there are no fees for reprints or copies of certification cards. If requested, hard copies can be sent via US Postal Service for additional fees.

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. It is easy and convenient to become a First Voice Trainer using our Train-The-Trainer program and courses. Simply pay for and pass the required classes. 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.

If I am already a certified trainer for Red Cross, American Heart Association, or other training

agency, does First Voice Training offer reciprocity and allow me to be an approved First Voice instructor? Yes. For any already certified trainer for other training organizations, reciprocity will be granted where the trainer does not need to pass courses to become “certified” by First Voice. Contact the First Voice online training technical support team for more assistance on what forms and verification are required for reciprocity. Trainers are advised to take the First Voice Train The Trainer course however, to allow for review of proper expectations and procedures specific to our training network.

Can I train students using blended training methods or can I / will I have to use DVDs? Trainers have the option of training under either method. Trainers that utilize online courses followed by skills tests will find they spend less time in the class room yet not sacrifice quality of the training experience or student accountability and skills retention. Contact your First Voice technical rep for more details on each type of training method.

What is the cost or requirements to become a trainer or renew as a trainer for First Voice Training? Costs vary but generally are \$59-\$99 or less to become a trainer or renew as a trainer for First Voice Training. Certificates for trainers are valid for 2 years for any approved First Voice trainers. Trainers that provide evidence of certification with a different training organization that is more than 1 year remaining can receive discounted rates. Larger Training Centers with many instructors can receive discounted rates for switching over to First Voice Training as well. In order to renew, the trainer must have current course certificates for any courses they wish to train and must pass the Train-The-Trainer course provided by First Voice Training. If current certifications are provided by the trainer for courses already passed under a different training organization, First Voice Training will review and provide feedback or approval as necessary.

How much work is it and how long will it take to switch our Training Center and Instructors to your organization? First Voice technical support will gather a detailed spreadsheet of your training center or company instructors and their respective contact information details. As long as copies of any trainer’s existing certifications are also attached or submitted, approval is within days. Proper email communication is established with trainers seeking approval to be a First Voice trainer and an email will be sent with a key code for the First Voice Train-The-Trainer course. Once this course is passed, the trainer is approved and can start to teach under the First Voice Training network. Various portions of the Train-The-Trainer course detail the terms, conditions, and procedures or methods for trainers to follow under First Voice Training. The course may take up to 1 hour but generally should take less than an hour to complete.

How many students am I allowed to train in one class before another instructor or trainer has to assist? Experienced trainers may feel like they can train 12 to 15 (or sometimes more) students per class without another trainer to assist. Generally, in CPR training classes 12 to 15 is the maximum number advised but there are certain situations involving refresher CPR training where more students are acceptable. In addition, providing CPR team training and teams of 2 to 3 people per training manikin for practice and skills testing sessions will allow for increased numbers of students to be tested per session, especially in cases where CPR feedback manikins are being utilized (Prestan manikins, etc). Contact a First Voice technical rep for more details on training class size requirements and your individual needs.

What is the required student to manikin ratio for CPR skills review or skills checks/tests? Under no circumstances should courses or skills checks be performed where there are student to manikin ratios that exceed 3:1. Ideally, these ratios should be 2:1 for Lay Rescuer CPR skills sessions and 3:1 for Healthcare Provider CPR (using bag-mask) skills sessions, to facilitate better CPR team practice that mirror real-life Code teamwork scenarios.

How many days do students passing ONLINE courses have before they are required to pass the didactic or motor skills tests for CPR training course work? The general rule is 120 days. Reports are provided to the client or First Voice trainer that allow for monitoring students whom have passed online course work. Reports can be provided weekly or monthly. Contact your First Voice technical rep for more details on reporting accountability and student skills testing requirements.

What type of paperwork do I have to fill out in advance or when classes are performed? There is no advance paperwork to fill out prior to conducting skills checks or tests. Students simply need to pass online courses or take DVD courses with the trainer. Contact your First Voice technical rep for a copy of the First Voice training roster form to be filled out or provided to First Voice via fax or email/scan after skills' testing is completed.

Are there a minimum number of seats or students I have to train each time? No, there are no minimums for student online training purchases or instructor-led training course certifications. Minimums may apply for purchase bundles to receive discount bundles. Contact your First Voice technical rep for more details on purchasing online key codes in bundles for discounts and cost savings. Training key codes purchased in advance do not have an expiration date.

Do you have specific equipment or manuals that have to be purchased for a trainer to become an approved First Voice Certified Trainer? The only specific items that are necessary are CPR manikins (of any type or brand), use of the First Voice Training (www.firstvoicetraining.com) training portal and skills tests or skills sheets and other free manuals contained therein, CPR barrier practice shields, and manikin cleansing wipes used during skills sessions or training. There are optional DVDs or instructor training guides that can be purchased for additional fees, if these types of tools are wanted by the trainer.

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 product options can be viewed at:
<http://www.firstvoice.us/Products/TrainingProducts/tabid/704/Default.aspx>

What type of reports or tracking mechanisms do you provide trainers using First Voice Training? Contact your First Voice technical rep to find out more about the free data storage and upload of data (for any card issued by First Voice) into www.firstvoicemanager.com. This online Training Tracker application allows First Voice trainers free access to reports and automatically provides notifications of upcoming expirations of First Voice training courses and any student certificate expirations. First Voice uses technology to improve communication and operational efficiencies related to student or instructor renewals and expirations.

What if I like current BLS or ACLS courses provided by another training organization; can I select to use First Voice Training for only certain courses and continue to work with my existing training organization as well? Yes. For more information on training courses available from First Voice Training to select from and related pricing, contact a First Voice sales representative.

Are there any other additional benefits that are derived from becoming part of the First Voice Training network? Yes. First Voice Training costs are economical and offer cost savings over any other training organization on the market today. Plus, training access for refresher training or reference and use is unlimited and free forever, once a course is paid for by students or trainers. Also, technology

allows for easy tracking of your training needs and upcoming compliance needs. Contact your First Voice technical rep to find out more about the free data storage and upload of data (for any card issued by First Voice) into www.firstvoicemanager.com. This online Training Tracker application allows First Voice trainers free access to reports and automatically provides notifications of upcoming expirations of First Voice training courses and any student certificate expirations. First Voice uses technology to improve communication and operational efficiencies related to student or instructor renewals and expirations. In addition, for a low cost annual fee, ANY training courses (non-First Voice classes in safety, HR, etc) that need to be monitored by your organization can also be uploaded (versus using an .xls spreadsheet). This online training tracker application will improve your overall efficiency and tracking mechanisms and ensures total compliance. These automated reports make it very easy to monitor and track your internal needs for training and upcoming certifications.

Can I do a motor skills and/or trainer 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 trainer or student verification using web camera and audio conferencing completion of skills checks, contact a First Voice sales representative.

What is blended training? Blended training is simply the blended use of both traditional instruction methods and online teaching methods. Blended training provided by First Voice Training includes allowing the student to pass online courses. After students pass the written test that follows the online study portion of the course, a trainer performs a motor (didactic) skills test. This ensures the student can perform the skills they have learned. Blended training benefits students by improving interaction and frequency to the training, and is proven by recent American Heart Association studies to improve retention of the skills learned.

How can trainers or students benefit from blended training using First Voice Training? Blended training reduces time in the classroom for both the student and the teacher or trainer. Several efficiencies are gained by trainers as well as students from blended training. Studies performed by organizations such as the American Heart Association prove that shorter and more interactive or frequent training improves student skills retention. In addition, blended training allows the student to access their online First Voice Training student account anytime to refresh on course material. Shorter and more frequent refresher sessions also improve skills retention. First Voice Training allows unlimited free access to any course for skills review. In addition, the student written cognitive training tests are backed up and stored via online archives. Online storage is redundantly backed up and accessible for longer periods of time. These archives are helpful in proving the student learned the material and cut down on storage requirements or data entry needs of the trainer. Lastly, trainers can have an easy access point to training logs for courses or students or any expiration tracking data through the use of online data stored in www.firstvoicetraining.com or the automated Training Tracker application at www.firstvoicemanager.com.

Are there certain requirements to be met in order to renew my certification every 2 years? The only requirements to be met are taking updated courses and passing skills tests.

Can our organization have several trainers or is there a limit to the number of Certified Instruc-

tors we can have? Yes, several trainers are encouraged for organizations to improve trainer access by students. There is no limit to the number of trainers.

What type of training materials does First Voice Training provide for my use? Training materials provided by First Voice Training include online manuals, online course study materials, skills reminders, skills tests, skills checklists, DVDs that can be purchased, hard copy instructor manuals or student manuals that can be purchased, instructor guides, power points and training drills or scenarios that can be performed by trainers and students.

How long will Trainers or my Training Center be approved by First Voice? As long as Training Centers or Trainers remain in good standing, they will remain active.