

Heartsaver® Total – Heartsaver First Aid CPR AED

Heartsaver® Basic – Heartsaver First Aid CPR AED



As of September 7, 2022

General FAQs

Q: Are Heartsaver Total – Heartsaver First Aid CPR AED and Heartsaver Basic – Heartsaver First Aid CPR AED new courses?

A: No, they are not new courses. **Heartsaver Total – Heartsaver First Aid CPR AED** (20-1440) and **Heartsaver Basic – Heartsaver First Aid CPR AED** (20-1456) are the existing course paths available within the current Heartsaver First Aid CPR AED Online (20-1403) course. For convenience, the course paths are now being offered as two separate products for purchase. Note that the Heartsaver course path is now named **Heartsaver Basic – Heartsaver First Aid CPR AED**.

Q: What are the differences between the two course paths?

A: Both course paths offer the convenience of digital learning for students who are required to take CPR and first aid training to meet job requirements.

Heartsaver Total – Heartsaver First Aid CPR AED – Students are required to take the majority of course topics in this course path. If all requirements are met, this course path results in a course completion card that is designed to meet regulatory or OSHA requirements.

Heartsaver Basic – Heartsaver First Aid CPR AED – Students have the flexibility to choose more optional topics. If all requirements are met, this course path results in a course completion card. However, this course path **DOES NOT** meet regulatory or OSHA requirements.

Q: Have any of the course content or topics changed?

A: No, the course content and topics remain the same. See which topics are included in each course path in the [Heartsaver course grid](#).

Heartsaver Target Audience

Q: Who is the intended audience for each Heartsaver course path?

A: **Heartsaver Total – Heartsaver First Aid CPR AED** – For students who are required to take CPR and first aid training designed to meet regulatory and OSHA requirements for their job. This is the most common course path taken by employees. Heartsaver courses can also be taken by anyone who wants to be prepared to act in an emergency.

Heartsaver Basic – Heartsaver First Aid CPR AED – For students who are required to take CPR and first aid training to meet job requirements, but **DO NOT** require training designed to meet regulatory or OSHA requirements. Students should contact their employer to confirm training topics needed to meet job requirements. Heartsaver courses can also be taken by anyone who wants to be prepared to act in an emergency.

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Heartsaver® Basic – Heartsaver First Aid CPR AED



For Training Centers and Instructors

Q: Will Heartsaver First Aid CPR AED Online continued to be available for purchase?

A: The version of Heartsaver First Aid CPR AED Online that includes both course paths will not be available for purchase after October 23, 2022. Instead, Heartsaver Total – Heartsaver First Aid CPR AED Online and Heartsaver Basic – Heartsaver First Aid CPR AED Online will be available for purchase.

Q: Our Training Center currently has Heartsaver First Aid CPR AED Online as part of our current inventory. Will the course licenses still be valid?

A: Yes, the courses are still valid. Your current inventory will not be impacted by the addition of the other course path options.

Q: Will students that have taken Heartsaver First Aid CPR AED Online still be able to access their course materials?

A: Yes, students will still be able to access their course materials.

Q: Does the availability of the two separate course paths change the process of issuing cards?

A: No, the process does not change. Cards will be issued the same way.

Q: Can we return current inventory of Heartsaver First Aid CPR AED Online courses that have already been purchased?

A: No refunds of digital products will be accepted unless the product was purchased within 30 days of the refund request. Any returns may also be subject to a 15% restocking fee. Contact ShopCPR Customer Support for any digital product returns. See [ShopCPR](#) for the most updated return policy.

For additional information about Heartsaver First Aid CPR AED, please refer to the [Heartsaver 2020 FAQs](#).