Direct Links Resource Guide

Alternate Method for Delivering Basic-Level Blended Learning Classes for First Aid/CPR/AED Blended Learning & Lifeguarding, CPR/AED for Professional Rescuers, BLS, ALS and PALS

Using the Direct Links Platform

Last Update: January 2020

Update: Blended Learning Processes

The Red Cross released a new Red Cross Learning Center November 2019. The new platform is designed to allow instructors of blended learning classes to set up blended learning classes directly and to monitor the completion status of online content for all students. Students access the online course in the Red Cross Learning Center student portal that includes all digital course materials and access to additional resources and certifications once the course is complete. Requires the instructor and/or partner to set up the class and enroll known students (individually or with the use of a csv template) or send individual student vouchers for students to enroll.

Alternate for Blended Learning Courses: Direct Links

Direct Links is an alternate self-service platform that allows instructors to provide participants with access to online content via a single link/URL per course and gives participants log-in process to begin accessing these courses. The Direct Links alternate option is only available for the basic-level courses listed below. All blended learning instructor classes must be administered through the Red Cross Learning Center.

With Direct Links, the platform is separate from the Red Cross Learning Center and provides access to online content only. Instructors are not able to track completion status of students and participants are responsible for providing the instructor with proof that they completed the online portion through one of the three available options as explained below.

Direct Links are available for the following basic-level courses:

- First Aid/CPR/AED
- Basic Life Support (BLS)
- Advanced Life Support (ALS)
- Pediatric Advanced Life Support (PALS)
- Lifeguarding
- CPR/AED for Professional Rescuers (CPRO)

Using Direct Links

The instructor is responsible for distributing the course-specific direct link (URL) to students by selecting the correct link from the table below:

Important: Be sure to copy/paste the complete URL for distribution. We recommend you test the URL and confirm that it takes you to the intended course before distributing to your students.

Course Name	Online Course Length Estimate (hh:mm)	Course Code	Direct Link (URL)
Adult and Pediatric First Aid/CPR/AED	2:30	HSSSFA516 r.2017	https://www.redcrosslearning.com/course/301040f0-c611-11e6-981d-bb8e5751112f
Pediatric First Aid/CPR/AED	2:20	HSSSFA515 r.2017	https://www.redcrosslearning.com/course/1abbe440-c611-11e6-a4f4-bd8a97138281
Adult First Aid/CPR/AED	2:05	HSSSFA514 r.2017	https://www.redcrosslearning.com/course/02b6b8e0-c611-11e6-81f6-a5a76b229f34
Adult and Pediatric CPR/AED	1:30	HSSSFA513 r.2017	https://www.redcrosslearning.com/course/f1d6cbd0-c610-11e6-8cb1-fd6cba7ba1e9
Pediatric CPR/AED	1:20	HSSSFA512 r.2017	https://www.redcrosslearning.com/course/e3b28f60-c610-11e6-839e-f3a55edcfb6e
Adult CPR/AED	1:05	HSSSFA511 r.2017	https://www.redcrosslearning.com/course/d1c18020-c610-11e6-97ba-adc268562c07

First Aid	1:05	HSSSFA510 r.2017	https://www.redcrosslearning.com/course/b4411ec0-c610-11e6-babf-4fecf6ce231c
Basic Life Support	1:30	HSSBLS101 r.2019	https://www.redcrosslearning.com/course/9ca0c170-d16b-11e8-bb66-095693dd5037
Advanced Life Support (ALS)	5:00	HSSBLS110 r.2019	https://www.redcrosslearning.com/course/cb942800-d17d-11e8-ad48-c55d3a249570
Pediatric Advanced Life Support (PALS)	4:00	HSSBLS120 r.2019	https://www.redcrosslearning.com/course/ba7eab50-d17d-11e8-8c60-4d9c673ccda6
CPR/AED for Professional	3:00	HSSPRO101 r.2017	https://www.redcrosslearning.com/course/d7aeac00-2619-11e7-ba95-3b1151af8d64
Lifeguarding*	7:00	HSSAQU402 r.2017	https://www.redcrosslearning.com/course/73031950-15c1-11e7-b4e0-51657ecd06af

Sample email templates for distributing direct links are on the Red Cross Learning Center in the Resources section under Resources/How To section. The templates include a place for the instructor to add the following key information:

- Course-specific URL (the “direct link”)
- Approximate time to complete the online portion (varies by course – see table above)
- Date, time and location of the instructor-led classroom skills session that must be completed after the online portion

In addition, the templates include information about the PC/tablet requirements for the course, a description of the methods the student may use as proof of completion and a reminder about completing the online portion via direct links before attending the skill session(s).

Students may provide instructors one of the following as proof that they completed the online portion of the course:

- A copy of the completion record that may be printed from the online course.
- A copy of the email confirmation received upon completion of the online portion
- Visibility to the completion status that appears above the “Launch Course” button (requires student to log in to the direct links platform using the course URL provided by the instructor)

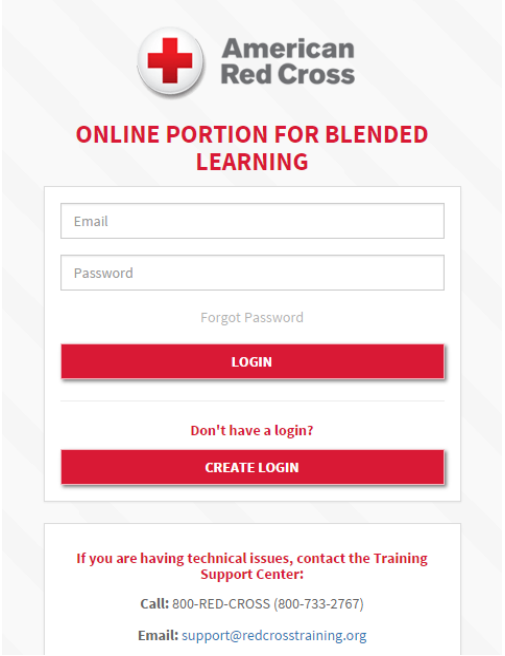
If a student has not completed the online portion or cannot provide verification, the instructor may tell the student that they cannot attend the class because they are unable to show proof of online course completion. If the instructor has other upcoming courses, the student may be given an opportunity to join another upcoming class where they can show proof of online completion. Alternatively, for First Aid/CPR/AED, Basic Life Support and CPR/AED for Professional Rescuers courses, if time and resources allow, the instructor may offer an opportunity for the student to show their knowledge by successfully completing the written test for the course prior to participating in the skills session. This option is not available for Lifeguarding courses.

After conducting the skills session, instructors should report the blended learning courses delivered via direct links through Course Record Entry in the Red Cross Learning Center. (See the how to document for how to report a course through course record entry).

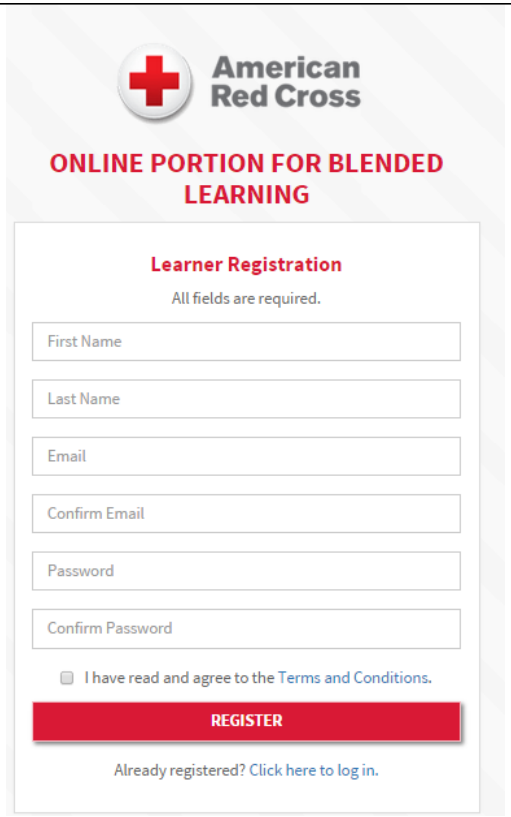
Course Access using Direct Links

Below are examples of the screens students will see when accessing courses via Direct Links:

Login/Create Login
These screens show how students create an account (first-time users), login to their existing account, and/or reset their password.



- The Direct Links URL will take the student to the LOGIN/CREATE LOGIN screen.
  - First time users will select the “Create Login” button (see next screen)
  - Returning users will login with their existing credentials
    - Users who cannot remember their password can select “Forgot Password” and password reset information will be sent to the email provided in the forgot email prompt, if valid. If not valid, user will be asked to enter email again.
- After selecting “login,” the student will automatically be taken to the course launch screen (See Launch Screen section below)
- First-time users will also receive an email confirming their account creation



First-time users

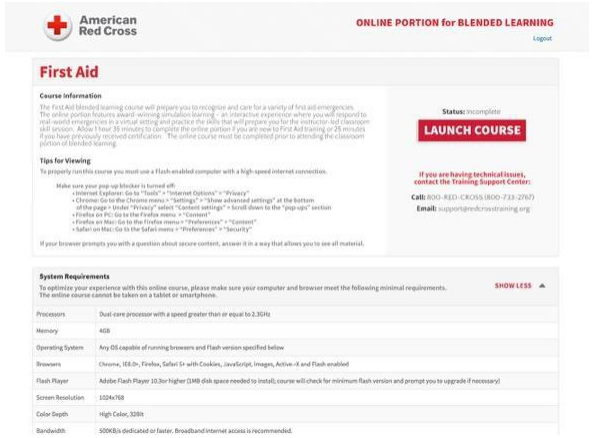
- First-time users will fill in the registration information needed to create a login and select the "Register" button
- Required information to enter includes:
  - First Name
  - Last Name
  - Email (entered twice; if emails don't match, users will get an error notification)
  - Password (entered twice; if passwords don't match, users will get an error notification)
- User will be required to check "I have read and agree to the Terms & Conditions" which links to this page: http://www.redcross.org/terms-of-use
- After selecting "login," the student will automatically be taken to the launch course screen (See Launch Screen section below).
- The user will also receive an email confirming their account creation.

Note:

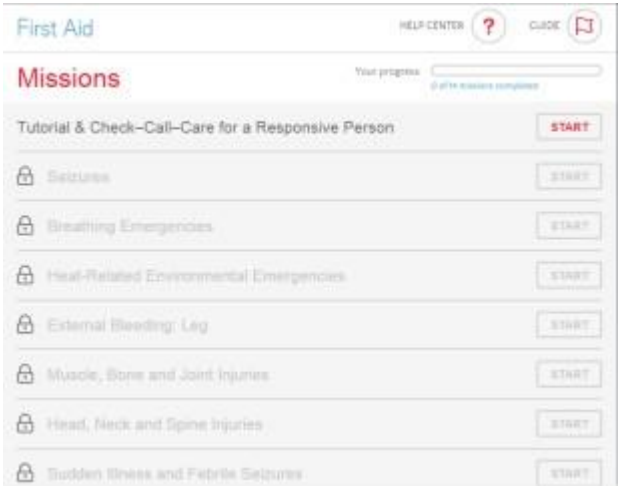
- Students must use unique email addresses when creating accounts.
- Student emails will not be used for marketing or any other communication unless relevant to using the Direct Links platform.

Launch Course Screen

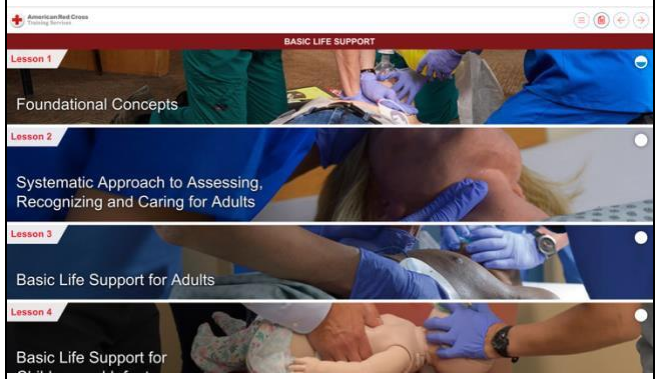
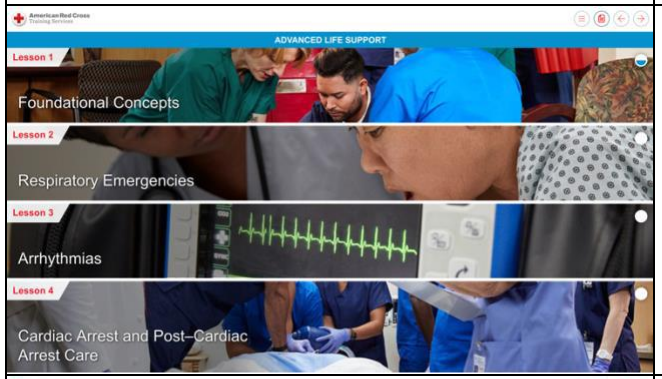
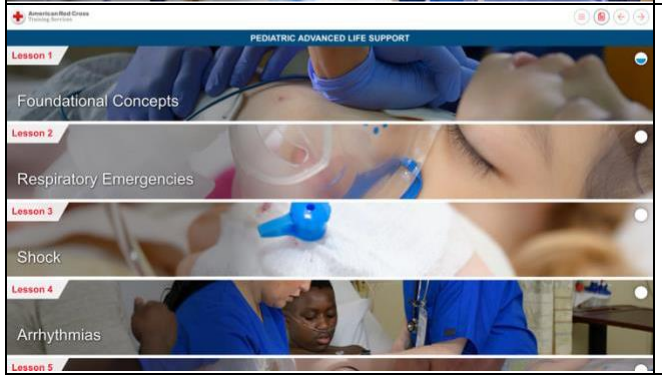
These screens show what students will see after they log into their account and when they launch the course.



- Default state of this page displays course description, tips for properly running the course, completion status (“Not Started” by default, changes to “Complete” once completed)
- Expanded view displays full list of system requirements
- Upon selecting Launch Course, the specific course tied to the link will launch in a separate window (see next screen)
- Should the student close the course and return at a later time, they should use the original link provided by the client to return to the course. Progress will resume from where the student left off.



- Visual of First Aid/CPR/AED course launching in separate window.

	• Visual of Basic Life Support (r.2019) course launching in separate window
	• Visual of Advanced Life Support (r.2019) course launching in separate window
	• Visual of Pediatric Advanced Life Support (r.2019) course launching in separate window

	• Visual of the Lifeguarding course launching in separate window
	• Visual of the CPR/AED for Professional Rescuers course launching in separate window

FAQs about Direct Links

Q: Does an instructor have the ability to check the online completion status of their students?
A: No, instructors do not have access to any completion reporting for students using Direct Links. For this reason, it's the student's responsibility to provide proof of completion using one of the three methods provided.

Q: As an instructor, can I use Direct Links to access the course?
A: Yes.

Q: One of my students forgot the password for their Direct Links log-in – can the TSC assist the student with resetting it?
A: No. As a self-service platform, the student should go through the "Forgot Password?" process on the Direct Links log-in screen. They will be prompted to enter their email address. They will then be emailed a link to reset their password. The email will come from DO NOT REPLY – RED CROSS LEARNING.

Q: Will students who use Direct Links still be eligible to receive a digital certificate?
A: Yes. Certificates are produced once the instructor enters the training records into the Red Cross Learning Center--Instructor Portal.

Q: Is payment required at the time the student registers using Direct Links?
A: No. Payment is due when you course completion is reported in the Red Cross Learning Center. A credit card is required unless your organization is approved for invoicing (by purchase order).

Q: Some employees do not have email addresses – can they create their Direct Links log-in without one?
A: No, they should use their personal email address instead. An email address is required to receive the email that confirms course completion.

Q. Can I use Direct Links if I have a purchase order (PO) number for invoicing?
A: Yes, you can. You will use the PO number when you report the training through the Red Cross Learning Center.

Q. Can I use Direct Links for an Instructor course?
A: No. Direct Links is only available for basic-level courses. Instructor courses must still go through the Red Cross Learning Center. To set up an instructor course, Instructor Trainers must click the Request Blended Class button on the Home page of the Red Cross Learning Center. See instructions and a video for how to set up, manage and close out blended learning classes under Resources/How To Information and Videos on the Red Cross Learning Center.

Q. Can I have students pay the AP/LTP through Direct Links?
A: No. Providers pay for each participant when submitting the course in the Course Record Entry.

Lifeguarding Blended Learning Courses on Direct Links

For added flexibility and convenience, two course outlines are provided for teaching Lifeguarding Blended Learning classes using Direct Links:

- **The Intensive Course Outline**, which allows participants to complete all eLearning content before attending the first in-person session is recommended for sessions held back-to-back, such as a long weekend class.
- **The Extended Course Outline,** which allows participants to alternate between eLearning and classroom sessions with days or weeks between. When following this outline, instructors assign eLearning and reading assignments at the end of each in-person session.

Email templates with instructions and eLearning assignments for participants are available for each outline. These templates are available in Section C of the *Lifeguarding Blended Learning Instructor's Manual* and in editable format on Instructor's Corner.

Guidance for Following the Intensive Course Outline
When following the intensive course outline, instructors should allow adequate time for participants to complete all eLearning modules, including the final CPR/AED for Professional Rescuers and First Aid eLearning exam prior to attending the first instructor-led session. It is recommended that when following the intensive outline, instructors schedule the precourse session at least one week prior to the first in-person skills session (Session 1) so that instructors may distribute the *Lifeguarding Manual* and review eLearning expectations. At the beginning of Session 1, instructors should verify that participants have completed **all** eLearning modules, including the conclusion.

Guidance for Following the Extended Course Outline
The extended course outline allows participants to complete eLearning modules as assigned by the instructor prior to attending the next instructor-led skills session (see sample schedule below). At the beginning of each in-person skills session, instructors should check participants' eLearning completion reports to verify that each participant completed the assigned module(s). At the end of each in-person session, instructors should remind participants of the eLearning modules and reading assignments that should be completed before the next in-person session.

IN-PERSON SKILLS SESSION	IN-PERSON SKILLS SESSION DATE AND TIME	ELEARNING MODULES TO BE COMPLETED BEFORE ATTENDING THE IN-PERSON SKILL SESSION
Lesson 1	Monday July 10, 2017 5pm – 6pm	▪ Introduction ▪ The Professional Lifeguard
Lesson 2	Monday July 10, 2017 5pm – 6pm	▪ Facility Safety and Patron Surveillance
Lesson 3	Wednesday July 12, 2017 5pm – 6:15pm	▪ Injury Prevention
Lesson 4	Saturday July 15, 2017 9am – 3pm	▪ Water Rescue Skills
Lesson 5	Saturday July 15, 2017	▪ Before Providing Care and Breathing

SAMPLE

Lifeguarding Direct Links FAQs

Q: When to participants take the final written exams?
A: Participants take the first final written exam (CPR/AED for Professional Rescuers and First Aid) in the conclusion module of the eLearning content on Direct Links. Participants take the second final written exam (Lifeguarding Skills or Shallow Water Lifeguarding Skills) in Lesson 9 of the in-person skill session.

Q: Is there a Direct Link for Shallow Water Lifeguarding or Aquatic Attraction Lifeguarding?
A: Shallow Water Lifeguarding course participants take the same eLearning content as Lifeguarding course participants, so there is only one direct link. After completing the in-person skill session, instructors should enter a course record in the Red Cross Learning Center by selecting the appropriate course code for the course taught. The Aquatic Attraction Lifeguarding course is not available in the blended learning format.

Q: Can instructors teach Waterfront Skills, Waterpark Skills and other add-on modules/bundles with blended learning Lifeguarding?
A: Yes. The Lifeguarding Direct Link includes content for the stand-alone Lifeguarding class. After completing the final in-person skill session, instructors may teach the add-on module(s). Instructors should select the appropriate course code for the add-on module(s) taught when submitting course records in the Red Cross Learning Center.

Q: Is there a Lifeguarding or Shallow Water Lifeguarding Review course option using Direct Links?
A: No. The instructor-led Lifeguarding Review and Shallow Water Lifeguarding Review course times were reduced and no longer include several video segments; as a result of this change to the review course outlines, there is no blended learning review course option. Instructors may distribute the lifeguarding Direct Link to Lifeguarding Review and/or Shallow Water Lifeguarding Review course participants to allow them to review course content and watch video segments prior to attending a review course.

Direct Links Resource Guide Version History

Feb. 15, 2017	Initial version for First Aid/CPR/AED and Basic Life Support Simulation Learning
Apr. 27, 2017	Addition of Lifeguarding and CPR/AED for Professional Rescuers Blending Learning
July 3, 2018	Changed links to “https” for SSL Certification implemented on Direct Links in early May; changed document format to eliminate wrapping of Direct Link URLs
Jan 8, 2019	Addition of BLS r.2019 course
Mar 1, 2019	Addition of ALS and PALS r.2019 courses
September 17, 2019	Removed BLS r.2016 course
January, 2020	Revised to account for the release of the new Red Cross Learning Center