

FAQs Frequently Asked Questions

1.) When will I receive my certification?

Answer: All AHA classroom courses/Skills Sessions provide immediate certification upon successful completion.

2.) How long is the Certification valid?

Answer: All course certifications are valid for a period of 2 years and expire the last day of the month issued.

3.) What if I register for a course and then need to cancel or re-schedule the date?

Answer: You may change your scheduled date **ONE TIME** and within **60 days** of the original scheduled class date.

Please contact CPR Dave at: dave@cprdave.com or call 845.224.6355 to request a class change.

4.) May I get a refund after registering for a course?

Answer: Sorry, there are **no refunds** after registration. You may re-schedule your course within 60 days of the original scheduled class date.

5.) Is a book included in the course price?

Answer: Books are not included in the course fee and are available for purchase at the time of the class.

Books are included for: AHA Blood Borne Pathogens, AHA Family and Friends Course and Pet CPR and First Aid.

6.) How do I receive my e-card after completing the course?

Answer: E-cards are issued at the end of the class and are sent to the e-mail address you provide when signing into the class.

7.) How long is the CPR Class?

Answer: Each class is approximately 3 hours long.

8.) What happens if I lose my certification card?

Answer: If you were issued an e-card, log into: heart.org/mycards to print another card anytime within the 2-year certification period.

The cost for a replacement certification (paper) card is \$30. Replacement cards cannot be issued unless attendance to the original course can be verified.

9.) I need CPR Certification but am not sure which class to take?

Answer: Visit our website and click on “Choose the Right Course.” This section will show which course is required for the various professions/jobs. If you still need assistance, please contact CPR Dave via e-mail or phone.

10.) I need First Aid Certification, but I do not see a class for that?

Answer: We offer a variety of American Heart Association Courses with First Aid using the blended e-learning method. Part 1 of the course is completed online and then a required Skills Session is scheduled to complete the certification.

For details on this convenient method of obtaining certification, review the E-Learning section on the home page of our website.

11.) Do online CPR courses provide the same 2-year certification as a classroom course?

Answer: Yes, the same certification is issued to a person who completes an online course and required skills session.

12.) Why do I need to bring a copy of my online course completion certificate (paper/phone copy) to the required Skills Session?

Answer: The online course certificate contains a code number that needs to be entered into the computer system which allows the official certification to be issued.

13.) Should I schedule my Skills Session before or after completing the online course?

Answer: The required Skills Session cannot be scheduled until after you have successfully completed the online course and have e-mailed a copy of the online course completion certificate to: dave@cprdave.com

Then we can set up your appointment in either White Plains, NY or Danbury, CT.

14.) Do classroom courses require any online course work?

Answer: No, there is nothing you need to do online before attending an in-person classroom course.

15.) Do you offer the Emergency Responder Advanced First Aid Course?

Answer: Yes, we offer the ASHI Emergency Responder Advanced First Aid Course by appointment only. Please contact CPR Dave via e-mail or phone if you are interested in taking this course.

16.) Do you provide on-site training for businesses, community locations or private homes?

Answer: Yes, we provide on-site training on a regular basis. From our home page, click on “On-Site Training” and complete the form. We will review your request and send a proposal within 24 hours.

17.) Do you provide discounts to groups requesting on-site training?

Answer: Yes, we offer a discounted rate when training more than 10 participants.

18.) Do I need to purchase a book if I complete an online course?

Answer: No, books are not required for online courses since you will have access to the online course information for a period of 2 years.

19.) My employer will not allow me to take an online course for certification, does this mean I cannot use the blended e-learning option?

Answer: AHA Blended e-learning courses are not considered “on-line courses” because they require a live Skills Session with an AHA Instructor for the hands-on parts of the course. Therefore, the same certification is issued whether you use the classroom style course or blended e-learning course options.

If you have any other questions, which have not been addressed, please feel free to contact us:

Dave@cprdave.com

845.224.6355

Our goal is to always provide a safe, pleasant and educational experience when taking any of our courses.