

FREQUENTLY ASKED QUESTIONS (FAQ)

BLS Renewal Prerequisite Challenge

General Questions

Q: How do I know if I should take the BLS Renewal Prerequisite Challenge?

- A: You are eligible to take the BLS Prerequisite Challenge if you are a BLS provider who has:
- A BLS or “healthcare provider (HCP)” completion card from another agency
 - An expired Heart & Stroke BLS Provider course completion card
 - Not taken a recent (within the past 12 months) BLS course, but you are confident in your BLS skills through regular use in your work in the ED, CCU, ICU on code team, or as a paramedic
 - A current Heart & Stroke BLS Provider completion card but are uncertain of your proficiency level and wish to assess your knowledge.

Q: What is the *BLS Renewal Prerequisite Challenge*?

- A: The pre-requisite for attendance at Heart & Stroke’s BLS Renewal course is current certification (taken within the last 12 months) in Heart & Stroke BLS. The BLS Renewal Prerequisite Challenge is intended for those students who do not meet this pre-requisite. It is an online assessment consisting of 36 randomized, multiple choice questions designed to assess your knowledge of Heart & Stroke BLS content. A score of 84% or higher will allow you to attend the BLS Renewal course.

Q: How do I take this on-line assessment?

- A: The assessment can be found through our website at www.resuscitation.heartandstroke.ca under the Training Resources Tab. Click on the **Training Resources Tab**, select the **BLS Renewal Prerequisite Challenge** link. Once there click on the **START** link, enter your email and a password of your choice. You will be required to pay a **\$10** fee using PayPal. If you do not have a PayPal account you may use the pay as a guest option. PayPal accepts all major credit cards.

Q: Do all providers enrolled in the BLS Renewal course have to take the BLS Renewal Prerequisite Challenge?

- A: No, the BLS Renewal Prerequisite Challenge is a requirement **only** for students who wish to take the Heart & Stroke BLS Renewal Course but **do not** have a current Heart & Stroke BLS Provider course completion card (taken within the last 12 months and current to the most recent Guidelines).

Q: Why should I take the BLS Renewal Prerequisite Challenge?

- A: Successful completion of this online assessment will allow those **experienced** BLS providers who **do not** have a current Heart & Stroke BLS completion card to gain entrance into the Heart & Stroke BLS Renewal Course. If you do not successfully complete the BLS Renewal Prerequisite Challenge, you will be required to attend the full BLS Provider course.

Q: Is there a cost for me to complete the BLS Renewal Prerequisite Challenge?

A: Yes, there is a \$10 fee to complete the BLS Renewal Prerequisite Challenge. Each purchase allows you to take the BLS Renewal Prerequisite Challenge up to **two times**. If you are unsuccessful after the second attempt, you are encouraged to take a full Heart & Stroke BLS Provider course.

Please note: All Purchases are valid for a period of One (1) year from the date of purchase or 90 days from activation. All purchases are final sale. By purchasing from Heart and Stroke, you understand you will be accessing services provided by a third-party website. All terms and conditions of this third-party website will govern the usage of this purchase. Heart and Stroke reserves the right to make any modifications to the products on this third-party website, including terminating, changing, suspending, or discontinuing any aspects of the website at any time, without notices. In the event of any of these instances a credit or refund will be issued, at the discretion of Heart and Stroke Foundation, to the original purchaser.

Q: I just took my BLS course with another agency, and my ACLS Instructor said I need to have a Heart & Stroke BLS card. Can I take the BLS Renewal Prerequisite Challenge and present the certificate with my other agency's certification to meet the prerequisite?

A: No. The BLS Renewal Prerequisite Challenge is only intended to assess the baseline knowledge required to attend the BLS Renewal course. It does not provide you with a Heart & Stroke BLS Provider certification. The prerequisite for advanced courses (PEARS, ACLS, ACLS EP, PALS) is a Heart & Stroke BLS Provider completion card. You would still be required to attend the BLS Renewal course to obtain this BLS Provider completion card to satisfy the prerequisites for advanced courses.

Q: Why do I have to take the BLS Renewal Prerequisite Challenge in order to attend the Heart & Stroke BLS Renewal course if I already have a current BLS card from another agency?

A: Heart & Stroke's **BLS Renewal** course is an accelerated program designed specifically for the experienced BLS provider. This BLS Renewal course puts the emphasis on skills and cognitive retention and does not re-teach all of the components covered in the full BLS Provider course.

It is essential for student progress and course delivery that all students have the same baseline knowledge on entry into the BLS Renewal course.

Heart & Stroke does not assess or accredit BLS courses developed by other agencies and as a result does not accept these certifications as equivalent, and therefore they may not be used to grant entry into a Heart & Stroke BLS Renewal course. As the Guideline setting body in Canada, Heart & Stroke courses are developed on the rigor of our scientific evidence base; ensuring course objectives and educational design drive important learning and performance outcomes for course participants.

Q: What is the minimum score required to pass the BLS Renewal Prerequisite Challenge?



A: A minimum passing grade of 84% is required to successfully complete the BLS Renewal Prerequisite Challenge. All providers who successfully complete the BLS Renewal Prerequisite Challenge will receive a certificate which should be presented to the Instructor of the BLS Renewal course. With each purchase you will have two attempts to complete it successfully.

Q: How long does the BLS Renewal Prerequisite Challenge take?

A: This will vary from student to student. There are 36 randomized multiple choice questions and students can work at their own pace.

Q: Do I have to complete the BLS Renewal Prerequisite Challenge in one sitting?

A: No, you can complete the assessment in multiple sittings, simply visit the Heart & Stroke Resuscitation portal, click on the **Training Resources Tab**, select the **BLS Renewal Prerequisite Challenge** link, click on the **RESUME** link, enter your email and the password you set and continue the assessment.

Q: How long is my BLS Renewal Prerequisite Challenge certificate valid for?

A: Providers must complete the BLS Renewal course within 90 days of the date noted on their completion certificate. It is recommended that you minimize time between the Prerequisite Challenge and your BLS Renewal Course date, since retention of the material will be necessary for the BLS Renewal Course.

Q: If I take the BLS Renewal Prerequisite Challenge do I still have to complete the exam in class?

A: Yes, the BLS Renewal Prerequisite Challenge is designed to ensure the provider has the baseline knowledge to attend the renewal course. The BLS written exam is completed by all BLS course participants at the end of class in order to ensure they have met the learning objectives and to measure application and impact of the learning.

Q: Why did Heart & Stroke create the BLS Renewal Prerequisite Challenge, and why is there a charge?

A: Our network expressed a need to have the BLS Renewal course available to a wider audience. The on-line assessment was designed to ensure student readiness for this fast-paced renewal course. The BLS Renewal Prerequisite Challenge ensures students have the baseline knowledge and allows providers the opportunity to renew their BLS Provider certification in less than half the time. The \$10.00 fee is a value price set to cover the development and maintenance costs of the program.

Q: After passing the on-line assessment, how do I gain admission to a Heart & Stroke

BLS Renewal course?

A: Once you have successfully completed the BLS Renewal Prerequisite Challenge, you will be able to print your certificate. You will also receive a PDF copy of your certificate via email. Please bring a printed or electronic copy of your Completion Certificate to your BLS Provider Renewal course. Some Instructors may ask you to email them your certificate prior to the day of class.

Q: What resources can I use while completing the BLS Renewal Prerequisite Challenge?

A: Students are encouraged to use Heart & Stroke's BLS Provider Manual for both the on-line assessment and the in-class exam during the BLS Renewal course. If you require a copy of the *BLS Provider Manual (RE303310E – 2015 Basic Life Support: Provider Manual or RE303310ED – 2015 Basic Life Support: Provider Manual locked PDF version)*, please contact your BLS Instructor or visit the Heart Shop at resuscitation.heartandstroke.ca and click on 'Shop for Training Materials.'

Q: I got less than 84% on the on-line assessment. How do I take the assessment again?

A: Visit the National Resuscitation Portal, click on the **Training Resources Tab**, select the **BLS Renewal Prerequisite Challenge** link, click on the **START** link, enter your email and the password you set on your first attempt, and then complete the second attempt. If you have forgotten your password, click on the "forgot password" button to gain access to your account. You have two attempts with each purchase to complete the assessment successfully.

Q: I lost my results and need to reprint my certificate. Can you help?

A: Yes, once you are successful, a certificate is immediately available to print. A PDF copy is also emailed to the email address you provided when you signed in. If you need another copy of your certificate, please contact the Resuscitation Support Centre by email at rsc@heartandstroke.ca. Please allow up to 3 business days for the delivery of your certificate.

Q: I'm having issues with the BLS Renewal Prerequisite Challenge, who can I call for help?

A: If you need assistance, please contact the Resuscitation Support Centre by phone 1.877.473.0333 or by email at rsc@heartandstroke.ca.

Instructor and Program Administrator Questions

Q: We train many providers; can we make a bulk purchase for our staff to access the BLS Renewal Prerequisite Challenge?

A: Please contact the Resuscitation Support Centre by email at rsc@heartandstroke.ca regarding all Bulk Purchases. Bulk purchases require a minimum purchase of 50 keys. An order form can be found by clicking on the “Purchase eLearning” on our website www.resuscitation.heartandstroke.ca

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Q: The IRRP states that it is at the discretion of the Instructor to allow a student into a renewal if they do not have a current card. Has this changed?

A: Yes, the policy concerning renewal course requirements has changed. As indicated at the launch of the new BLS Renewal course, all students taking a Heart & Stroke BLS renewal course must have a **current** (taken within the last 12 months and current to the most recent Guidelines) Heart & Stroke BLS provider card as a prerequisite.

A policy amendment can be found in HSF Policies and Procedures after logging in to the Resuscitation portal.

Q: What records do I need to keep after the BLS Renewal course and for how long?

A: All Instructors must keep, for a period of **12 months**, the following:

- Any exams and skills testing sheets for students who were unsuccessful
- An electronic or paper copy of all Heart & Stroke BLS Renewal Prerequisite Challenge certificates

Q: I teach for a hospital that only requires BLS training every two years. Does this mean these staff will all have to take the full BLS provider course or complete the Renewal Challenge to gain admittance into a BLS Renewal Course moving forward?

A: Yes, the prerequisites for the BLS Renewal course is a current Heart & Stroke BLS Provider certification (taken within the last 12 months and current to the most recent Guidelines) or successfully complete the online Heart & Stroke BLS Renewal Prerequisite Challenge.

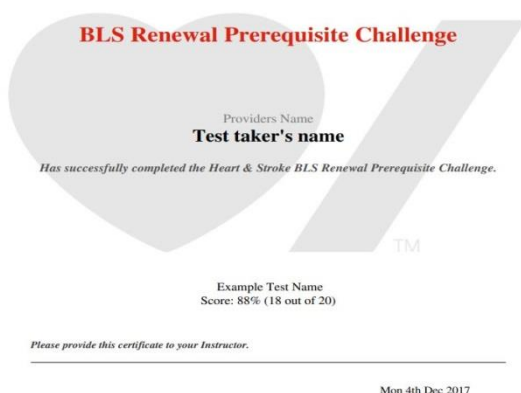
Q: When a student attends a BLS Renewal course, what do I need to collect as proof of meeting the mandatory prerequisite?

A: Students will need to present Instructors with **one** of the following:

A current Heart & Stroke BLS provider card (taken within the last 12 months and current to the most recent Guidelines).

OR

A Heart & Stroke BLS Renewal Prerequisite Challenge certificate



Q: Is there a grace period for instructors to start working with the new materials and protocols surrounding the BLS Renewal Program and BLS Renewal Prerequisite Challenge?

A: There is no grace period. This on-line assessment was created in response to concerns raised from our instructor network including:

- A need to open the program up to a wider range of participants
- A need to prepare participants with a cognitive review prior to attending the fast paced renewal course