



Heartsaver® Bloodborne Pathogens Online Course Frequently Asked Questions (FAQ)

Q: What is Heartsaver Bloodborne Pathogens (BBP) Online?

A: The Heartsaver Bloodborne Pathogens Online Course is a self-directed eLearning course designed to meet Occupational Safety and Health Administration (OSHA) requirements for bloodborne pathogens training when paired with site-specific bloodborne pathogens training.

Through a series of online modules and interactive activities, Heartsaver Bloodborne Pathogens Online covers the general OSHA Standard for bloodborne pathogens training for anyone with a real potential for occupational exposure to bloodborne pathogens. It uses the PACT acronym (Protect, Act, Clean, Tell) and slogan, “Make a PACT, Know How to Act™,” to help students learn and easily retain bloodborne pathogens training.

Q: Does Heartsaver BBP meet OSHA requirements?

A: The Heartsaver BBP Course is designed to meet OSHA requirements when paired with site-specific BBP training.

Per the BBP Standard 1910.1030, training is not complete until employees/students are taught the site-specific information. OSHA holds companies responsible to ensure employees receive both general and site-specific BBP training.

Q: Who is the target audience for this course?

A: The Heartsaver BBP Course was designed specifically for employees in settings such as industry, Fortune 1500 companies, occupational health, property management, hospitality, security, and health and fitness staff. Other audiences that may be interested in the Heartsaver BBP Course due to additional state regulations include childcare workers, school personnel, maintenance workers, tattoo artists, and state corrections facilities.

Q: What is the course format?

A: The course contains required exercises that must be successfully completed before the student receives a participation certificate. A student may proceed through the online modules in any preferred sequence. When a student logs off, each completed exercise will be saved automatically and marked as completed on the Course Home Page so that the student can track progress.

Q: How long does it take to complete?

A: The length of the general Heartsaver Bloodborne Pathogens Online Course (not including site-specific information) is approximately one (1) hour.

Q: Is a skills session and/or test required?

A: No.

Q: Can course material be accessed after the online portion is completed?

A: After completion, students may access the online portion for 12 months from the day of enrollment. It is recommended that students frequently refer to the course material for review and knowledge updates.

Q: What is the process for taking this course?

A: Here are the steps for this course:

- To purchase direct access to the course, follow the registration and “purchase for myself” process on the Web site.
- If you purchase courses in bulk, you will be able to view your course keys in "Order History" on the side bar. Keys are 12-digit alphanumeric combinations that you distribute to users who then enter to gain access to the course.
- When students receive keys from their employer or from another source, they can activate keys once registered by clicking "Activate a key" on the My Courses page.
- After a key is activated, the student will be able to re-enter the course at anytime using his registered e-mail and password.
- Students complete all required online exercises.
- View the videos as needed.
- Complete the Heartsaver® Bloodborne Pathogens Online evaluation.
- Print the participation certificate.

Technical Questions:

Q: Can a student log in and out of the course?

A: Yes, after a student registers and creates his login with an email address and password he can log in and out as many times as he likes. To log out, the student selects the "Click here to logout" link located at the top of the page. When a student is ready to continue training, he can return to OnlineAHA.org and login with his registered e-mail and password.

Q: What should I do if my checkpoints won't check off?

A: This could be due to browser settings. Students can get troubleshooting tips and recommended settings on the Browser Check page. This link is also available on the bottom of the Course Home Page.

Q: How do I get a receipt for my purchase?

A: Students can print a receipt for orders on the "Order History" page. The "Order History" link is located on the left-hand sidebar on the Course Home Page.

Q: Does the program require special computer or support software?

A: Most Web browsers will have no problem using this site. The videos require the QuickTime or Flash plug-in. Click on Browser Check to make sure the browser is compatible.

Q: Who should be contacted if there are problems with the online course?

A: Users can Contact Us with questions about the site, content, policy, or technical issues. Click on Contact Us in the upper left of the Home Page to find customer support information, including phone numbers, e-mail contacts, or postal mail instructions.

Site-Specific BBP Training Questions:

Q: What does “site-specific information” mean?

A: The Heartsaver BBP Online Course is designed to meet OSHA requirements when paired with site-specific BBP training. Per the BBP Standard 1910.1030, training is not complete until employees/students are taught the site-specific information. OSHA holds companies responsible to ensure employees receive both general and site-specific BBP training.

Site-specific information can be found in a company’s exposure control plan. An exposure control plan is a set of rules and procedures specific to a workplace. The site-specific information that might be featured in an exposure control plan includes:

- A list of all job classifications in which all or some employees in those job classifications have occupational exposure
- A list of all tasks and procedures in which occupational exposure occurs and that are performed by employees in specific job classifications
- Methods of compliance (rules to protect employees)
- Rules for HIV and HBV research laboratories and production facilities
- Hepatitis B vaccination and post-exposure evaluation and follow-up
- Communication of hazards to employees
- Record-keeping
- Procedure for evaluation of circumstances surrounding exposure incidents

Q: How do students get site-specific information?

A: Site-specific information cannot be included in AHA’s course materials because it is specific to the worksite. However, AHA includes a site-specific information icon in the online course to indicate to a student that they can find more information in their company’s exposure control plan.

The site-specific BBP training should be provided by someone familiar with the company’s exposure control plan. For example, this training could be provided by the instructor for the course or an on-site person such as safety representative that works for the company.

If the student takes Heartsaver BBP Online, the student will still need to be taught site-specific information before OSHA considers the training complete. So, while no skills test or skills demonstration session is required for this course, the student will still need an in-person session with someone that can teach the site-specific information.

Q: For the student taking Heartsaver BBP Online, can’t the company just give them a hand-out or a copy of the exposure control plan to reference while taking the course?

A: The OSHA standard says, “Employers shall ensure that all employees ... participate in a training program” and that there be “an opportunity for interactive questions and answers with the person conducting the training session.” The company will need to interpret the OSHA standard to determine if their plan for sharing site-specific information meets the standard. Regardless of their plan, the company should follow OSHA’s requirements for training records.

Q: What are the OSHA standard’s requirements for training records?

A: Per OSHA, training records shall include the following information:

- The dates of the training sessions
- The contents or a summary of the training sessions
- The names and qualifications of persons conducting the training
- The names and job titles of all persons attending the training sessions

OSHA also mandates that training records shall be maintained for three years from the date on which the training occurred.

Q: How long does site-specific training take?

A: It could take five minutes or an hour or more. It really depends on the company’s exposure control plan.

Q: How does AHA meet the OSHA standard for “An opportunity for interactive questions and answers with the person conducting the training session” for the online course?

A: OSHA’s expectation is that students will have access to someone who can answer questions while they are completing the course, therefore the online course lists the AHA’s 1-877-AHA-4CPR number for the AHA National Service Center, which is available 24 hours a day. The service center staff has received training on the Heartsaver BBP Course and is able to answer questions about the general training in the Heartsaver BBP Course. For site-specific BBP questions, students would need to contact whoever is providing their site-specific training.

Q: Is the AHA’s National Service Center prepared to answer questions about the OSHA Standard?

A: Per the Standard, “the person conducting the training shall be knowledgeable in the subject matter covered by the elements contained in the training program....” The service center staff has received training on the Heartsaver BBP Course.

However, AHA will not interpret OSHA regulations regarding Standard 1910.1030. Instructors or students should go to the OSHA website (www.osha.gov) or call OSHA (800-321-OSHA) to receive clarification regarding Standard 1910.1030.