



TIPS AND REMINDERS FOR THE RED CROSS LEARNING CENTER

Be sure to review the tips and reminders below when using the new Red Cross Learning Center. In addition, check out the 'Troubleshooting Issues' page (<https://www.redcrosslearningcenter.org/s/troubleshooting-issues>) for known issues and updates on their resolution.

Refresh the Screen - For example, when cancelling a student from a blended learning class in the new Red Cross Learning Center, you may need to refresh your screen to see the change(s) reflected.

SKU's - Course codes are now called SKUs. An updated course list has been posted in the Red Cross Learning Center in the Resource section under Administrative Information that includes all AP/LTP courses.

Blended Learning Process

There are 2 options for blended learning for some classes.

1. The new blended learning process allows instructors to set up blended learning classes directly and to monitor the completion status of online content for all students. All instructor classes must use the Red Cross Learning Center blended learning process.
2. Providers have the option to use Direct Links for certain basic-level classes. Once the class is completed enter through Course Record Entry. See the Direct Links Resource Guide for instructions, courses and course links. The Direct Links 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. Instructors must provide access to course materials.

When setting up a blended learning class in the Red Cross Learning Center:

- Enter known students when setting up the class. There is an option to upload a csv file for multiple students when setting up the class.
 - Once the class is set up, known students receive a system-generated email with instructions and access to the class in the Red Cross Learning Center.
- Request Vouchers when setting up the class if you need to save seats for any unknown students at the time of setting up the class. There are 2 options to enroll students using student vouchers after class set up:
 1. The instructor/partner can directly enroll students in the class.
 2. The instructor can send an email with a voucher link for the student to self-enroll. Each voucher is unique to each seat in the class.

Once the class is set up, the class will show up under Current Classes for all instructors who are scheduled to teach the class, as well as, the partner administrator. Students will access the Red Cross Learning Center Student Portal that include digital course materials relevant to the class.



If you have more students for a blended learning class than originally planned, additional students cannot be added to classes already set up. You should create a second blended learning class in the Red Cross Learning Center.

If a student is enrolled in a blended learning class but does not attend the in-person-session, the instructor/partner must cancel the student prior to closing the class to avoid being charged.

Closing the Class

When the instructor closes the class, students receive a system-generated email with certificates and CEUs attached.

New Partner Portal

To perform the administrative functions on the Red Cross Learning Center, requires a user to be added as a partner administrator for an account:

- Class Posting Service
- Register as a Learn-To-Swim Facility
- Manage Instructors – view instructor list, add or remove instructors from organization list
- Set up, manage, close out classes on behalf of instructors
- View and print a list of all students certified through the partner organization

To request Partner Portal access, go to <https://www.redcrosslearningcenter.org/s/questions> and 'Create a Support Case' or use the 'Click to Chat' features.

CSV Option for Course Record Entry and Blended Learning Set-Up

Instructors/partners now have the option of uploading student details by using a csv spreadsheet when setting up a blended learning class or when reporting a class taught.

Find the instructions and the Student Detail Templates on the Red Cross Learning Center by navigating to Resources/Student Detail Templates.

You can also view the following How-To Videos:

- Using a CSV File when Setting Up a Blended Learning Class
- Using a CSV File with Course Record Entry

Instructors and Partners Can Access Student Certificates

Instructors and partners have immediate access to all student certificates for classes taught and reported in the Red Cross Learning Center. To access:

- Click on the class either from current classes or class history if the date of the class is passed.
- Click on Print Certificates and/or print wallet cards.



Note: for a partner administrator, click on Classes I'm Teaching and then sort by organization and instructor to find the classes taught by other instructors.

Adding Multiple Instructors for Blended Learning or Course Record Entry

Additional instructors can be added when setting up a blended learning class or when reporting a class through Course Record Entry. However, the number of instructors is limited by class size ratios. See the How-To guides for How to Set Up, Manage and Close Blended Learning Classes and How to Report a Course Through Course Record Entry for more information on the ratios.

Instructor/instructor trainer certifications migrated from SABA to the new Red Cross Learning Center

To view and download instructor/instructor trainer certifications migrated from SABA, visit www.redcross.org/take-a-class/digital-certificate.

Class Posting Service

The Class Posting Service has been expanded to all providers. If you are a Training Provider that does not currently use the Class Posting Service but wish to, please contact your American Red Cross representative. New Training Providers will be granted access to the Class Posting Service when signing their agreement.

Individuals who have been granted access to the Red Cross Learning Center Partner Portal can submit classes to post. Please view the Class Posting Service User Guide (Updated December 12, 2019) and the video for How to Post My Classes to the Red Cross Website by navigating to Resources/How To Information & Videos.

Instructor Recertification

Instructor and Instructor Trainers whose instructor/trainer certifications expires between **November 1, 2019 – February 29, 2020, have been granted a 90-day extension**. This allows extra time to transition to the new Red Cross Learning Center and to complete any recertification classes in the new system. The recertification courses will be automatically be assigned and available to launch in the Red Cross Learning Center for programs that require recertification by completing an online recertification assessment.



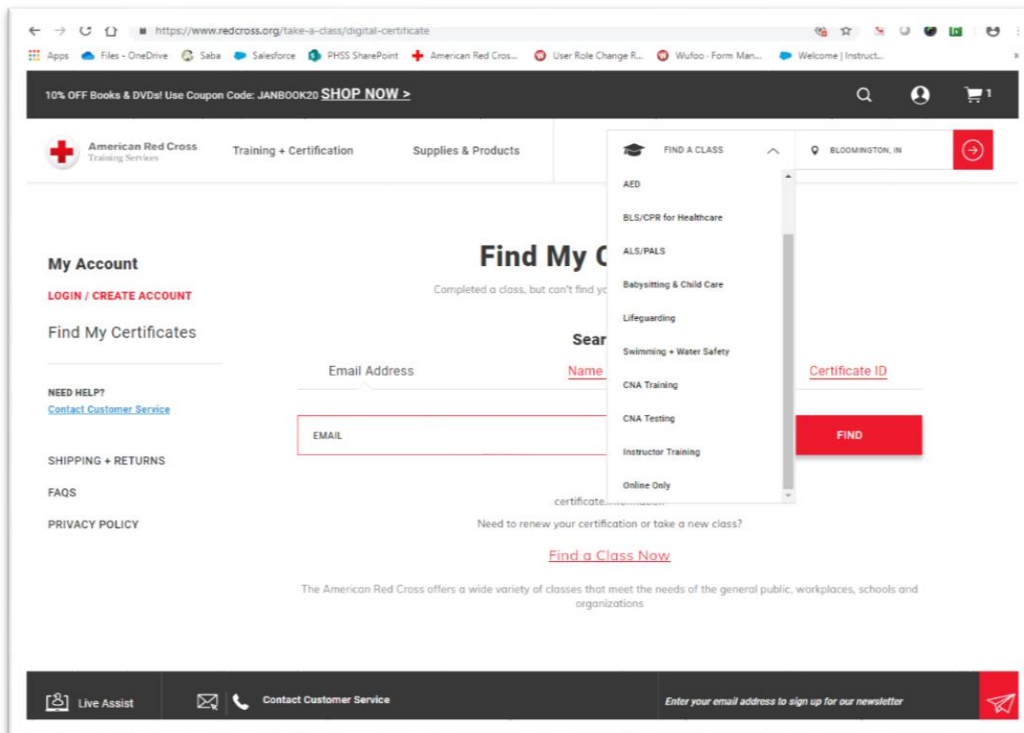
Instructor/Instructor Trainer Bridging

Instructor/Instructor Trainer Bridge Courses can be accessed on the public Red Cross website. To complete a bridge, follow these steps:

- Visit www.redcross.org/take-a-class to search for and register for an Instructor/Instructor Trainer Bridge.
- Search for a class in either the instructor training or 'Online only' category and register. Fees are \$0 for bridge courses.
- Once registered and logged into the Red Cross Learning Center, click the class and launch the first task to upload copies of your provider-level (basic-level) and instructor-level certifications that qualify you to take the instructor bridge course.

Your application will be reviewed by a Red Cross representative. If you qualify for an Instructor/Instructor Trainer Bridge, a Red Cross representative will provide confirmation of approval (via email). Once approved, you can return to the Learning Center and launch the online session of the Instructor/Instructor Trainer Bridge.

Prior to teaching American Red Cross courses, the must be affiliated with an American Red Cross Training Provider or be employed as a paid or volunteer instructor of the American Red Cross. This requirement is in addition to holding a current instructor/instructor trainer certification.





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