

# American Red Cross

Dear Water Safety Instructors,

As you know, we are launching a new learning management system (LMS), the Red Cross Learning Center, [redcrosslearningcenter.org](http://redcrosslearningcenter.org). This LMS is designed to be a centralized system in which to teach and take all blended learning programs (including instructor training orientation), as well as provide access to all program resources previously available on Instructor's Corner to all LMS end-users (instructors, students and partner administrators).

You are highly encouraged to visit the site to become familiar with the easy-to-use interface as soon as possible.

Part of the effort to ensure a smooth transition to new administrative practices and new language has been updating all instructor's manuals and training guides. The updated manuals will be available for download at the Resources section of the Red Cross Learning Center.

You are welcome to download and reprint manuals in their entirety to replace your current versions. However, you may opt to print only part of the manuals that are most affected by the change (Note: This does not include the holistic language change from "Instructor's Corner" to "Red Cross Learning Center." If you opt to only do the partial print, remember that this is a universal change you must note throughout your current manual wherever it appears).

Here is the information on affected sections you need to know for partial manual replacement pages:

## Guide for Training Instructors – Instructor-Led Training (File name: [Guide\\_for\\_Training\\_Water\\_Safety\\_Instructors\\_ILT\\_Update2019.pdf](#))

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### *Affected sections:*

- Table of Contents: v – vii
- Section A: Administration: 1 – 16
- Lesson 10: 137 – 141

## Guide for Training Instructors - Blended Learning (File name: [Guide\\_for\\_Training\\_Water\\_Safety\\_Instructors\\_Blended Learning\\_Update2019.pdf](#))

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### *Affected sections:*

- Table of Contents: v – vi
- Section A: Administration: 1 – 20

## Instructor's Manual (File name: [SWS\\_IM\\_Update2019.pdf](#))

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### *Affected sections:*

- Table of Contents: v – ix
- Section A: Administration: 1 – 16

Lastly, below is a review of the most vital changes to be aware of regarding the new Red Cross Learning Center.

If you have questions related to the transition to the Red Cross Learning Center that are not answered here, please contact the Training Support Center (TSC).

## Material and information once found on Instructor's Corner will now be found on the Red Cross Learning Center.

### What Is the Red Cross Learning Center?

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The Red Cross Learning Center ([redcrosslearningcenter.org](http://redcrosslearningcenter.org)) provides functionality for American Red Cross Training Services users to administer, track, report and deliver training as well as maintain certification data. The Red Cross Learning Center includes all the content used by students, instructors and training provider partner administrators in one place. Users will be able to access different resources and functionality based on user profile roles (as a student, as an instructor or as a partner administrator).

#### Students

Students (non-instructors) taking online only or blended learning courses will use the Red Cross Learning Center—Student Portal to:

- Access and launch online courses.
- Access relevant digital course materials.
- View their certifications.
- Link to the Red Cross Store to purchase course materials and supplies.
- Learn more about the science behind the course content.
- Learn about other opportunities, such as becoming an instructor.
- Get help from the Training Support Center.

#### Instructors

Red Cross instructors must be affiliated with an organization with a Red Cross Training Provider Agreement, or be a Red Cross Training Services employee or volunteer, to access the password-protected instructor portal view of the Red Cross Learning Center.

As a Red Cross instructor, you will use the Red Cross Learning Center—Instructor Portal to:

- Access and launch any online or blended courses you are taking.
- Access all instructor resources for teaching and administering courses such as:
  - Program and course materials – digital versions of participant manuals, instructor manuals, written final exams and instructor bulletins.
  - Teaching resources – streaming video segments and course presentations.
  - How-to information and videos.
  - About the Science sections, including expert answers to technical questions and research topics.
- Manage classes you are teaching by being able to:
  - Set up blended learning classes in advance.
  - Monitor student online course completion status.
  - Report and close out courses.
  - Provide digital certificates to students immediately.
- View class history details on all the courses you have taught.
- Manage your instructor certifications, with the ability to:
  - View your certifications.
  - Launch online instructor recertification and program update courses.
  - Learn about bridging to become an instructor in other program areas or becoming an instructor trainer.
- Stay abreast of the latest information.
  - Network with other instructors through the forum.
  - Read the latest news and iConnection newsletter from the Red Cross.

#### Partner Administrators

Training provider organizations can designate one or more individuals to the role of “partner administrator” to

allow them to manage Red Cross-certified instructors affiliated with their organization. The partner view provides access to all resources and functions of the instructor view, plus additional functionality to manage instructors. The administrator role does not require an instructor certification.

Partner administrators use the Red Cross Learning Center—Partner Portal to:

- Manage instructors.
  - Request to affiliate (add) and unaffiliate (remove) certified instructors to their organizations' Red Cross Training Provider Agreement.
  - View instructor list and reports on certification and expiration dates.
- Manage classes.
  - Utilize the Class Posting Service to list classes being offered by the partner on the Red Cross website.
  - Set up blended learning classes and assign instructors.
  - View online course completion status for all blended learning classes.
  - Close out and report classes on behalf of instructors.
  - View class history details for all classes.

## Instructor candidates who used to get their program resources on the Instructor Candidate's Page on Instructor's Corner will now go to the Instructor Candidate Resources section of the Red Cross Learning Center.

### What Is the Instructor Candidate Resources section?

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During the Instructor course, instructor candidates access the Instructor Candidate Resources section of the Red Cross Learning Center to download all resources needed for the instructor course, such as the course presentations and streaming video segments.

## You will now be reporting teaching activity using the Red Cross Learning Center.

### How Does Course Reporting Work in the Red Cross Learning Center?

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There are two methods for instructors to report their teaching activity, depending on the delivery method of the class that was taught:

**Course Record Entry:** This is the method of reporting classes not set up in advance (such as instructor-led-only courses without online content).

**Close a Class:** Blended learning classes are reported by the Close a Class function. The Close a Class function can be accessed by clicking on the class in the Classes I'm Teaching section of the Red Cross Learning Center.

When reporting courses, instructors must enter all the required information, including course name, instructor(s), training site name and address, student information (phone and or email) and evaluation (successful, unsuccessful, not evaluated), as well as provide payment.

Student Detail Templates for CSV files are an optional feature available for instructors to upload student details during Course Record Entry rather than typing them into the online form.

Once the class is reported, a system-generated email goes out to each student with a link to the digital certificate

and CEU certificate.

## **You will now be setting up and closing instructor training and blended learning courses in the Red Cross Learning Center.**

### **What Are the Basics of Setting Up and Closing Out a Course on the Red Cross Learning Center?**

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All instructor and blended learning courses must be set up in the Red Cross Learning Center. All courses should be set up at least 2 weeks prior to the first in-person session to allow students time to receive registration information and complete any required online content before attending the first in-person session.

Prior to the start of the first session, the instructor must confirm that each student has completed the online content in Red Cross Learning Center. The instructor can view the online completion status for each student in the Classes I'm Teaching section of the Red Cross Learning Center. The instructor can send out a reminder to any students that they must complete the online content prior to the class.

Once the course is set up and students are enrolled, they will have immediate access to the online introduction to the instructor course/online course content and digital course materials in the Red Cross Learning Center. Once the instructor closes the course, a system-generated email will send the certification to the student. For details on how to request to set up and close out a class, refer to the Resources section of the Red Cross Learning Center.

*NOTE: You must complete course reporting in the Red Cross Learning Center within 10 days.*

## **Americans with Disabilities Act (ADA) Accommodation Resource Guide, which covered topics related to health precautions and procedure for students with disabilities, is now the American Red Cross Inclusion Resource Guide.**

### **What Do I Need to Know in Regard to Certification and the American Red Cross Inclusion Resource Guide?**

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The Red Cross advocates that instructors adjust activity levels to facilitate learning and to help meet course objectives whenever possible. Guidance for course modification for a student with a disability is provided in the *American Red Cross Inclusion Resource Guide*, located in the Resources section of the Red Cross Learning Center.

Inform students who cannot demonstrate the skills required for certification for the course that they will not receive a Red Cross course certificate. Encourage them to participate to whatever extent possible.

## **Course Completion Certificates are now distributed via the Red Cross Learning Center.**

### **What Do I Need to Know in Regard to Course Completion Certificates and the Red Cross Learning Center?**

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When submitting course records or closing a course, instructors must include the email address of each student so they can receive an email with a link to their digital certificate.

Students can access the digital certificate through an email with a link once the course record has been entered or the course has been closed, or students can access their certificate by going directly to the site.

Students who took a blended learning class can also view their certificates on the Red Cross Learning Center—Student Portal. Instructor Candidates view their certificates on the Red Cross Learning Center—Instructor Portal.

The digital certificate can be viewed, printed or shared online. It will contain an alpha-numeric identifier and Quick Response (QR) code.