



Frequently Asked Questions for Organizations

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Find My Certifications:

Q: I need a copy of my certification, who should I call?

A: Visit [Find My Certificate](#) to access a copy of your digital certificate.

Group Training

Q: I'm not sure which course my team should take. I need to meet compliance requirements.

A: No problem. Our training experts will evaluate your needs and provide you with a recommendation. For example, our First Aid/CPR/AED courses with skills sessions meet Occupational Health and Safety Administration (OSHA) training and state licensing requirements. You can call us at 1-800-567-1487 or fill out the form [here](#) to get started.

Q: I'm not sure which course my team should take. I need to meet requirements for my hospital or EMS agency.

A: No problem. Our training experts will evaluate your needs and provide you with a recommendation. Our American Red Cross Resuscitation Suite™ for Basic Life Support (BLS), Advanced Life Support (ALS), and Pediatric Advanced Life Support (PALS) programs with skills sessions meet competency verification, education, credentialing and privileging requirements for hospitals and EMS agencies. You can call us at 1-800-567-1487 or fill out the form [here](#) to get started.

Q: My team is already trained, but we need to be recertified. How can I do that?

A: Getting employees recertified is easy. The Red Cross offers review courses for most classes; a review course gives participants the opportunity to review course content within a formal class setting. Review classes are abbreviated courses, shorter than the initial training. Fill out the form [here](#) to get started before your employees' certificates expire.

Q: What is the minimum number of people required for group training?

A: The billing minimum is 8 people. If you have less than 8, call 1-800-567-1487, and we can help you register for individual classes.

Q: What will we receive as part of our training?

A: In addition to a two-year Red Cross certificate that meet compliance requirements (OSHA, The Joint Commission, CMS and/or provider privileging), you will have access to free digital materials and [mobile apps](#).



Become a Training Provider / Teach Red Cross

Q: Who is eligible to become a Red Cross Training Provider?

A: Red Cross Training Providers are organizations and individuals licensed by Red Cross to independently use and teach Red Cross training courses.

Training Providers may use Red Cross training courses to develop and support an in-house training program, and/or offer Red Cross training to outside customers and companies, as permitted in their Red Cross Licensed Training Provider Agreement. Fill out the form [here](#) to get started.

Q: What are the requirements to become a Red Cross Training Provider?

A: You are responsible for your own insurance, covering your start-up and ongoing associated costs, and complying with all applicable business requirements if planning to offer training services to outside customers and companies. To get started, fill out the form [here](#).

Q: What does it cost to become a Red Cross Training Provider?

A: There is no fee associated with establishing a Licensed Training Provider Agreement to become a Red Cross Training Provider. The Red Cross charges fees for its instructor training, and fees, which vary by individual course, on a per student basis, for training that you conduct. These fees are for licensing the Red Cross's online content (for blended learning or online classes) and digital materials. The Training Provider is responsible for promoting its courses and for employing its own certified instructors and purchasing its own equipment. The Red Cross offers a variety of start-up options for a fee, including licensing course instruction software for installation on your organization's Learning Management System, equipment through the Red Cross Store and promotion through our Class Posting Service.

Q: How can I train all my instructors at once?

A: To get started, fill out the form [here](#) and we'll help you schedule your team's training at a time that's most convenient.

Q: What is class posting?

A: Nearly 17 million people visit the Red Cross website each year, and Training Providers can post their training classes on redcross.org for a fee. With an average increase of 28% in enrollees, Class Posting Service from the Red Cross helps you grow your training business at a fraction of the cost charged by search engines. Once you become a Red Cross Training Provider, ask for information on how this service works. Fill out the form [here](#) to become a Red Cross Training Provider and learn more about this service.

Become an Instructor:

Q: How do I become an instructor?



American Red Cross Training Services

A: If you'd like to learn more about becoming an instructor, or if you're ready to get started, or click [here](#) for more information. You can also contact the Training Support Center at 1-800-RED CROSS (and select the prompt for "Health and Safety Training") or email support@redcrosstraining.org.

Q: Once certified as an instructor; what else is required to start teaching courses?

A: To teach any American Red Cross course, you must first be affiliated with a current American Red Cross Training Provider or be employed as a paid/volunteer instructor of the American Red Cross. This requirement is in addition to being a current certified instructor. For more information, [click here](#). If you are not already affiliated or not sure, contact us at support@redcrosstraining.org and our experts can help initiate the process with you and/or your employer.

Q: I'm already certified as an instructor; how can I bridge my certification?

A: Bridging is free and efficient for those who meet the qualifications. For more information, [click here](#).

General FAQs

If you have other questions, please review our general [FAQ](#) or contact us at support@redcrosstraining.org, select the live chat button at the top of the page or call 1-800-RED-CROSS for assistance.