



6710 W Sunrise Blvd., Ste 111
Plantation, FL 33313
Phone: 866.797.7990
Fax: 954.797.1861

General Information:

Will I receive a confirmation – and can I get a receipt?

You can receive a class confirmation and receipt by sending a self-addressed, stamped envelope with your Registration Form. If you register online, you will receive an e-mail confirmation. Remember to verify the date and time of your training session as it appears on your confirmation.

Can I take a class if I have a medical condition or a special educational need?

We will work with you to accommodate medical conditions or disabilities as much as possible, although certification requirements vary among classes. For more information, or to pre-arrange a class, call the Health and Safety department at (866) 797-7990 or e-mail SouthFloridaPrepares@usa.redcross.org.

How actively must I participate in class?

You'll learn more—and have more fun—by participating as much as possible. Most classes include videos, group discussions and skills practice that require you to participate in hands-on activities. Since some of the skills practice takes place on the floor, please wear comfortable, nonrestrictive clothing. To receive certification, you must attend all class sessions and pass both skills and written testing.

What if I'm late to class?

Since the core of most programs is taught at the beginning of class, you do not want to miss a minute of class time. In order to maximize training time, session starting times are firm. Late arrivals are admitted at the discretion of the instructor, but tardiness may affect certification. If you arrive too late or miss a scheduled class, a re-registration fee may be assessed to register for another class.

Can I transfer or cancel a class?

You can transfer or cancel a registration for a course at any time. If you decide to transfer to a different class or cancel your registration, you may be assessed cancellation fees, based on the following table:

Cancellation Occurs:	Transfer/ Cancellation Fee:
2 weeks prior to class	10% of course fee
1 week prior to class	25% of course fee
2 days prior to class	50% of course fee

If you cancel a course registration anytime after two days prior to the class, you will be charged a drop fee up to 100% of your total course fee., including if you fail to show for a scheduled course.

If you register for an online course and cancel your registration, the following cancellation policy applies:

Cancellation Occurs:	Transfer/ Cancellation Fee:
2 days after order date	100% of course fee

Can lost certificates be replaced?

We can send you replacement certificates for any courses taught in Broward County and Greater Miami & The Keys Chapters as long as your certification is still valid. Simply provide the course name, location and completion dates when making your request. A \$10.00 processing fee will be assessed for each replacement certificate issued.

Anti-Discrimination Policy

No person will be excluded from service or classes because of race, ethnic origin, religion, handicap, gender or sexual orientation.



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For Participants enrolled in Web-based/Classroom (Blended Learning) Only

Welcome to the American Red Cross Blended Learning Program. Blended Learning combines online learning with a traditional instructor-led class. Enrolling in a Blended Learning class allows you immediate access to the self-paced online content.

Plan to complete the online learning two days before participating in the instructor-led skills session where you will practice and demonstrate your competence. You must pass both portions of the training to receive certification.

Please bring verification of online course completion (proof of completion certificate) to the skills practice and assessment session.

To access the on-line portion of your Blended Learning course you will need your password, username and the link that is at the bottom of this letter.

To launch the online content:

Click - the URL below and enter your username and password.

Click - My learning

Click - My enrollment

Click - the plus sign button to the left of the course title

Click - Launch

Click - the underlined course title

Now click on the URL below to begin

<https://classes.redcross.org>

Please finish your online content **2 business days** before your skills session date. This will enable us to forward all online information to the appropriate American Red Cross Chapter or instructor.

Note: When you click the **Launch** link within the Saba LMS, a Table of Contents window opens, and that is where you click the underlined course title to launch the online content. To help ensure that your progress is accurately recorded, be sure to close the Table of Contents window **after** you have exited the online course.