National Safety Council

Digital Certificate Platform FAQs

The National Safety Council First Aid Practice Area provides Digital Certificates for all Instructor-led courses. We're excited to provide this advanced learning functionality to NSC partners. Every purchase of First Aid participant workbooks and e-participant workbooks is paired with an equal number of digital certificates. Please refer to the ***Digital Platform User Guide*** available within the platform for detailed information on using the platform.

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Using the Digital Certificate Platform

Will there be detailed instructions for using the tool?

Yes. NSC is compiling a detailed User Guide that will be available for every user regardless of their access level. We will also make Digital Certificate Platform Micro-learnings available. These are quick videos that demonstrate specific tasks within the tool. This content is available at: nsc.org/fa-certificate.

Migrating to the Digital Certificate Platform

Are chapters, training centers, and instructors required to use this system?

Yes. All partners are required to process certifications through the digital system. Workbook orders purchased after November 13, 2023, will be paired with digital certificates. Paper certificates will no longer be provided.

Printing Certificates

What if students don't have a printer?

The Digital Certificate Platform creates a PDF that can be downloaded and stored as a file rather than printed. This allows students to keep their certification on their phone, tablet or computer so they can quickly access it to provide verification.

Can instructors print them out the same day?

If Instructors have a printer available, they can print certificates from the digital certificate platform using the Search Student function.

Can certificates be printed more than once?

Yes. A student can access their certification information at any time. They can print the certification card (or save it as a PDF) whenever needed.

Email Related

How are Digital Certificates issued to students who don't have email?

The Digital Certificate Platform is designed to use a participant email to create the digital certificate link. If one is not available, the Instructor or a contact at the participant's employer can receive the certificate link on behalf of the participant. It is possible to use a company contact, an HR department or the direct manager email in lieu of the student email. That email address will be associated with the participant's certificate.

Accessing Certificates

What if an employer requires a copy of the student's certification?

This is where the CC field on the uploaded roster is used. Place the email of the individual requiring certification into the CC field. They will receive an email with access to a copy of the student's certification.

When uploading certifications, can I manually CC emails or do individuals have to be an NSC member?

NSC Membership is not required as part of this process. The CC is based on the student's need and the need or requirement of their organization/employer.

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What if a company purchases the class online for employees and the Instructor does the skills testing--a BLENDED class. How are these digital certificates accessed?

Once the student completes the eLearning course, they receive access to their certificate of completion. Upon successfully completing their skills testing in-person, the Instructor will log their completion through the current process via learn.nsc.org and a digital certificate of completion will be provided directly to the student through the NSC Learning Center. This certificate will not be associated with the Digital Certificate Platform.

Administrator Accounts

Is it possible to have multiple administrator accounts within one organization?

Yes. This is up to the Chapter or Training Center. Your business model and how your organization operates will determine who you request to be set up as administrators. Be mindful of the access this allows your staff so they are properly trained.

Editing Certificates

Can student naming errors be amended?

Yes. An Instructor, Chapter or Training Center Administrator can edit the student name if there's an error. When the edit is made, the student and NSC receive a change notification email.

Purchasing

Can I purchase certificates without workbooks?

NSC policy and course curriculum require every student to have a participant workbook as they go through the courses. This matches the current process where paper certificates are only available with the purchase of student workbooks.

Instructor Accounts

If I'm the Training Center Administrator and an Instructor, which control panel do I use?

The new system intuitively knows which panel you should use. When you log in, the system provides access to the administrator control panel. You can perform all Instructor tasks from this control panel. If the Training Center has requested set up for non-instructor office staff, those individuals can also upload rosters.

Can Instructors save copies of the certificates as PDFs so they can be uploaded into a learning management center?

Yes. As the issuing Instructor, you have full access to certificates of all students you have trained.

Can Instructors share a digital certificate with another Instructor?

No. Each Chapter and Training Center/Sub-Agency has sole authority to distribute digital certificates to their own Instructors as they see fit. For the security and integrity of the process and protection of information, NSC does not allow Instructors to share certificates with one another, even if they are within the same Chapter or Training Center.

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Certificate Number – Security Control Number

Is there a unique certificate number to use for certificate verification?

Yes. There is a Security Control Number. It is a randomized, unique identifier that is attached to a specific student, for a specific course, on a specific date by a specific Instructor. No two are alike. You can now verify a student's certification by searching for the Security Control Number.

Can a control number that was issued for a paper certificate be used to create a digital certificate?

No. Due to the customized security control number feature, the entry and manual assignment of certificates is not allowed. This is a security feature that is built into the new platform to protect and secure the integrity of the Instructor and student.

Is the Security Control Number specific to the participant or the class as a whole?
Yes. The Security Control Number is specific and unique to each student based on the course taken, the date it was taken and the Instructor. If the student takes a combination course like Advanced First Aid and Basic Life Support for Healthcare and Professional Rescuers, they will be issued two certificates with matching Security Control numbers.

Will the Coast Guard NATSAF number be on the digital certificate?

Yes. During the roster upload process, you can indicate that the class is for the Coast Guard. This adds the NATSAF number to the certificate under the Security Control Number.

Paper to Digital Exchange

What if we have paper certificates in stock?

You have the flexibility to use any paper certificates you have on hand. You can also exchange excess paper certificates for Digital Certificate credit, which is added to your account after the easy return process is complete. Email FAcerts@nsc.org, provide the total number of certificates to be exchanged and your Chapter, Training Center, or Instructor information.

When I request a certificate exchange, do I send in workbooks with certificates?

No. NSC only requires you return the unused paper certificates. Keep the workbooks so you have them for students.

Is there an additional cost to return paper certificates for digital certificate credit?
There are no additional charges for the exchange. The only expense is the cost to ship the paper certificates back to NSC. Once NSC has received the return and validated the count, we apply the digital certificate credit to the proper account.

Do digital certificates become available after purchasing the student workbooks?

Yes. After the order has been processed, the digital certificate credits will appear in your account. This means you'll have the Digital Certificates before the workbooks are delivered.

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When do I start using the program and stop using paper certificates?

All participant workbooks and e-participant workbooks sold beginning Monday, November 13, 2023, will come with Digital Certificates. When the new platform and process go into effect, you can use up your current paper certificate supply. The launch only impacts the certificates that you order after the launch date. Any materials you have on hand may be used as is or certificates may be returned to NSC for digital certificate credits.

Can we still purchase paper certificates?

No. Once the Digital certificate Platform launches, paper certificates will not be offered. In very rare circumstances, NSC will consider requests for those with extenuating circumstances. This will be on a situation by situation review.

General

Which courses does the Digital Certificate Program cover?

All First Aid Instructor-led courses are included: Advanced First Aid and Basic Life Support, Basic Life Support, First Aid, CPR & AED, First Aid Only, CPR & AED Only, Pediatric First Aid, CPR & AED, and Bloodborne and Airborne Pathogens. The Digital Certificates will be provided for both English and Spanish participant and e-participant workbooks. The certificates will be provided in English.

Will the Digital Certificate Platform change how I provide Skill Testing Certificates?

No, for First Aid Instructors who provide Skill Testing for participants who have completed eLearning courses will still work within NSC Learning, learn.nsc.org, to provide Skill Testing Certificates.

What happens if students buy a new textbook on Amazon or another bookseller?
NSC corporate and approved Chapters, Distributors and Training Centers are the only legally authorized resellers of NSC materials. NSC does not support materials purchased outside of the authorized affiliates, so certificates are not provided.

Will the new system know the pricing I should receive?

Yes. The new platform utilizes the existing system where your account details are maintained. If you are a member, you still receive your member pricing. If you are GSA, that pricing is provided. You still have access to volume discounts as well.

Is First Aid CPR the only classes offering this? What about Defensive Driving, Workplace training, etc.?

First Aid is the initial program to offer the new digital certificate platform and process. However, NSC is working to integrate other NSC programs that offer certifications as well. As additional programs are added, we will advise all parties about those implementation plans.

Can I provide digital certificates to people who misplaced their paper copy certificates?

No. The system will not have previous certificates stored within the new digital certificate platform.

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What if someone is scheduled for the training but doesn't show up?

This is why it's critical to wait until the end of the class to upload the roster. Do not upload the roster until attendance and skills are confirmed. Participants only receive certificates if they are on the uploaded roster.

Do students need to set up their own profiles in the new system?

No. Students do not require an account set up within the NSC digital certificate platform. The information you upload on the roster is what the system uses to generate students' certificates.

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