

FAQs

RQI and HeartCode Programs: BLS, ALS/ACLS, PALS Product Improvements and Science Updates related to 2025 AHA Guidelines for CPR & ECC

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The American Heart Association® will release the *2025 Guidelines for CPR & ECC* on October 22, 2025, accompanied by updates and enhancements to HeartCode® and Resuscitation Quality Improvement® (RQI®) programs.

An exclusive benefit of enrollment in the HeartCode and RQI program portfolios is immediate, same-day access to the latest science from the American Heart Association and program updates when the Guidelines are released on October 22.

We will continue sharing updates and additional details about the forthcoming improvements, including news on administrator-focused webinars in the weeks leading up to the Guidelines release.

These FAQs provide detailed information to help you confidently prepare for and support your learners upon Guidelines release — offering insight into the impact to learners, administrators, assignments, and onboarding workflows.

Important Launch and Transition Information:

The RQI 1Stop platform will be unavailable for a scheduled maintenance period, starting at 11:00 p.m. CT on October 21, 2025, and ending at 7:00 a.m. CT on October 22, 2025. After conclusion of the scheduled maintenance period, updated courseware and resources will be introduced.

Please note that the times listed in this document are for Central Time = CT (UTC-6:00).

Program Updates: 2025 AHA Guidelines for CPR & ECC

Q: When will HeartCode and RQI programs be updated to reflect the new 2025 AHA Guidelines for CPR & ECC?

A: Due to the digital nature of the HeartCode and RQI programs, new and updated course materials reflecting the new science will release simultaneously with the release of the 2025 AHA Guidelines for CPR & ECC, on October 22, 2025.

The RQI 1Stop platform will be unavailable for a scheduled maintenance period, starting at 11:00 p.m. CT on October 21, 2025, and ending at 7:00 a.m. CT on October 22, 2025. After conclusion of the scheduled maintenance period, updated courseware and resources will be introduced.

Please note that the times listed in this document are for Central Time = CT (UTC-6:00).

Q: What additional HeartCode and RQI program enhancements are launching along with the science updates?

A: On October 22, 2025, several enhancements will be introduced, including redesigned eLearning modules incorporating high-stakes scenarios with increased realism, additional team dynamics, improved dashboards, an enhanced user interface, and embedded scientific resources.

Q: How will the science and program updates impact new and in-progress HeartCode learners on October 22, 2025?

A: HeartCode Learners are impacted as follows:

- “In-progress Learners” who activate HeartCode assignments before October 22, 2025 will have until December 31, 2025 to complete their assignments. If these learners do not complete their assignment by December 31, their progress is lost, as their assignment will reset to the updated content reflecting the new science and program improvements.
- “New Learners” who activate HeartCode assignments on or after October 22, 2025 will start using the updated content reflecting the new science and program improvements.
- Starting January 1, 2026, all programs will be based on the new science and feature program improvements.

Q: How will the science and program updates impact new and in-progress RQI learners on October 22, 2025?

A: RQI learners in the enrollment and perpetual assignment are impacted as follows:

- RQI Prep Assignment:
 - RQI learners who are in-progress in an RQI Prep assignment before October 22, 2025 will have until December 31, 2025 to complete their assignment. If these learners do not complete their assignment by December 31, their progress is lost, as they will need to receive a new assignment for *True Start*™ and start again.
 - RQI learners who have received an RQI Prep assignment before October 22, 2025 but did not activate it will require a new assignment of *True Start*. Their new *True Start* assignment will include updated content reflecting the new science and program improvements.
- RQI Entry Assignment:
 - RQI learners who are in-progress in an RQI Entry assignment before October 22, 2025 will have until December 31, 2025 to complete their assignment. If these learners do not complete their assignment by December 31, their progress is lost, as their assignment will automatically reset to the new *True Start* assignment including updated content reflecting the new science and program improvements. **No new assignments must be made by the administrator.**
 - RQI learners who have received an RQI Entry assignment before October 22, 2025 but did not activate it will have their assignment automatically reset to the new *True Start* assignment including updated content reflecting the new science and program improvements. **No new assignments must be made by the administrator.**
- RQI Perpetual Assignment:
 - RQI learners will complete their quarterly RQI activity as usual. Any overdue quarterly assignments must be completed by December 31, 2025 to avoid losing progress. Starting on January 1, 2026, the RQI perpetual curriculum will include the updated content reflecting the new science and program improvements.
- Starting January 1, 2026, all programs will be based on the new science and feature program improvements.

Q: How will the updates impact learners receiving a new assignment for HeartCode or RQI on or after October 22?

A: Learners who receive a new HeartCode or RQI assignment on or after October 22 will automatically receive integrated science updates in their courseware.

Q: Will the updated HeartCode and RQI programs require a new SCORM package?

A: No. Updated SCORM packages will not be required for the updated RQI and HeartCode programs, regardless of direct access to the RQI 1Stop™ platform or third-party LMS integration.

Q: Will there be a transition period to adopt the new science updates?

A: Yes, the following transition period will be provided:

- Learners who activate HeartCode or RQI assignments before October 22 will have until December 31, 2025 to complete their assignments.
- Learners activating HeartCode or RQI assignments on or after October 22 will start using the updated content reflecting the new science and program improvements.
- Starting January 1, 2026, all programs will be based on the new science and feature program improvements.

Q: What are the assignment names for the updated RQI programs?

A: The following assignment names will be introduced with the 2025 Guidelines updates:

- RQI® BLS Provider - True Start
- RQI® BLS Provider - Perpetual
- RQI® ALS Provider - True Start
- RQI® ALS Provider - Perpetual
- RQI® PALS Provider - True Start
- RQI® PALS Provider - Perpetual

Q: What are the assignment names for the updated HeartCode programs and courses?

A: The following assignment names will be introduced with the 2025 Guidelines updates:

- HeartCode® BLS Online

- HeartCode® ACLS Online
- HeartCode® PALS Online
- HeartCode® BLS Complete
- HeartCode® ACLS Complete
- HeartCode® PALS Complete

Introducing *True Start!*

Q: What is *True Start*?

A: *True Start* is a new, personalized onboarding experience replacing RQI Entry and Prep and will be available on October 22, 2025. This new experience ensures every learner begins with verified competence, supported by True Adaptive™ learning and the RQI simulation station technology. *True Start* simplifies onboarding to a single pathway, provides a consistent learner experience, reduces administrative workload, and improves success rates across learner types.

Q: Which programs will feature the new *True Start* pathway starting on October 22, 2025?

A: The *True Start* pathway, featuring True Adaptive learning, will be available in the following programs:

- RQI BLS
- RQI ALS
- RQI PALS

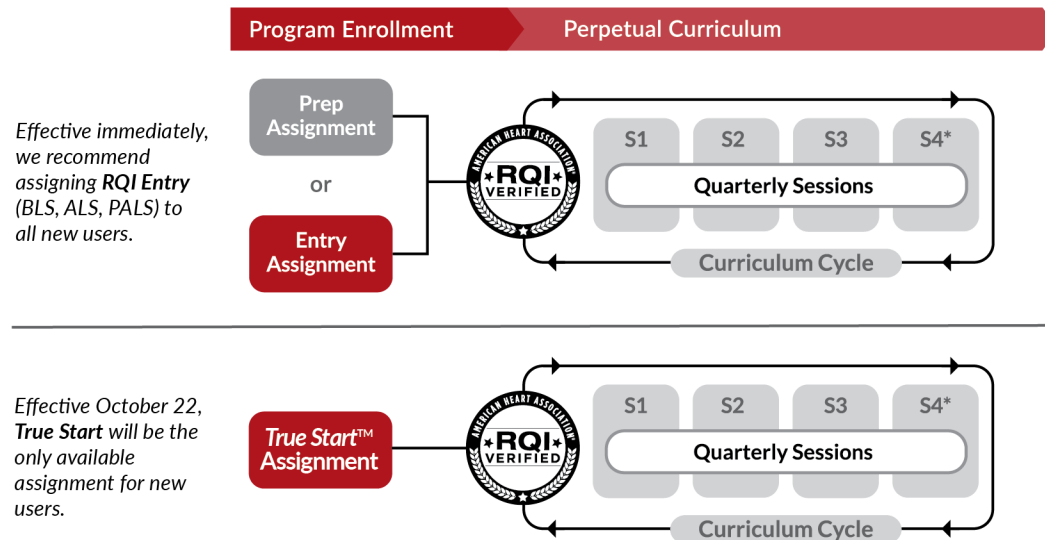
Note: RQI for NRP will also feature the new *True Start* pathway. For more information, please reference the NRP 9th Edition FAQs.

Q: How can administrators prepare for *True Start*?

A: Administrators can best prepare by doing the following:

- *Between today and October 22, 2025*, we recommend assigning only RQI Entry to new learners. We recommend you avoid assigning RQI Prep *unless you are certain* the learner will complete all activities in the assignment, including the RQI Prep eLearning course, before the deadline.
- *On October 22, 2025*, RQI Entry will be versioned to *True Start*. RQI Prep will be discontinued and no longer available to assign to new learners.
- Learners previously enrolled in RQI Prep before October 22 who have not activated their assignment, will require a new *True Start* assignment.

- Learners enrolled in Entry between today and October 22 will not require reassignment; their assignment will automatically transition to the *True Start* assignment.



Q: How can learners prepare for *True Start*?

A: Learners can best prepare by doing the following:

- Learners who do not activate a new Prep assignment before October 22 will require a new *True Start* assignment.
- Learners who activate an existing Prep assignment before October 22 **MUST** complete the assignment before December 31, 2025. If not, a new *True Start* assignment will be required.

Q: How does True Adaptive learning support user competence?

A: Powered by Area9 Lyceum's Rhapsode™ platform, True Adaptive learning uses artificial intelligence to adjust in real time based on a learner's knowledge level, confidence, self-awareness, and time to completion. The platform dynamically moves backward and forward through content to close gaps and achieve 100% proficiency in the most efficient way.

Unlike traditional eLearning, the adaptability continues throughout the course experience. Benefits include reduced learning time, improved engagement, increased knowledge retention, and personalized learning paths.

Q: What activities does *True Start* include?

A: Just like the current RQI Prep assignment, *True Start* will include activities to prepare the RQI learner for the low-dose, high-frequency perpetual curriculum. The *True Start* assignment includes an online True Adaptive course, and hands-on skills activities at the RQI Simulation Station. The online True Adaptive course provides learners with the ability to learn, apply, and validate their clinical knowledge via eLearning and scenario-based assessment activities. The skills assessments provide learners with the opportunity to demonstrate resuscitation skills without feedback and with feedback to improve upon and verify high-quality CPR.

Q: How will *True Start*, featuring True Adaptive learning, impact user completion times?

A: Using median time estimates from the current RQI Prep assignment, administrators should plan for *True Start* to require 60-90 minutes for BLS learners, 2-3 hours for ALS learners, and about 3-4 hours for PALS learners. However, estimated completion times will vary due to True Adaptive learning with experienced learners completing the course at a faster pace.

Q: Will the new *True Start* pathway require a new SCORM package?

A: No, updated SCORM files are not required for the new *True Start* pathway. Please note: customers currently using RQI Prep should begin assigning RQI Entry to facilitate a smoother transition.

Q: How will the release of *True Start* impact learners with an RQI Prep assignment on October 22?

A: Learners are impacted as follows:

- RQI Learners who are in-progress in an RQI Prep assignment before October 22, 2025 will have until December 31, 2025 to complete their assignment. If these learners do not complete their assignment by December 31, their progress is lost, as they will need to receive a new assignment for *True Start* and start again.
- RQI learners who have received an RQI Prep assignment before October 22, 2025 but did not activate it will require a new assignment of *True Start*. Their new *True Start* assignment will include updated content reflecting the new science and program improvements.

Q: How will the release of *True Start* impact learners with an RQI Entry assignment on October 22?

A: Learners are impacted as follows:

- Learners who have not activated their RQI Entry assignment by October 22, 2025 will automatically have their assignment renamed and will receive the new content.
- Learners with an active, in-progress RQI Entry assignment on October 22, 2025 will have until December 31, 2025 to complete the assignment. If the RQI Entry assignment is not completed by then, their course will reset on January 1, 2026, and the learner will have to restart with the *True Start* content.

Q: Does the *True Start* pathway include choking response training?

A: Yes. The BLS curriculum within *True Start* includes choking response training for infants, children, and adults, consistent with American Heart Association Guidelines for CPR & ECC.

Q: How does the new *True Start* pathway support building foundational knowledge for new learners?

A: The *True Start* pathway uses True Adaptive learning to meet learners at where they are currently. Novice learners build foundational knowledge before entering their perpetual learning path. Experienced learners validate their knowledge. Most users will experience a tailored, hybrid approach. Upon completion, learners demonstrate cognitive competence in alignment with AHA Guidelines.

Q: Are administrators still able to enroll novice learners into the RQI program using the RQI Prep pathway?

A: To ensure a smooth transition on October 22, 2025, we recommend assigning only the RQI Entry assignment (which will be versioned *True Start* and feature content updates). However, organizations may continue assigning the RQI Prep assignment if preferred. Please note, learners who begin an RQI Prep assignment before October 22 must complete it by December 31, 2025. After that date, any remaining learners must transition to the *True Start* assignment.

Q: Will the RQI Responder program be updated to incorporate the *True Start* Pathway?

A: At this time, the RQI Responder program will not have an *True Start* pathway, but is being reviewed for updates and product enhancements.

Q: What is the impact on reporting with the launch of *True Start*?

A: The RQI Entry assignment will now be named, *True Start*. *True Start* will be used in all existing reports (other than the HRIS Completion Feed) for new and existing records. There will not be a change to HRIS Completion Feeds if custom course names are in use. If default names are being used, the previous statement applies.

2025 AHA Science In-Service Courses

Q: What are the *2025 AHA Science In-Service Courses*?

A: The *2025 AHA Science In-Service Courses* are online courses designed to provide healthcare professionals with information on new science and key changes published in the 2025 AHA Guidelines for CPR & ECC.

These self-paced, multidisciplinary courses offer a full overview of resuscitation science changes impacting basic, advanced, and pediatric life support. The courses highlight science and Guidelines recommendations that are most significant or those that will result in changes in resuscitation practice and protocols. Rationale for the recommendations is also provided.

These courses provide healthcare institutions and professionals with the ability to adjust practices between the release of the 2025 AHA Guidelines for CPR & ECC and their next AHA assignment/course.

Q: Which disciplines do the *2025 AHA Science In-Service Courses* cover?

A: Exclusive to active HeartCode and RQI learners, for the first time, we are offering modularized course content based on discipline enrollment.

There will be three AHA Guidelines Science In-Service courses available:

- *2025 AHA Guidelines Science In-Service: BLS*
- *2025 AHA Guidelines Science In-Service: ACLS*
- *2025 AHA Guidelines Science In-Service: PALS*

Note: An *NRP® 9th Edition Science In-Service* course will also be available. For more information, please reference the NRP 9th Edition FAQs.

Q: Who will receive an assignment for the 2025 AHA Science In-Service course(s)?

A: On October 22, learners with an active, in-progress HeartCode or RQI assignment will automatically be assigned the appropriate *2025 AHA Science In-Service* course(s) based on their RQI and/or HeartCode program assignments.

Q: When are the 2025 AHA Science In-Service courses assigned?

A: The *2025 AHA Science In-Service* course(s) will automatically be assigned on October 22, 2025.

Q: Are HeartCode and RQI learners required to complete the 2025 AHA Science In-Service course(s)?

A: The requirements for HeartCode and RQI learners is as follows:

- RQI: RQI program participants who are active in the program prior to October 22, 2025 are required to complete the *2025 AHA Science In-Service Course(s)* by December 31, 2025. If a learner is newly enrolled into the RQI program on or after October 22, they will automatically start the program with the new science updates and are not required to complete the 2025 AHA Science In-Service course.
- HeartCode: Learners with a HeartCode assignment regardless of assignment status (assigned, activated, in progress, or complete) will receive the 2025 AHA Science In-Service course, but are not required to complete it.

Q: How long does it take to complete the 2025 AHA Science In-Service course(s)?

A: Each Science In-Service course for BLS, ACLS, and PALS is estimated to take 10–15 minutes to complete. Actual time may vary depending on individual learner performance.

Q: Is there a cost associated with the 2025 AHA Science In-Service courses?

A: The *2025 AHA Science In-Service* courses are a complementary offering to the HeartCode and RQI program subscription to best enable our learners to

transition to the new science. Administrators and learners will not incur an additional cost for these courses.

Q: Is there a specific timeframe or due date for completing the Science In-Service course?

Learners must note the following timeframe for completing the Science In-Service courses:

- Learners that have activated an RQI assignment prior to October 22, 2025 will be required to complete a Science In-Service course. Learners need to complete the Science In-Service course by December 31 to continue their RQI perpetual assignments starting Jan 1, 2026.
- Learners that activate an RQI assignment on or post October 22, 2025 will not be required to complete the Science In-Service course, although the course will be available.
- Learners who are enrolled in a HeartCode assignment are not required to complete the Science In-Service course, although the course will be available.

FAQs

Continuing Education Updates for the RQI® Program January 1, 2026

Q: What is the RQI program's commitment to Continuing Education?

RQI programs comprehensively address the competency-based requirements for accreditation as established by The Joint Commission, which are focused on competence, interactive verification of knowledge and skills, and promoting a culture of safety. Learners in the RQI programs demonstrate knowledge via eLearning cognitive assessment activities and perform CPR skills on the RQI Simulation Station. Successful completion of RQI assignments result in an RQI verified eCredential and CE/CME credit, where applicable.

Q: What has changed about CE/CME eligibility for RQI?

A: With the launch of the RQI programs based on the 2025 Guidelines, CE/CME eligibility has been updated:

- As of October 22, 2025: RQI learners can claim CE/CME for the eLearning activity after successfully completing the True Start™ assignment for BLS, ALS, and PALS.
- As of January 1, 2026: RQI learners can claim CE/CME after completing four (4) quarterly RQI activities based on the same guideline science (2020 vs. 2025 Guidelines).

Q: Does the eLearning activity in the True Start™ assignment for RQI offer CE/CME credit?

A: Yes. CE/CME credit is available with the completion of:

- RQI BLS – True Start™ assignment
- RQI ALS – True Start™ assignment
- RQI PALS – True Start™ assignment

Q: Can I still earn CE/CME after completing four quarterly RQI sessions starting January 1, 2026?

A: Yes—but all four sessions must be based on the same guideline science.

Beginning January 1, 2026:

- All RQI perpetual assignments will transition to 2025 Guidelines science.
- CE/CME eligibility is earned only after four completed sessions based on the same guidelines.

If your four completed sessions span both the 2020 and 2025 Guidelines, they cannot be combined to earn CE/CME.

Q: What happens if I completed some sessions before January 1, 2026, and some after?

A: If sessions were completed under different guideline science, they will not count together.

Example:

- Sessions 1–3 completed before January 1, 2026 → based on 2020 Guidelines
- Session 4 completed on or after January 1, 2026 → based on 2025 Guidelines

Because these sessions are based on different science, you would not be eligible for CE/CME at that point. You would need to complete four full sessions based on the 2025 Guidelines to become eligible.

Q: What if I was overdue on RQI sessions before January 1, 2026?

A: If you were overdue and had not completed prior sessions by December 31, 2025, those sessions will reset to content based on 2025 Guidelines.

What this means:

- As of January 1, 2026, your available sessions will be based entirely on 2025 Guidelines science.
- Once you complete four sessions based on the 2025 Guidelines, you will be eligible to claim CE/CME.

Q: How will I know when I'm eligible to claim CE/CME?

A: Once you complete an eligible RQI assignment or session:

- A popup notification will appear on the Course Launch page confirming your eligibility.
- The popup will include a link to documentation outlining:
 - Available CE/CME types
 - Accreditation details and terms

Q: Where can I find more information about new Continuing Education information?

A: Please review the new Continuing Education Activity Promotions here.

<https://rqipartners.com/programs/continuing-education-commitment/>.