NASSCO's Virtual Classroom Training Policy

Requirements of Trainer:

To conduct virtual classroom training, Trainer must satisfy the following requirements:

- Have a computer screen with video (camera) and audio (headset highly suggested) capability. Use of phone audio is not advised.
- Ensure that internet service is strong to eliminate connectivity issues.
- Prepare a quiet room for conducting the course with no disruption from noise, pets, family, etc.
- Have a professional background (e.g. plain wall, bookshelf, office setting); avoid kitchen backgrounds, etc.
- Dress professionally and appropriately, even though Trainer is most likely working from home.
- Be familiar with ZOOM well in advance of the training dates. Click here to watch the video.

Requirements of Student:

To attend virtual classroom training, student must satisfy the following requirements:

- Have their own email address (either personal or professional) and ensure that they have access to it.
- Have a computer screen with video (camera) and audio (headset recommended) capability that they do not need to share with others. Use of phone audio is not advised.
  - Exception: NASSCO's Training Director MAY give approval for small groups, not to exceed three, viewing one screen upon request.
- Ensure that their internet service is strong to eliminate connectivity issues.
- Prepare a quiet room for attending the course with no disruption from noise, pets, family, co-workers, etc.
- Be familiar with ZOOM well in advance of the training dates: **https://youtu.be/tvgOccwNIZU**

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- Register for ZOOM meeting in advance (Trainer will send invitation and instructions to register to email address provided by student).

Setting Up Virtual Classroom Training Sessions:

- Until further notice, virtual classroom training may only be scheduled through December 31, 2020 by submitting a [Virtual Training Request Form](#) (located on your trainer tab) at least four weeks in advance. Requests will be reviewed and approved based on NASSCO's ability to properly support each class, especially for first-time virtual classroom trainers.
- NASSCO will notify the Trainer when the request has been approved.
- Create approved classes on nassco.org so that they can be processed properly. Attachment "A" provides instructions and standard verbiage to be included in the virtual class description.
- NASSCO will set up the virtual environment for all virtual classroom training sessions on behalf of Trainer based on approved requests.
    - NASSCO Fee: NASSCO will charge Trainer a fee of $100 per virtual classroom training course to cover technology and administrative fees.
    - Training Fee: Although Trainer will save on expenses such as travel, student meals, training facility rental fees, etc., it is NASSCO's recommendation to keep training fees unchanged (see Attachment "A") in order to preserve the value of NASSCO training and to cover potential increases in manual shipping costs.
    - NASSCO will share the ZOOM meeting information with the Trainer who will in turn invite the students directly.

Virtual Classroom Training Class Requirements:

- Size: Limited to a minimum of five and a maximum of ten students. No exceptions.
- Breaks: Trainer will provide breaks just as he/she would in a typical classroom setting, including 30-60 minutes for lunch.
- Proctoring:
    - Each student must attend virtually (online) using his or her own computer or other device, no group sharing will be allowed.
    - Trainer and students must be present and on video (enable camera) for the entirety of the training. If students do not have computers or other devices with video capability, they may not attend the virtual classroom training course.
    - Students must present their photo ID to the trainer upon registration, providing ample time for Trainer to receive copy of photo ID and easily match student's face upon start of class.

- Ordering Manuals: Allow as much time as possible (3 weeks) for manual delivery due to shipping delays associated with the current COVID-19 situation. Place orders online as usual, but if shipping to multiple locations, see options below:
    - PACP® - Two options:
        1. Trainers will send Gilmore nassco@gilmore.ca an excel file containing order details and shipping information for each student so they may be shipped directly (any additional shipping charges will be charged to the trainer).
        2. Trainer places individual orders for shipment to each student directly.
    - ITCP®
        1. Trainers will place orders online as usual however Trainer must **also** email an excel file containing shipping information for each student to Kathie Lloyd at [kathie@nassco.org.](mailto:kathie@nassco.org)
    - **NOTE:** It will be critical for Trainers to make sure they have the correct address for delivery of manual – e.g. if shipped to work and student is taking the course at home, student should provide his or her home address. No P.O. Boxes.
- Administering Exams:
    - Exams will be completed and discussed as a group, question by question. In the virtual environment, this will provide an opportunity for increased student engagement as well as additional learning.
    - All students should be participating on each question and share their answer either by show of hands or with the chat feature.
    - Trainers must come prepared knowing exactly where to find answers to exam questions within the Manual.
    - Trainers will be provided with fillable pdf versions of the exam(s) that will contain the group's collective answers as well as the class date and virtual classroom location.
    - The competed exam should be saved and uploaded to the private class documents on nassco.org.

Class Processing and Submittals:

- Process classes on nassco.org as usual.
- Upload completed pdf exams to the private documents.
- Students requesting CEU/PDH credit should email the request form from the manual pocket directly to their trainer to upload and mark off on the class roster.

ATTACHMENT "A"

Editing or Creating Classes on nassco.org

All Virtual Classroom Training being posted on nassco.org should include the standard Class Description Verbiage below (including course fees).

Class Description Verbiage

This is a VIRTUAL Classroom Training Class.

If you can answer "YES" to all of the following questions, you hereby confirm and agree that you are eligible to register and attend a virtual classroom training session:

- Do you have your own email address (either personal or professional) and have access to it?
- Do you have a valid picture ID (driver's license or passport)?
- Do you have access to a computer that you do not need to share with others? If not, NASSCO's Training Director may approve a small group, please email Trainer to request special permission.
- Does your computer screen have video (camera) and audio capability?
- Is your internet service strong enough to eliminate connectivity issues?
- Do you have access to a quiet room for attending the course with no disruption from noise, pets, family, co-workers, etc.?
- Are you familiar with ZOOM? If not, visit **https://youtu.be/tvgOccwNIZU** to view a short instructional video.

Please be advised that working in any virtual classroom environment has the potential to create internet service disruption, equipment failure, and other technical issues that may prevent the completion of the virtual classroom training course. If you (or your trainer) should experience any of these issues with equipment, software or internet connectivity during the NASSCO training session, it is beyond the control of the student, trainer and NASSCO. In such cases, future training dates and times will be provided.

After your Virtual Classroom
- NASSCO will pull an attendance report from ZOOM
- All participants are required to actively participate and be visible throughout the entire Virtual Classroom

- Upon successful completion of the Virtual Classroom, a passing grade on the end-of-course exam and after review/approval by NASSCO, you will receive a notice via email that your Certificate of Completion is available.
- Requests for CEUs must be made verbally to the trainer during the virtual course or within 10 days of course completion, using the [CEU Request Form](#)
- Requests for individual state contact hours must be made via email at support@nassco.org within 10 days of course completion

Course Fees:*

PACP

- Initial Certification (PACP Only): $800.00
- Initial Certification (PACP/MACP/LACP): $975.00
- MACP/LACP Upgrade (Currently PACP Certified): $175.00
- Recertification (w/manual):
  - Members: $375.00
  - Non-Members: $425.00

ITCP

- Initial Certification
  - Members: $995.00
  - Non-Members: $1,095.00
- Recertification (w/manual)
  - Members: $695.00
  - Non-Members: $795.00

Note that the costs shown above are NASSCO suggestions only. Course fees determined by individual Trainer should be posted in the description.

VIRTUAL CLASSROOM HOUSEKEEPING / ANNOUNCEMENTS

- Roll call – Confirm that each student is present, match IDs sent upon registration with faces on screens and confirm manual numbers for NASSCO's records.
- Participation – Ask questions. You may also use the "Raise Your Hand" feature or the "Chat" feature on the bottom of your ZOOM toolbar.
- Technical Difficulty - If at any point in time you have Audio / Video connection issues rejoin as soon as possible. If it's a persistent problem,

we will assist you in taking another virtual classroom course in the future.

- Breaks - We will provide breaks throughout the course, so please try to avoid stepping away from the computer screen during instruction.
- Manual - Pay attention and learn how to use the manual for the exam.
- Any questions before we get started?