

Virtual Training Policy

I. PURPOSE

Texas Prevention Training (TPT) covers the cost of training and technical assistance (T/TA) services designed for Texas Health and Human Services Commission-funded Prevention and Behavioral Health Promotion providers across the state through a contract with Community Advocacy Research and Evaluation Consulting Group, Inc and Texas Health and Human Services Commission. The TPT Team and our contracted trainers are held to the Prevention Specialist Code of Ethical Conduct and the 12 Principles of Adult Learning. In addition to T/TA delivery, we provide our participants with Texas Certification Board-approved Continuing Education Hours (CEHs). The policy detailed below includes the requirements we must hold participants to issue their CEHs.

II. POLICY

A. Registration

Registration is required for all virtual training. Each participant must register using their own email address to ensure accurate and timely communication. If a supervisor registers staff members for a training, they should use each staff member's individual email address. Approval of a submitted registration is dependent upon availability and specific training requirements. An email will be sent approving or denying your registration. One month and one week before each training event participants will also receive an email from tpt@carecg.com with final training details.

B. Event Cancellation

TPT reserves the right to cancel or reschedule any T/TA event at or before one (1) week before the start of the event date. Training events will be subject to cancellation if there are fewer than 10 registrants. Additionally, extreme circumstances – such as trainer illness, emergency weather conditions, utility failure, or other events beyond our control – can force the cancellation of a T/TA event.

C. Participant Cancellation

Should a training participant need to cancel their registration, we ask that they notify TPT as soon as they know they are unable to attend by emailing tpt@carecg.com. TPT requests participants provide notice of cancellation no less than three (3) business days from the start of the scheduled training. Many of our training events have waitlists, and timely cancellations allow us to offer seats to individuals on the waitlist to join the training.

Supervisors are asked to notify TPT promptly if a staff member no longer requires training so that their seat in training can be released to another participant.

D. No-Show Policy

A “no-show” is defined as a registered participant who does not attend a scheduled training and fails to provide a cancellation notice three (3) or more business days before training. No-shows negatively impact training availability for other providers and create unnecessary administrative costs.

- Participants who do not attend and fail to cancel may be restricted from registering for future TPT trainings.
- Repeat no-shows may receive lower priority for registration approvals, and waitlisted participants may be approved in their place.
- In certain cases, participants or their organizations may be billed by TPT for the direct costs of their registration, training materials, and shipping if applicable. Specifically, this is applicable to the SAPST, Guiding Good Choices and Blues Program trainings.

TPT understands that emergencies and events beyond participants’ control may occur. In these instances, we ask participants or their supervisors to send a notification of their absence as soon as it is safe and reasonable to do so.

E. Participant Materials

TPT will upload electronic copies of any materials required by the T/TA event in the chat box in all virtual trainings on the first day of training. If the T/TA event includes printed manual, the material will be shipped to the address provided by each participant in their registration form.

F. Participation

Participating in a virtual T/TA event is best approached in the same way one would attend an in-person training: plan to attend and fully participate for the full duration of the training, **avoid other meetings during the scheduled T/TA event**, use the restroom or the phone during break times, have water/snacks accessible as needed, maintain professional behavior and setting, and engage with the trainer(s) and other participants professionally during all activities, breakout rooms, and discussion.

1. **Technical Requirements.** All TPT virtual events occur over Zoom unless stated otherwise. Participants should prepare to attend the **entirety** of the T/TA event – we highly recommend participants log on via a charged device with a stable internet connection. To actively participate in the training and earn Continuing Education Hours (see item J below), participants must have access to a working webcam, speakers or headphones, and a microphone (built-in or external). The TPT Moderator may ask a participant to exit the training when they cannot maintain stable internet/webcam/audio connectivity and join another training at a future date when the participant can actively participate.
2. **Webcam Use.** All participants are **encouraged to join and remain on camera** and are expected to **fully engage** in the training to receive Certificates of Completion with Continuing Education Hours (CEHs). This requires office-appropriate participant attire and behavior, an appropriate background display, a device with webcam capabilities, and a stable internet connection.
3. **Joining a T/TA Event.** Participants should log on in a quiet and private space with limited distractions and attempt to limit background noise. The training host may mute participants if background noise is distracting. **Participants attempting to join while driving will be**

asked to leave the training until they are in a safe location that allows them to fully participate in the training.

G. Smoke/Tobacco-Free Policy

Smoking and the use of any tobacco, nicotine, and/or e-cigarette/vape products are prohibited during all TPT T/TA events. TPT will remove participants, who display such behavior or related paraphernalia, from the training.

H. Removals

TPT reserves the right to remove a participant who is disruptive to training from any T/TA event at its discretion. TPT reserves the right to remove any participant who is driving, not actively participating including those who do not engage in breakout rooms or do not respond to messages from the moderator.

I. Technology and Technical Support

TPT will do all that we can to provide technical support to ensure adequate participation from all participants. However, there may be instances when virtual support will not resolve a participant's technology or connectivity issues. If problems with technology or internet connectivity prevent a participant from engaging in a training, TPT may ask the participant to exit the course and register for the training later to provide enough time to resolve the issues. Zoom technical support can also be found at <https://support.zoom.us/>.

J. Accommodation and Accessibility

It is TPT's policy to promote a professional learning environment and provide equal opportunity access to all our training courses. Our virtual T/TA platform, Zoom, provides closed captioning for participants to activate on demand. TPT can make accessibility accommodations for a participant when we receive advanced notice (at least two weeks before the T/TA event), such as large-print participant materials. To request accommodations, participants should contact TPT directly via email (tpt@carecg.com) or by calling 1-888-878-0865 during normal business hours.

K. Continuing Education Hours/Certificates

Most TPT events provide participants with an opportunity to earn Continuing Education Hours (CEHs) that are approved by the Texas Certification Board for Prevention Specialist (re)certification requirements.

L. AI Notetakers

TPT does not allow AI notetaker applications in virtual trainings. AI notetaker applications are not a substitute for participants regarding CEUs and attendance. Participants are not permitted to record the trainer/facilitator's or participant's remarks.

M. Continuing Education

Moreover, all TPT events that offer CEHs will address one or more International Credentialing & Reciprocity Consortium's Prevention Specialist Domains (P), Alcohol, Tobacco and Other Drugs (ATOD) Related, and/or ethics (E) topics. When Certificates of Completion include CEHs, they will include for which category (P, ATOD-R, or E) the hours qualify.

1. **Eligibility.** Participants who attend at least 85% of the training course, actively participate in the training and complete the training evaluation will be eligible to receive a Certificate of Completion with Texas Certification Board-approved CEHs. TPT understands there may be uncontrollable instances when a participant may show up late, leave early, or must step away from training. When this occurs, participants should communicate with the TPT moderator in the training or send an email to tpt@carecg.com.
2. **Evaluation Requirement.** Participants will receive a link to complete the training evaluation at the close of each training course.
3. **Certificate Distribution.** No more than 30 days after a CEH-eligible T/TA event, TPT's Continuing Education Coordinator will issue Certificates of Completion to all participants who meet the requirements outlined in J.1 and J.2 above. Distribution will occur via email directly to participants.
4. **Certificate Time Restrictions.** Participants who fail to complete a training evaluation within six (6) months of a CEH-eligible T/TA event will no longer qualify to receive a Certificate of Completion. The participants will have to re-take the training should they need to earn a Certificate of Completion with CEHs for that course.
5. **CE Provider Status.** Texas Prevention Training is a department of Community Advocacy Research and Evaluation Consulting Group, inc., which is an approved CE Provider for the Texas Certification Board (Provider number 2032-18). Additionally, TPT events that issue CEHs are designed to meet the CE standards of the Texas State Board of Social Work Examiners and Texas Behavioral Health Executive Council.
6. **CE Expiration.** Certificates provided by Texas Prevention Training through C.A.R.E. Consulting Group **do not expire**. Any expiration date listed on the certificate reflects the expiration date of TPT's CE Provider Number with the Texas Certification Board, not the validity of the participant's earned continuing education hours.

N. Concerns and Complaints

Please direct any concerns and/or complaints about T/TA events, content, materials, or disruptive participants to the TPT Team via email (tpt@carecg.com) or by calling 1-888-878-0865.

III. Questions

Please submit any questions about TPT's Virtual Training Policy via email (tpt@carecg.com).