Guidelines for Trainers and Training Providers:

Virtual Training for Certification Safety Training During COVID-19

On March 18, 2020, the Minister of Health and Community Services with the Government of Newfoundland and Labrador declared a public health emergency under the **Public Health Protection and Promotion Act** due to COVID-19. During a public health emergency, the Chief Medical Officer of Health can introduce special measures that they believe are necessary to protect the health of the population.

With the provincial public health emergency declaration in place, trainers and training providers have asked WorkplaceNL to consider other options for training delivery. Although WorkplaceNL certification training programs are not designed for remote delivery, there may be exceptional circumstances where training may need to be conducted using virtual technologies, instead of in-class.

In order to maintain certification training standards, and to train workers to high levels of competency, WorkplaceNL may approve alternatives to normal in-class training delivery. Approvals for virtual or blended training will be granted on a case-by-case basis. Not all certification training courses are feasible for a virtual or blended learning format, especially courses where practical application of the learning outcomes is required.

Please note that an extension has been given for current certificate holders until August 31, 2020. Depending on how this pandemic develops, further extensions may be required. These guidelines are a temporary measure in light of the COVID-19 paramedic, and may be revised or terminated at any time.

Requests to deliver virtual training

Training providers must email a written request to ohs.training@workplacenl.ca before delivering virtual training. The request must clearly address the following:

Technology to be used: Provide a description of the application/technology to be used, including its capabilities (i.e., share screen options, break-out rooms, participant attention/engagement features, etc.). The application/technology must be able to:

- operate on both Windows and Mac operating systems
- provide two-way communication through audio, messaging and video (if bandwidth permits)
- allow the trainer to share their computer screen with students
- allow students to see the trainer

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Acceptable applications that allow for one-to-many interactions include: Cisco Webex, Zoom, Blue Jeans, Go-To-Meeting, Google Hangouts, and Adobe Connect.

Class size: Indicate the expected number of students to be trained. The class size for virtual learning must not exceed the number of students outlined in the respective certification training standard for in-class training.

Student instructions: Provide a copy of the written instructions for students on how to use the virtual technology, including any software installation process, screen directions, and how the participants are to navigate through the application. These instructions must be provided to the student at least one day prior to the virtual learning session so that students are able to address questions or concerns regarding the technology.

Technical support available: The availability of technical support to assist students.

Privacy and confidentiality: An overview of the functionality contained in the technology to protect the privacy and confidentiality of students.

Computer literacy: The process to be followed by the training provider to address student computer literacy, and the services available to help students.

Training outline: The structure and sequence of the proposed instruction.

Student engagement and monitoring: An outline of the steps for the trainer to take to monitor student engagement and activity in the course. Collaborative tools such as live chat, audience polling, questions and answers, and audience interaction features must be used to ensure student engagement. Use of these tools throughout the course will maximize student participation.

Student learning assessments: Outline the process to complete course assessments and exams, where applicable, and their review. This may include using an online application or trainers may ask participants to mail, fax, or email documents. If mailing, no certificate is to be issued until the training provider has received and reviewed the document(s).

Adaptations to the Certification Training Standard and curriculum:

- Class size may vary, but cannot exceed the maximum class sizes outlined in the applicable certification training standard. If multiple students are attending the course in one location, the trainer and training provider must ensure that the students follow the Guidelines for Trainers and Training Providers: In-class Instruction for Certification Safety Training during COVID-19.

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- Group discussions and flip chart activities should be facilitated by asking students to type into their chat windows, use audience polling, participate in questions and answer sessions, and any other student interaction features that may be required.
- Trainers must use sound ergonomic principles for virtual or blended instruction including taking breaks based on cumulative time on a computer.

Prior to the start of a virtual training session, the training provider and trainer must:

- Send the participant's manual to students, preferably in electronic format. Trainers must confirm that students have access to the manual prior to the course.
- Adjust curriculums to ensure student's engage and participate in all practical exercises. WorkplaceNL will provide teaching tips for virtual or blended learning formats.
- Accommodate the learning needs of all students, and ask students in advance if special requirements or accommodations are required.
- Notify WorkplaceNL, in writing, of the date and time for all scheduled courses. WorkplaceNL may request invites to future courses to facilitate trainer audits.
- Create class offerings in the Certification Training Registry.

Following the completion of all virtual training sessions, the training provider and trainer must:

- Confirm attendance in the Certification Training Registry.
- Maintain training records, including attendance and course data, for five years.
- Complete trainer evaluation reports and retain them for WorkplaceNL's review, if required. Trainers are required to incorporate an evaluation of the alternative delivery format into their evaluation process.

If you have any questions or require further assistance, email ohs.training@workplacenl.ca or call 1.800.563.9000.

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