Trainer Procedures

Before Your Session

- Make sure you have all of the following materials:
  - TIPS program DVD or Flash Drive
  - Trainer Guide (including separate state supplement, if needed)
  - Participant Manual for each participant
  - Set of test questions (most current at www.gettips.com)
  - State Law Sheet (most current at www.gettips.com)
  - Multiple Site Information Form
  - Session Register.

The DVD or Flash Drive, Trainer Guide, and Participant Manuals are coordinated and specific for each program type. Be sure that the version numbers match for all materials. The version number is located on the lower left corner of the back cover of each manual. The version number before the decimal point must match for all materials used in a single session.

- Register the session through your Training Portal. Registering a session allows for automatic notification of receipt of the session, and faster and more accurate session processing results.

  Note: You may want to open the session to the public to boost enrollment. You can do this through your Training Portal as part of the Register a Classroom Session option.

- Ensure that your class processing preferences (notification email and delivery addresses) are correct; this ensures that you receive emails about the session and that all materials for processed sessions are sent to the correct location.

  Note: You can also elect to receive copies of certain documents (Session Registers, stickers, etc.) as part of your session results package.

- Know something about your participants and where they work as this can be important to ensure that forms are completed correctly. For example, if you are training a corporate group that has an enterprise-wide TIPS strategy, you may need to understand specific things about the organizational structure or the groups that are being trained.

- Complete the information on the Session Register. (Instructions for completing the Session Register appear on the back of the form and also in your Training Portal when you Register a Classroom Session.)
  - Specify as the Session ID the assigned number supplied when you registered the session.
  - If results are needed quickly, darken the RUSH SERVICE circle. (There is an additional fee for RUSH service.)
  - Specify the abbreviated state name of the jurisdiction for which the training applies.
  - Supply the name of the organization or establishment for which you are doing the training.
Arrange the visual aids and seating in the room where you will be training. Check all audiovisual equipment to make sure it is in working order.

Without prior HCI approval, you may train no more than 35 participants per session.

**During Your Session**

Have your participants supply some of the information on the Certification Test form at the beginning of the session. Remind participants that they must provide accurate information about their current work locations. Depending on the type of organization, they may need to provide a store number or property number, as well as a location, with a clearly legible address and central work phone number. For individuals who are being trained in connection with their work, work location is an important part of a certification record. Many corporate managers access training and certification information about individuals through these organizational links.

*Note: Participants who are not currently employed should supply their personal contact information rather than establishment information. TIPS for the University participants are an exception to this rule and should provide information about the high school, college, or university they attend.*

Be sure participants print legibly on the Certification Test form and Session Evaluation form.

Remind participants that those who successfully complete the certification test will be certified for three years and will receive a TIPS Certification Card.

*Note: The certification period may vary depending on area regulations.*

Ask participants to mark on their answer sheets the TEST ID from the test questions.

Make sure participants do not fold, bend, or staple the answer sheets.

Before the participants leave, check each Certification Test form to be sure that all of the information has been completed, including the answers and the TEST ID. Sessions with incomplete information may be returned to you unprocessed. Be sure that participants provide their establishment information and their email addresses. (Participants who provide their email addresses will receive direct notification when their sessions are processed, thereby saving time and avoiding the need for participants to contact you for status reports about the session results.)

Ensure that you have a Session Evaluation form for each Certification Test form.
After Your Session

- **Make copies of the Certification Test forms for your records.** HCI may be able to use those copies as proof of training in the event that your session is lost in the mail.

- When mailing more than one session, separate the materials by session and by date.

- Mail completed Certification Test forms, Session Evaluation forms, the Multiple Site Information form, and the Session Register form to:

  **Health Communications, Inc.**
  1501 Wilson Blvd., Suite 500
  Arlington, VA  22209-2414

- You will receive a notification email when we receive your session, provided you registered the session. If you have not heard from us about this session within 10 business days, contact your Account Manager.

- When you receive the email (with attached roster) indicating that the session has been processed, verify the information on the session roster. Contact us at processing@gettips.com if there are any errors in spelling or incorrect information so that we can correct the information before we send out certification cards. This in turn saves time and energy for you, for the participants, and for HCI staff, and helps ensure a high level of customer satisfaction.

Receiving Session Results

Typically you will receive session results via regular mail in 10 to 14 days. Distribute the certification cards to the participants as soon as you receive them. The mailed results will include:

- one card for each session participant who passed the test
- a re-take examination sheet for any session participant who did not pass the certification test and is eligible for a retake
- a hard copy of the Session Roster containing names, addresses, pass/fail marks, session date, and other important information to keep for your records.

Participants who do not successfully complete the TIPS Certification Test must attend another session **within six months**. Make sure they take their original participant manuals and the re-take examination sheets to the retake server session.