



MEMO

Date: July 21, 2020

To: YQCA State and Organization Contacts and YQCA Instructors

From: Jennifer Hawkins, YQCA Program Manager on behalf of the YQCA Executive Board of Directors

RE: COVID-19 and YQCA Instructor-Led Trainings

Over the past few months, we have received several questions and requests regarding the cancellation of many YQCA instructor-led trainings due to COVID-19. The YQCA Board met in March to discuss a variety of options to assist state partners during these uncharted waters. Please see below for details on YQCA policies, reminders for instructors, and information to pass along.

1. Instructors may NOT offer YQCA instructor-led trainings via any virtual platform (i.e., Zoom, WebEx).
  - a. YQCA is monitoring instructor activity and will be in contact with instructors violating this policy. Additionally, the instructor's state/organizational contact will be notified. This decision was not made lightly by the YQCA Board. They feel strongly that the web-based training program provides a better educational experience for youth than a virtual instructor-led training, and want youth taking the web-based training in the event that an in-person training is not available.
  - b. Instructors violating this policy will be subject to having their active instructor status terminated.
2. Youth who have already paid for a YQCA instructor-led training (on a date that has not yet passed), may log into their account and cancel their registration.
  - a. If payment was received via credit card, their payment will be refunded.
  - b. If payment was received via coupon code, that coupon code will be active again. This coupon code does not expire and would be able to be used in future years.
  - c. To cancel a registered training
    1. Go to <https://yqca.learnrow.io> and login to the account.
    2. Select the course - you will have an option to "Cancel Registration". This will cancel the training and refund the payment/re-activate the coupon code.
3. If instructors plan to cancel their instructor-led trainings, it is recommended that they reach out to the youth who have registered to let them know they should cancel their registration to receive a refund.

We recognize those who have typically utilized the instructor-led training option may be unfamiliar with what users receive with their registration fee. We have identified those items below and ask that they be shared with instructors who are pointing their youth towards the web-based training.

- Each session purchased includes three modules – a knowledge builder, a skills lab, and a quiz.
  - The knowledge builder is where content is delivered, the skills lab provides an opportunity to apply the content, and the quiz tests knowledge. To receive a certification, an 80% must be achieved on the 10-question quiz.
  - These modules, completed in their entirety, will provide 2-3 hours of an experience for users.



- Features of the online modules include:
  - Characters at each age level to guide youth through the course
  - Free navigation within the course so youth can spend as much or as little time on a particular topic based upon their personal needs
  - Variety of learning opportunities to accommodate various learning styles and modalities
  - Audio button on each slide so youth can listen to audio rather than read the on-screen text
- Users may revisit modules anytime during their year of certification to repeat the modules purchased for additional learning opportunities.

Finally, we recognize your or the instructors in your organization may field questions regarding the cost of these online modules. Below is information that can be shared regarding the fees and how they are distributed with the flash sale price of the \$9 training include:

- \$5.00 = technical/user support, email and phone support, based in U.S.
- \$3.00 = online system hosting, maintenance, ongoing development, security and privacy assurance
- \$1.00 = stays with YQCA to invest in ongoing curriculum development and revision, program management, and promotion

The YQCA board will monitor COVID-19 on a month to month basis and has the right to make changes to this plan as they see fit. The board highly encourages local conversation with the persons and/or organizations responsible for setting the deadlines for quality assurance training.

If you have any questions about the items above or requests for YQCA, please do not hesitate to reach out to [jhawkins@vivayic.com](mailto:jhawkins@vivayic.com) and they will be passed along to the YQCA Executive Board.

Attached to this memo is a PDF detailing the steps to get a web-based YQCA certification. If families have questions, they should contact [info@yqca.org](mailto:info@yqca.org). Please do NOT share the email address above ([jhawkins@vivayic.com](mailto:jhawkins@vivayic.com)). This is reserved for communications with state/organization contacts and YQCA instructors.

Thank you again for being a part of the YQCA program and we look forward to working together through these trying times.