



ISTC On-Site Procedure for Training Technicians

In an effort to establish a uniform procedure for on-sites, the following steps should be followed.

1. The chosen Training Technician will receive a copy of the on-site request form, which is a point of reference, from the Vice President Operations. At this point the Training Technician should call the named contact and verify all information is correct. i.e., number of students, classes to be taught, location, time of class start up time, suitable room, equipment availability, etc.

Note: If on-site will require an overnight stay, the Training Technician should also verify travel accommodations with the Vice President Operations.

2. The Training Technician shall then verify that all equipment is working properly and pack for the on-site by using the available cases to group his/her materials. Materials to be used, but not limited to:
 - a. pencils
 - b. tests (see Operational Guide V.B.)
 - c. scantron answer sheets
 - d. answer key
 - e. sign in sheet (On-site Roster)
 - f. power strip
 - g. 7ft. extension cord
 - h. projector (check and make sure all cords are there)
 - i. screen
 - j. camera with all connector cords
 - k. laptop (2) (one for projector and one for camera)
 - l. tripod
 - m. blue backdrop screen for pictures
 - n. current program manual
 - o. any video, DVDs, etc, and player if needed
 - p. current Reciprocal Council List

Note: To assist with packing, check list for equipment is also maintained in the Instructors Office.

3. Once on-site (the Training Technician should arrive 1 hour before classes are to start) the Training Technician should immediately identify the named contact and secure all information that may be important. Information to consider:
 - a. Where should the processed badges be mailed and/or delivered to (in some cases, the customer may offer to pick them up, but if mailed send by Federal Express)
 - b. If it is a company that ISTC does not normally do business with be sure to obtain a phone number, address and if possible the name of the person who would be responsible for payment.
4. At this time, the Training Technician should establish a "point of control" before the process of check-in begins. All efforts must be concentrated to conduct a thorough "check-in" with no mistakes. Things to consider:
 - a. Is student signing roster legibly?
 - b. Has student completed the Social Security Verification Release Form?
 - c. Does student already have a good Basic Orientation Plus®?
 1. from what council
 2. valid date of orientation

NOTE: If student has a reciprocal Basic Plus the students name should be high-lighted with an asterisk. The information concerning student name, name of council and expiration date should



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be written on the reverse side of the roster where the student signed. Customer Service will verify the information when the on-site is completed.

- d. Does student have a valid U.S. government or state picture identification (see Operational Guide V.A. 1)

NOTE: Students without a valid identification should not be admitted for training unless the Training Technician has received a prior identification waiver from the Vice President Operations. All issues concerning waiver of current procedures or identification waiver should be referred to the company contact person for approval by the Vice President Operations.

5. Training Technician shall verify returned test copies and deliver all test to the Training Coordinator for possible destruction in accordance with the Operational Guide V.B.4 and record on log.
6. If a copy of the roster is required by the customer before delivery, have someone in customer service print a copy and fax to customer. The authorized company contact may make copies of the roster while the Training Technician is on-site; however, the original roster must accompany the test materials as outlined in this procedure. Questions asked about billing should be directed to the Vice President Operations or the accounting department.
7. Once the Training Technician returns to the office, his/her first priority should be processing the badges through Customer Service. This should be done no later than the following work day.
 - A. Roster and Answer Sheet Completion
 1. Verify all students tested have a test answer sheet. (There must be an answer sheet for each student who signs in on the roster.)
 2. Indicate on the roster any students that failed the test by marking F/T beside that student's name.
 3. Sign Document Transfer Sheet. (Prepared By: _____)
 4. Take the completed class paperwork to the Customer Service Team Leader.
 5. Have the Customer Service Team Leader sign for class paperwork. (Received By: __).
 6. The Customer Service Team Leader will process the class paperwork and print the badges. The Customer Service Team Leader will coordinate with the Training Coordinator for badge delivery method.
 7. Return test to the Training Coordinator for destruction and sign off on Examination Log.
 8. At this point the Training Technician should file the expense report, and return it to the Training Coordinator for approval by the Vice President Operations.

Following these steps when conducting an on-site will help all departments maintain a smooth operating pace. When you go on-site, you are representing ISTC, so always dress and act in a professional manner.