

Neighborworks Training Institute

CLASSROOM TIP SHEET

Please refer to this tip sheet to help you start your class on time and properly.

Beginning Your Class

At the start of your class, *which you should begin promptly at 8:30 a.m.*

1. First remind everyone of the length of the course (one day or two or more days), and that each day consists of a full six hours of instruction that you are required to deliver.
2. Second, inform everyone that certificates of completion are given only to those participants who have actually completed the full six-hour per-day requirement. Be sure to let everyone know that unfortunately there are no exceptions to this Institute policy.
3. Be prepared to encounter objections from some participants whose travel arrangements conflict with this requirement. You can often easily handle this by negotiating *at the front end* with the entire class, a revised course schedule that will provide the full six hours of daily training while accommodating such conflicts. A proven example is to suggest that the class consider such options as starting early and shortening breaks (morning, afternoon, or lunch). We recommend that a consensus be achieved before adopting any revised schedule. Please obtain authorization from your training specialist or the training curriculum manager (preferably at the first morning break) for the revised schedule you and your participants have agreed on.
4. Remind all the participants that you will be distributing course evaluations and certificates of completion at the conclusion of your course.
5. It is important to let everyone know that, if your class is not the right class for them, they may be able to transfer into an alternative course—but that first they must go to the registration desk and not directly to another course. We urge that such transfers take place *at the morning break on the first day* in order to allow transferring participants to earn certificates of completion.
6. Finally, be sure to let everyone know that class starts on time in the morning and following scheduled breaks and ends at 4 p.m., unless exams are to be given afterwards—and unless you have negotiated a revised schedule that lengthens the class day.

Evaluations

At the end of your course, you will need to distribute evaluations.

1. Be sure to allow enough time for participants to complete their evaluations. We recommend 10 minutes.
2. Participants may sometimes be uncomfortable completing evaluations with the instructor present. Use your judgment about the best way to distribute and collect the evaluations in order to respect the participants' sensitivities. *In any case, do not read or review the completed evaluations while participants remain in the room.*
3. After you have reviewed the evaluations, collect them and return them in the envelope provided to the Instructor Room, along with the final attendance roster.

Attendance

You must take attendance at the end of each day.

1. Rosters will be delivered to your classroom each morning. At the end of the day, be sure to take attendance and return the roster to the Instructor Room.
2. Should any participants transfer into your class, don't forget to add their names to the bottom of the attendance roster and send those participants *at a break* to the registration desk to confirm their changes. This will be key to ensuring that Institute staff are able to generate a certificate of completion for all eligible participants.
3. Your attendance roster is the master list against which certificates are generated. If your course is more than one day long, be sure to discard certificates in your envelope for anyone who did not complete all of any given day.
4. It may happen that a participant did complete day one, but no certificate for him or her is in your envelope. In this case, be sure to place a check mark next to the participant's name in the right-hand column of the roster so that Institute staff are alerted to create a certificate on site. These certificates will be delivered to your classroom.