



MassDEP Drinking Water Program

Virtual Training Guidelines for Attendee Participation

This guideline document describes the requirements for individuals seeking Training Contact Hours (TCHs) from virtual (synchronous and asynchronous) trainings provided by MassDEP Drinking Water Program. The requirements described below must be followed in order to receive full TCH credits for the training. Attendees that are not seeking TCH credits should still follow the requirements below.

To receive Training Contact Hours (TCHs) in a synchronous (live) virtual training, participants must:

- Log into the training session from your personalized zoom or Teams invite sent when you registered for the training.
- Only one person may be allowed to join per device *unless prior MassDEP/DWP permission has been given for exceptions.*
- Attend at least 90% of the Training's scheduled time.
- Have cameras on, unless otherwise directed by MassDEP.
- Submit 80% of the polls and tests launched during the training.
- Complete the evaluation provided at the end of the training.

To receive Training Contact Hours (TCHs) in an asynchronous (pre-recorded) virtual training, participants must:

- Log into the training session from your personalized training link.
- Only one person may be allowed to join per training link.
- Actively participate in 100% of the training (no skipping content or waiting out timers).
- Attend 100% of the Training's scheduled time.
- Submit all (100%) of the polls and tests launched during the training.
- Complete the evaluation provided at the end of the training.

TCH Certificates will be emailed to you within 2 weeks* (if you are eligible) based on the above criteria.

*Trainings with a higher volume of attendees – over 400 attendees – may require a longer period to provide certificates. Participants in trainings with over 400 attendees should expect certificates within 3 weeks of the training.

If attendees were unable to submit a polling question or were unable to complete the evaluation due to technical issues, attendees must contact program.director-dwp@mass.gov, Subject “**Training Title** Poll/Evaluation Assistance” within **3 business days of the Training End Time** to submit polling questions and evaluations and become eligible to receive TCHs. **All requests submitted more than 3 business days after the Training End Time will not be honored when awarding TCHs.**

Technology Requirements:

- Only 1 attendee per device for synchronous trainings
 - Prior permission must be granted for exceptions, contact program.director-dwp@mass.gov, subject “**Training Title** TCH Exemptions” to ask for an exception **at least 5 business days before the date of the training.**
- Only 1 attendee per zoom account for synchronous and asynchronous trainings
 - Attendees may not sign-up multiple people for a training with one zoom account. **During the training, only one device will be allowed to sign into the training for each zoom account.**
- Devices must have audio capabilities (speakers)
 - Attendees are encouraged to ask questions at the end of trainings, either by unmuting themselves or using the chat function.

Zoom Assistance:

- If you do not have the zoom application on your device, it could take a few minutes to download. Participants should plan accordingly to allow time for the download. The download can be done using this link: https://zoom.us/download#client_4meeting
- If you have trouble signing into the zoom at the beginning of the training, contact the Drinking Water Program at program.director-dwp@mass.gov with the subject “**Training Title** Zoom Assistance” to receive help.
- If you need assistance connecting to audio once you are in the zoom training, use the chat feature to ask for help, or contact program.director-dwp@mass.gov with the subject “**Training Title** Zoom Assistance”.
- If you are removed from the session for any reason, you should click on the zoom invite to get back in the session. If you have problems reentering the session, contact the Drinking Water Program at program.director-dwp@mass.gov with the subject “**Training Title** Zoom Assistance”.