APCO INSTITUTE RPL FACILITATOR POLICY & PROCEDURE GUIDE

RPL ONLINE CLASS RESPONSIBILITY AND PROCEDURES

Conducting an RPL Online Class:

Your interaction and guidance in the RPL online class can make or break a student's learning experience. It is vital that you interact and respond to the posts as you would if it were a live class. Every assignment is not conducive to an in-depth response but there are plenty of assignments that deserve encouraging remarks and probing questions. Responses should be well thought out, of considerable length, and substantive.

Guidelines for Interactions

Interaction is a key component to being an RPL Online Course Facilitator.
In order to bring value to the experience for the student, each RPL Online Course Facilitator will adhere to the following procedure(s):

- Facilitators should not provide any potential student (not listed on the roster) the enrollment key. Any student not on the roster should be advised to contact APCO Institute.
- Welcome everyone and create an atmosphere where each participant feels at ease expressing ideas and responding to others. Your welcome post will be the first post on the discussion board each week under the heading "Check-in".
  - In week 1 of the course you are instructing, please post an introduction and bio. Your introduction should include the following elements:
    - Name
    - Title
    - Agency
    - Work experience
    - Any insights from your student experience
    - Contact information
    - How often you will check the forum
    - Your expectations of each student

- Verify all students, based on the class roster, are present and accounted for no later than Friday of the perspective week of class. The facilitator is required to make sure the roster and the students checking in coincide. If no contact is made with the facilitator by Sunday night, contact the Education and Training Manager Jack Vincent @ vincentj@apcointl.org . APCO staff will notify the student and their supervisor Monday Morning.
- Interact with students by responding to posts. All postings will be done on the APCO remote-learner website unless otherwise posted. Assignments, comments, and questions will be posted to the discussion board so all students can benefit.
- Emails to and from students are discouraged and should only be used if the posting is overtly negative or personal information.
- Any correspondence, email, or verbal communication will be forwarded to the Education & Training Manager. The Institute must maintain a record of related communication.
- Check-in to the forum at least once every day to ensure posted questions or comments are addressed.
- APCO Institute will not tolerate facilitators who fail to post frequently to the discussion board.
- Encourage students and offer feedback. This is how adults learn! You are the initiator of the interaction; it is up to you, the facilitator, to provide feedback that is thought provoking and allows for discussion. Facilitators are responsible for feedback that clarifies understanding. Short

statements such as "Good job", "Good work", etc. are not acceptable feedback. It can be added to the feedback, but it should not be the only feedback.

- Share your knowledge. Though this class is presented in an online format, treat this as an opportunity to share your experiences and knowledge in the same manner as if it were a live class. This will encourage participation and dialogue.
- Most interactions with students will be written comments. The facilitator's comments should always be encouraging and never demeaning. Beware of the use of sarcasm as it may not translate appropriately. Create an environment of mutual respect to allow free thought and creativity. Encourage students to work together and learn from one another.

Student Postings:

Every posting placed by a student should be viewed by the RPL Online Course Facilitator. Some postings will require a response from the Facilitator, whether it is a question or remark. The following guidelines will be used:

- A student who does not check-in by Friday of each week is considered MOS (Missing Online Student). Unless the absence was prearranged with the Facilitator. The facilitator must attempt to contact the student via email and cc the Education and Training Manager.
- If no contact is made by 1700 on Sunday, the facilitator will email the Education and Training Manager Jack Vincent @ vincentj@apcointl.org by Monday morning no later than 0900.
- Students who have checked in but are not posting, or are late posting comments and assignments, should receive an email from the facilitator by Monday asking for a status and reminding them the assignment due date is the upcoming Tuesday night. The facilitator will cc the Education and Training Manager on all correspondence. If assignments are not completed by Tuesday night, email the Education and Training Manager for follow-up. If by the following Monday the student is not caught up, they will be blocked from the class.
- A Facilitator, who feels that a student may be cheating on assignments, will contact APCO Institute immediately. All follow-up actions will be performed by the APCO Institute staff.

Assignment Grades:

To ensure each student gets credit for assignments completed, the Course Facilitator is required to give *Ratings* for each posted assignment. The postings will be checked by the Course Facilitator to affirm correctness.

The ratings are used specifically for the Facilitator to keep track of the students. The ratings on assignments does not indicate pass or fail for the class. The following rating scale is suggested to help track the students:

- 100% - Student has completed the assignment
- 80% - Student answered the assignment but the Facilitator has asked a question. This rating should change to 100% after student answers the question.
- 50% - Student completely missed the assignment question in their response and should be directed to answer it again. The rating should change based on the definition for 80% and 100%.