



Participant Expectations for Online Training

MRTQ PDN is committed to providing quality-training experiences for all learners. An important component of a high-quality online learning environment is student participation. In order to support student engagement with the training content, the trainer, and each other, MRTQ PDN has developed the following expectations for online learners:

1. Training login information will be emailed the day before training starts.
2. It is required that you log in to the training through the MRTQ Registry as soon as possible after the start of the training. MRTQ PDN staff are not available during weekends, so it is important to reach out to us within the first day or so if you are experiencing any challenges with the training.
3. At the beginning of training, your trainer will post a welcome letter in the Announcements section providing detailed information about the START and END dates for each module. Each module typically starts on a Wednesday and ends on the following Tuesday. You are free to complete the work for the week at your own pace, keeping in mind that having incomplete work after the END date of a module will result in your attendance being recorded as INCOMPLETE with zero hours awarded for the module. Please adhere to the schedule provided in the trainers' welcome letter.
4. You are expected to complete all weekly reading assignments, discussion posts, journal entries, and all other assignments (i.e. wikis or online quizzes). MRTQ PDN strongly advises that you do not attempt to complete an entire module in one day.
5. It is expected that confidentiality for children, families, and peers will be maintained at all times. For more information about confidentiality, please visit: [Confidentiality: Respecting the Privacy of All Families](#).
6. MRTQ PDN online trainings are designed to be interactive, which requires all students to keep pace with the training schedule. **In the event of extenuating circumstances that prevent your participation and/or completion, you are responsible for contacting the trainer as soon as possible.**

7. **If you do not participate in training for one week without contacting the trainer,** you will be removed from the training and you will lose the work you have submitted. (Note that refunds will only be given for cancellations made at least 5 business days before the start of training.)
8. Once a training closes you will not have access to any submitted work or resources so be sure to save copies of all material that you would like to access after the completion of the training. **If you are working toward a Maine Credential, remember to save your work for your portfolio!** You will not get credit for work submitted after the END date of the training.
9. Please complete the final evaluation at the conclusion of the training. Your feedback is very important to MRTQ PDN.
10. MRTQ PDN is committed to providing a successful training experience for everyone. In some situations, a successful training experience may require some support for training participants. If you think your training experience may benefit from additional support or accommodation from MRTQ PDN, please contact the Training Coordinator by email at mrtq.training@maine.edu or by phone at 1-888-900-0055 (select 'Option 2')
11. Upon completion of the training, you will receive your certificate via email. You have up to 30 days from the course closing date to appeal your training hours. If you were removed from the training due to inactivity you cannot appeal your certificate. Through this appeal process, a MRTQ PDN staff member will review all your activity in the training. Send a request for appeal to mrtq.training@maine.edu. Please see the Training Certificate Appeal Process for more information