



# 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. To support student engagement with the training content, the trainer, and each other, MRTQ PDN has developed the following expectations for online learners:

## Login Information

- Training login information will be emailed the day before training starts.
- It is required that you log in to the training through the MRTQ Registry on day one.

## Training Guidelines

- Your trainer will post a welcome letter in the Announcements section providing detailed information about the START and END dates for each module. Please adhere to the schedule provided in the trainers' welcome letter. You may complete work at your own pace, within the dates of the module.
- Please review and follow the Pre-Training Information found under the Introductory Information section.
- You are expected to complete all weekly reading assignments, discussion posts, journal entries, all other assignments (i.e., wikis or online quizzes), and attend all Zoom meetings.
- MRTQ PDN strongly advises that you do not attempt to complete an entire module in one day.

## Confidentiality

- 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](#).

## Late Participation

- MRTQ PDN online trainings are designed to be interactive, which requires all participants 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.
- **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.** Refunds will only be given for cancellations made at least 5 business days before the start of training.

- Should you fall behind in the work, a modified work plan may be provided. **If this happens, completion of this work plan is necessary for continued enrollment.**

## Zoom Participation

If the training has scheduled Zoom meetings:

- You are required to attend all Zoom meetings for the training.
- If possible, please keep your camera on during the Zoom meetings.
- MRTQ discourages driving while attending Zoom meetings.
- You are expected to participate in each Zoom meeting by engaging with the trainer and other participants. This could include coming off mute to talk, adding comments in the chat function, or using the reaction buttons. You can review materials in the Moodle course.

## Training Completion

- Work must be completed by the END date of the training to earn credit. The training will close one week after the end date, and you will no longer have access to the materials or the work you submitted.
- If you are working toward a Maine Credential, remember to save your work for your portfolio.
- Please complete the final evaluation at the conclusion of the training. Your feedback is very important to MRTQ PDN.
- MRTQ PDN is committed to providing a successful training experience for everyone. In some situations, that 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 Statewide Training Coordinator by email at [mrtq.training@maine.edu](mailto:mrtq.training@maine.edu) or by phone at 1-888-900-0055 (select 'Option 3')
- 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, an MRTQ PDN staff member will review all your activity in the training. Send a request for appeal to [mrtq.training@maine.edu](mailto:mrtq.training@maine.edu). Please see the Training Certificate Appeal Process for more information.