Dear Washington YQCA Instructors:

The following information is for you to navigate the current shutdowns and person-to-person constraints that we have been placed under in Washington State. The YQCA organization has implemented some temporary changes that will hopefully allow youth an online opportunity to certify in YQCA. Attached is a memo that can be provided to families about the "YQCA COVID – 19 offer" for the month of April, "How to Certify Online" and "YQCA Coupon Order Form."

From the YQCA Board:

We have received several questions and requests regarding the cancellation of many YQCA instructor-led trainings due to COVID-19. The YQCA Board met to discuss a variety of options to assist state partners during these unchartered waters. Please see below for details on new YQCA offerings, reminders for instructors, and information to pass along.

1. Instructors may NOT offer YQCA instructor-led trainings via any conference call platform (i.e., Zoom, WebEx).
   • 2. During the month of April (April 1 – April 30), YQCA will be offering a 25% discount on web-based trainings, making them $9.
     o a. Those wishing to take part in the flash sale will need to purchase $9 web-based training coupons from YQCA. Coupon order forms are attached to this message.
     o b. Once the order form and proof of payment is received, coupons will be issued and returned to the purchaser within 3-5 business days.
     o c. Coupons MUST be put towards a web-based training in the month of April 1-30.
     o d. This flash sale will be offered in April only. If states/instructors would prefer to see if travel and gathering bans are lifted and instructor-led trainings are able to take place, that is their choice. However, if bans are not lifted and instructor-led trainings can still not be held, full-priced web-based trainings will be their only option.
   • 3. Youth who have already paid for a YQCA instructor-led training (on a date that has not yet passed), may log into their account and cancel their registration.
     o a. If payment was received via credit card, their payment will be refunded.
     o b. If payment was received via coupon code, that coupon code will be active again. This coupon code does not expire and would be able to be used in future years.
     o c. To cancel a registered training
       ▪ 1. Go to https://yqca.learngrow.io and login to the account.
       ▪ 2. Select the course - you will have an option to "Cancel Registration". This will cancel the training and refund the payment/re-activate the coupon code.
3. If instructors plan to cancel their instructor-led trainings, it is recommended that they reach out to the youth who have registered to let them know they should cancel their registration to receive a refund. We recognize those who have typically utilized the instructor-led training option may be unfamiliar with what users receive with their registration fee. We have identified those items below and ask that they be shared with instructors who are pointing their youth towards the web-based training.

- Each session purchased includes three modules — a knowledge builder, a skills lab, and a quiz.
  - The knowledge builder is where content is delivered,
  - The skills lab provides an opportunity to apply the content, and
  - The quiz tests knowledge. To receive a certification, an 80% must be achieved on the 10-question quiz for each of 3 topic areas.
    - Food Safety
    - Animal Well-being
    - Life Skills

- These modules, completed in their entirety, will provide 2-3 hours of an experience for users.
- Characters at each age level to guide youth through the course
- Free navigation within the course so youth can spend as much or as little time on a particular topic based upon their personal needs
- Variety of learning opportunities to accommodate various learning styles and modalities
- Audio button on each slide so youth can listen to audio rather than read the on-screen text.

Finally, we recognize your or the instructors in your organization may field questions regarding the cost of these online modules. Below is information that can be shared regarding the fees and how they are distributed with the flash sale price of the $9 training include:

- $5.00 = technical/user support, email and phone support, based in U.S.
- $3.00 = online system hosting, maintenance, ongoing development, security and privacy assurance
- $1.00 = stays with YQCA to invest in ongoing curriculum development and revision, program management, and promotion

The YQCA board will monitor COVID-19 on a month to month basis and has the right to make changes to this plan as they see fit. The board highly encourages local conversation with the persons and/or organizations responsible for setting the deadlines for quality assurance training.
Attached to this memo is a memo that can be sent to YQCA families, the flash sale coupon order form, and a PDF detailing the steps to get a web based YQCA certification. If families have questions, they should contact info@yqca.org.

Thank you again for being a part of the YQCA program and we look forward to working together through these trying times.

YQCA Board of Directors

If you have additional questions or comments please refer those to me (Paul Kuber contact information following). I am in constant communication with the YQCA board and am on the fast track to answers and hopefully equitable resolution.

Again if I/we find out that any face-to-face trainings are scheduled or have occurred via an online format during the shutdown period or before any bans have been lifted, I will be forced to remove you as an instructor, so that we continue to meet the YQCA organizational agreement that Washington has signed. Please work with us on this. The online modules are really spot-on with content as well as experience and this might be the time to navigate youth to this Amazing learning platform.

Be safe and regards,

Paul

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