YQCA Updates for COVID-19

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 will NOT offer YQCA instructor-led trainings via any conference call platform (i.e., Zoom, WebEx) during the gathering bans that have been set in place for Washington State. In lieu of face-to-face trainings not being offered there is a discounted rate that for web-based trainings as mentioned in the following memo.

2. During the month of April (April 1 – April 30), YQCA will be offering a 25% discount on web-based trainings, making them $9.
   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.
   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.
   c. Coupons MUST be put towards a web-based training in the month of April 1-30.
   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.
   a. If payment was received via credit card, their payment will be refunded.
   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.
   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 youth who have typically certified through instructor-led training option may be unfamiliar with what users receive with their registration fee in the online module environment. We have identified those items below.
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
  - Lifeskills
- 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.
- Features of the online modules include:
  - Users may revisit modules anytime during their year of certification, and
  - They can repeat the modules purchased for additional learning opportunities and to use as a resource.

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