

# 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 uncharted 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.learnrow.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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