

DOT Specimen Collector “Proficiency Demonstration” Web Cam Training Requirements

YOU MUST THOROUGHLY READ AND AGREE TO ALL TERMS WITHIN THIS DOCUMENT AND ENSURE THAT YOU MEET ALL REQUIREMENTS (TECHNOLOGY AND SUPPLIES) BEFORE SCHEDULING WEBCAM TRAINING.

***** CLASS TIMES ARE IN EASTERN TIME ZONE *****

- (1) For the web-cam training, you must have a high-speed internet connection available that will not be interrupted, along with a good computer/laptop to connect to your Instructor.
- You should have a **hard-wired internet connection** (like the computer plugged in with an Ethernet cord).
 - Due to the ‘up and down’ nature of Wi-Fi, Wi-Fi is not recommended.
 - Mobile hot spots are typically not acceptable for webcam training and do not provide a reliable connection to allow the class to proceed.
 - If you do not have a laptop/computer with good-quality webcam, you can typically find reasonably priced web cams at WalMart or Best Buy for under \$45.
 - An iPad, cellular phone, or tablet is NOT acceptable (causes the picture to be too pixelated).

IMPORTANT: You should work with your IT Department in advance to ensure that all firewalls are “off” or set to allow you to access outside websites, services, internet videos, etc. BEFORE the date of the training. We will not have time to deal with firewall issues on the day of training. If we are unable to complete the class at the scheduled date & time due to security settings, firewalls, inadequate connections or equipment on your end, no refund will be provided and another class date and time must be scheduled – and paid for again.

(2) You may use a camera with a built-in microphone, or you may attach a separate microphone to your computer if one of sufficient quality is not built in.

→ You will also need adequate speakers to hear the Instructor on your end. [You must be able to talk to and hear each other.]

(3) We use ZOOM.US for webcam classes. If you are participating in a regularly-scheduled class date, you will receive an email telling you that you’ve been enrolled in the webcam training session. When you receive this email, you must log into the Learning Management System (LMS) and go through the Webcam training modules (which include instructions and paperwork you must print in advance). → About 10-15 minutes prior to your class start-time, please be logged in, click into the Zoom class and be prepared to start.

- If you are scheduled for a class that is not conducted through our LMS, you will be emailed a link to click to log on to the session with your Instructor. In advance, provide your Instructor with the email address he should send the link to on ‘training day’, along with a direct cell phone number.

Important “To Do” at least 5 days in advance:

Go to [ZOOM.US/TEST](https://zoom.us/test) Do a "test" of your internet connection (using the computer and internet connection you will be using on training day), and be sure the TEST webcam call goes good -- If everything does not "work" properly, make the necessary adjustments to be SURE everything will work properly on training day. DO THIS WELL IN ADVANCE OF YOUR CLASS.

The 'test' should only take about 5-10 minutes. (Be at the computer you will use for training with the same connection and camera you'll be using for training.)

(4) It is ideal to have 2 students taking the class(es) on your end. If we will be training only one student, during the portion of the class in which we do the "mock collections", you will need another person to sit with you and act as the subject/donor being tested. This person must be readily available for the duration of the class. Please respect the instructor's and other student's time, and don't expect him/her to wait while you go find someone to act as your donor/partner. For Collector training, your "partner/donor" must be available about 20 minutes after class start-time for the duration of the class.

(5) Specimen Collector proficiency training via web cam is about 3.5 to 4.5 hours – the same as a face-to-face class. It may take longer if we experience technical difficulties. The student should not be interrupted during their web cam training session or expected to do other work.

Unless you've paid for a private session, you will be in the webcam class with OTHER PEOPLE (additional students); therefore, it is HIGHLY IMPORTANT that you are READY and ON TIME for the class promptly at the starting time. ALL PAPERWORK must be printed & in front of you. If you are unprepared, do not expect the instructor/class to wait on you. You will be asked to exit the session, and you will need to pay the full fee again to re-schedule.

(6) The student must provide class materials on their end (see List in #8, below). You are also expected to print some paperwork from the Learning Mgmt System to be used in class; therefore, be sure to log in well in advance to print and review these.

Note: If your webcam session is not part of regularly-scheduled class through the LMS, the documents to print will be emailed to you.

Either way, please be ready prior to class starting time. (Do not expect other students or the Instructor to sit waiting/watching you print paperwork that should have been printed in advance, please.)

The Instructor must be provided with a telephone number (such as a cell) that the Instructor may call instantly during the class if you lose connection on webcam.

(7) The webcam class fee does NOT include the required Online Procedures Training course, which must be completed in advance of the webcam proficiency training class (\$89.99 for Regular Collector training; \$179.99 for Collector Train-The-Trainer). It is expected that all students wishing to complete the 2nd portion of the DOT-required training for specimen collectors (the proficiency demonstration) via webcam already have a thorough knowledge of the DOT's Collection Procedures and the Regulations pertaining to such. Therefore, completion of the 1st training component (the online Procedures Course) should be completed within 30 days prior to the Proficiency Demonstration training/your webcam session.

(8) Supplies you must have on your end include:

- At least 6-7 Federal Custody and Control Forms (CCFs). These must be the official DOT CCFs & not expired (5-part carbonless copy forms obtained from your accredited lab).
- At least 6 Split Specimen collection kits (DOT) from your lab.
 - If you do not have the above supplies, we offer a "training supply" for a nominal S&H Fee. See bottom of this document for details.
- Ballpoint pens, highlighter, and Sharpie marker.

- You need to gather and have ready the supplies to make ‘fake urine’ and one volunteer ‘donor’ to act as the person you will be collecting from for the duration of training. (To make fake urine, you must have a way heat it – such as a nearby microwave or a hotpot – and a pitcher and cup for mixing the fluid to get correct temperature readings. You may use heated water with a splash of coffee or dark-colored cola to make it seem authentic. Please practice in advance heating and mixing the water to ensure that you are able to quickly get temp readings on the cups. (We don’t want to waste instructor/class time with students trying to figure out for the first time how to get proper temp readings if using fake urine.)
- It is **very important** that you practice several mock collections in advance – on your own -- by following the collection checklist provided in your online procedures course, step-by-step, to ensure that you are fully prepared to immediately and flawlessly perform your required mock collections under the instructor’s observation when your webcam class starts.

IMPORTANT NOTICE: Upon purchase of webcam training, customer agrees to have all required materials, supplies, and technical requirements in place, fully functional, and ready at the scheduled training date/time. At the start of the webcam training session, if the Instructor finds that the student(s) are not prepared for webcam training and cannot meet all technical requirements and/or do not have all required supplies needed for training, the training session will need to be rescheduled, and the full webcam training fee must be paid again. (We apologize for this, but we hope you understand that we have set aside time for you and scheduled an instructor for your entire training session. The instructor’s time must still be compensated, and we cannot lose money due to lack of preparation on the students’ end.) To alleviate this situation, we send out emails and information outlining, in detail, the student(s) requirements that must be lined up & obtained on the trainee’s end before the training. It is the student/trainee’s responsibility to ensure they meet these requirements. If you must re-schedule/change a session, to avoid a cancellation penalty, the session must be rescheduled no later than seven (7) days prior to the currently scheduled training date.

“No Shows” will not be refunded and must pay the FULL fee again if they wish to re-schedule. Late arrivals to the webcam class will not be permitted to remain in the class, as this causes a severe interruption to other students, and we cannot ‘go back’ and make other students wait while the instructor repeats information or mock tests for late-comers. All listed class times are in **EASTERN** time zone.

Fees must be paid in advance to secure your requested training date. We accept credit cards and eChecks.

 If you do not have your account set up yet a HHS-Accredited Laboratory, you may find the list of accredited labs at:

<https://www.samhsa.gov/workplace/resources/drug-testing/certified-lab-list>

If you wish for **Certified Training Solutions LLC** to supply you with Federal CCFs and Collection kits for your webcam training, you may order a training supply of kits and forms from us for \$45.00 for 6 kits and 6 forms (one supply is needed for each student at a fee of \$45 each). The supplies we send you may be used for TRAINING ONLY, and are not suitable for real collections/samples and may not be sent to any lab. By ordering training supplies, you agree that all training must be paid in full and no part of the training is refundable after training supplies are shipped to you, even if you cancel for any reason.

*Prices subject to change without notice. Additional fees for night or weekend training apply.