# Responsibilities in Action: Massachusetts MAP Certification Training

# Supporting Staff for Online Learning

## Getting Started

All Service Providers utilizing the online MAP Certification Training for their staff must ensure that staff have required components in place for a successful training experience. The following checklist will help you prepare to meet staff’s needs.

## What Technology Do Students Need for this Course?

* Staff need access to a computer or laptop with an Internet connection.
* We recommend that you update your internet browser. This course works best on Firefox, Chrome, and Safari. This course has not been fully tested yet in the new browser, Edge.
* For the best experience and optimum security, we recommend that students update their internet browsers before starting the course.
* This course was designed to run optimally on computers or laptops. Although the course can also be completed on a mobile app with a tablet or smart phone, students may experience some difficulties with missing images, knowledge check activities, and skill practices. If using a tablet or phone, we recommend accessing the course through the web browser (Safari or Chrome).
* Staff need video capabilities to record themselves performing a medication pass and to participate in WebEx video meetings. This means:
  + - A camera on their phone, tablet, or computer that will allow them to take video and upload it through the internet, as well as participate in WebEx video meetings.
    - If they choose to complete the video assignment using YouTube, they will need a YouTube account. This assignment can also be completed through a live virtual session with the Trainer. The student can also choose to upload their video to a different file sharing site like Google Docs or Vimeo.
  + Please ensure that the email address used to register the student for the course is up-to-date and one that the student checks regularly. Students are expected to check their email at least once a day during the course.

## What Logistical Support Will Staff Need?

* Designate someone at your agency who can answer technical questions. Staff may need assistance with downloading documents, such as the electronic RIA Curriculum, or the Transcription workbook. They may also need assistance with creating a YouTube account (if they choose that method) and with uploading their video and sharing the “unlisted” video link with their Trainer.
* Provide dedicated time for staff to complete the training:
  + This course has 9 units as well as several skills activities to complete. You must pass a quiz at the end of a unit with a score of 80% or higher to move to the next unit.
  + The average time to complete the 9 units and 9 quizzes is 13 – 14 hours. This does not include time spent reading the paper RIA curriculum, making your medication demonstration video, or practicing Transcription. Plan for at least 16 hours to complete the course.
  + Units 1-5 are less time consuming than Units 6-9, which are longer, and will require more interaction as they are teaching skills.
* Provide dedicated workspace for staff completing the training, perhaps in an office, if needed.

## How Do I Obtain Resource Packets?

* You must provide a Resource Packet for each course participant.
* They are available through Long Term Pharmacy Solutions (LTPS) for $10 per packet.
* To obtain a packet, email Carolyn Dunn at [cdunn@ltps.us](mailto:cdunn@ltps.us) and include ‘Resource Packet’ in the subject line, and include your mailing address with the request.
  + If you don’t receive an email response within 48 hours from LTPS, please email them again or call 978-458-4000 x135.
  + In lieu of ordering a Resource Packet from LTPS, Service Providers may assemble their own Resource Packets. if interested, contents of the resource packets may be found at: <https://shriver.umassmed.edu/online-map-certification-resource-packet-contents>
  + Please note: Training blister packs **must be provided** for students; images of blister packs may not be used.