



**NAARSO**

National Association of Amusement Ride Safety Officials

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# **INSTRUCTOR'S HANDBOOK**

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## Introduction

The purpose of this handbook is to provide instructors with the basis of their role in NAARSO Education Program. As an instructor, you represent the bridge between the organization and the public, and as such, it is your duty and obligation to communicate the needs of both parties.

Instructors report to the Education Committee Chairperson and Outreach Coordinator. The Education Chairperson oversees the Education Program and reports to the Board of Directors.

## Instructor Responsibilities

All NAARSO instructors are required to:

Represent NAARSO in a professional manner.

Instructors for NAARSO must be proficient in Microsoft Office programs, particularly PowerPoint and Word. Instructors must also be able to operate a projector or other display medium. They are expected to be good public speakers and must be knowledgeable about the material being presented. It is the instructor's responsibility to familiarize themselves with the instructional material and be prepared to answer questions during class time. Instructors should be able to present the material with limited assistance. The PowerPoint presentations are intended as an instructional enhancement only and should not be instructed verbatim. Including additional material such as photographs, videos, personal experiences, etc. is encouraged. Additionally, if any mistakes are found within the presentations, please correct them and inform the Education Committee Chairman

All presentation materials and instructor assignments can be found online at [www.naarso.com](http://www.naarso.com) in the Instructors area. Please check here often for updates.

Keeping NAARSO's Education Program current and informative is a top priority for the organization.

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## Application and Review Process

Individuals who are interested in becoming an instructor for NAARSO must have or meet the following requirements:

- Extensive experience in the amusement industry, particularly as it relates to the ASTM standards, related standards/guidelines, and amusement inspection procedures/requirements.
- Knowledge of important upcoming changes to the ASTM Standards and all relative codes as they pertain to the amusement industry.
- A high comfort level in speaking in front of groups (previous teaching experience preferred)
- A flexible schedule and willingness to travel
- Familiarity with Microsoft office programs, most importantly PowerPoint, and how to operate a projector and possess a laptop or other device that can run these programs
- Hold a Level II Certification (Inspector/Operations) through NAARSO.

An instructor for NAARSO is considered an independent contractor and will be required to use a 1099 form for tax purposes.

### *Train the Trainer*

Once an application is approved, the applicant will be required to attend the NAARSO Train The Trainer program. This training will go over the important aspects of being an instructor in more detail than this handbook. You will not be scheduled to teach any classes until you attend this meeting. In the future, a copy of this presentation will be available on the Instructor's Page of the NAARSO's website.

### Probationary Period

Each new instructor will be on a probationary period for 12 months from the date of the initial training or attend and participate in 3 training sessions. The Education Committee Chairman or Outreach Coordinator can extend this requirement as he/she deems necessary. During this period, the instructor-in-training will be evaluated by at least 2 different established senior NAARSO instructors.

Instructors-in-training will be required to participate in a minimum of 2 education sessions within the first year (schedule permitting). The Education Committee Chairman and Outreach Coordinator have the authority to approve or deny the choices based on class size, travel costs, and other factors. The instructor-in-training is expected to teach about 25% of the presentation per session. The instructor-in-training must become familiar with the entire subject matter before the day(s) of the class. Instructors-in-training must be able to understand and speak on any topic of the course material.

Once the Education Chairman believes the instructor-in-training is competent to teach the education content and is familiar with the procedures of NAARSO, the instructor will be eligible for instructor assignments.

If the Education Committee Chairman finds that the evaluations of the instructor-in-training are not sufficient enough to meet NAARSO standards, a letter will be sent to the instructor explaining the circumstances and they will be removed from the approved instructor listing. No additional training will be supplied.

## Instructor Assignments

Typically, instructors are chosen based on a first-come, first-served policy. The Education Program Administrator will send out an email with the class schedule and ask about the availability of each instructor. Where contracted companies/jurisdictions prefer particular instructors, those instructors will be given first priority. Other factors that are taken into consideration when assigning an instructor to a class are travel costs and knowledge of any specific material that may be presented, such as jurisdictional requirements. Please be aware that classes are being scheduled continually throughout the year and instructors are expected to be available as often as possible.

## Instruction Procedures

### Expenses

Instructors should make travel arrangements as soon as possible upon confirmation that the class will not be cancelled. NAARSO will reimburse instructors for the following:

1. Airfare (economy/coach seating only)
2. Lodging (reasonable rate<sup>1</sup> available at nearest hotel or location at which the class is being held)
3. Mileage (based on the Federal mileage rate)
4. Car rental (If necessary, based on the distance from the airport to the training location. Reasonable rates available based on a full size or smaller vehicle) Cost of fuel will also be included. The following will not be reimbursed:
  - a. Extra insurance
  - b. Rental periods that extend beyond the day following the last day of class or two days before.
5. Shuttle / bus / other transportation
6. Meals (up to \$65<sup>2</sup> per day based on the Federal allowance for meals) (see <http://www.gsa.gov/portal/content/101518>) On travel days of more than 4 hours a full day's per diem may be charged. For travel days less than 4 hours, the per diem will be ½.
7. Other items necessary to carry out your duties as an instructor (such as additional printing, copying, etc.)
8. Instructor rate is \$400 a day on site and \$200 a day on travel days.
9. Instructor-in-training stipends will be paid at a rate as approved by the Education Committee Chairperson.
10. Webinars will be reimbursed at regular hours.

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<sup>1</sup> Reasonable rate shall mean the rate(s) normally charged for the hotel where the classroom is being held even if the instructor is not staying at that location.

<sup>2</sup> The \$65 amount is based on the average ME&I for the six tiers rated for 2020 as stipulated by the Federal Government.

Any deviations from the above must be approved by the Education Committee Chairman prior to expenditure.

All expenses are due no later than 10 days after the class. Any expenses submitted after the 10-day deadline will be evaluated by the Education Chairman and the NAARSO President for approval.

See Appendix 5 for the *Expense Reimbursement Form*. This is also available on the Instructors Page of the NAARSO website.

## Class Procedures

In each classroom instructors will be provided with a projector and may be provided with additional materials as needed. All instructors are required to sign a *Use of Materials Agreement* (Appendix 2) stating they will not misuse the materials in any way and will return all materials to NAARSO upon removal from the approved instructor listing.

Where a projector is not provided on location, you are expected to bring one with you. You may use a personal projector if you desire. You must also bring a laptop that supports connection to the projector.

Instructors should arrive early (preferably a day in advance) to the scheduled start time of the class to make sure the room is set up correctly and any materials have arrived. **IF YOU FIND THAT THE MATERIALS HAVE NOT ARRIVED, CONTACT THE OFFICE IMMEDIATELY.**

At the start of the class, please take roll call from the roster you are provided with. Attendees should write their names legibly on the table tents and place them on the table in front of where they are sitting. Table tents are designed as a way to track individuals who are not present for the entire duration of the class. Any attendee who is absent for longer than a half an hour during the presentation will lose credit. The time an attendee was absent should be noted next to their name on the sign in sheet.

We are aware that as a class becomes larger, it becomes more and more difficult to keep track of attendance while also teaching the material. Please ask a trusted attendee for assistance if the need arises.

If not already on the daily schedule break times are at the discretion of the instructor.

At the end of each session of instruction, please have attendees sign in next to their names on the roster. If possible, please watch to make sure nobody signs for anybody else. Certificates will be emailed from the office staff.

Any attendee who registered late and whose name was not on the roster should write it in a space provided. Individuals who did not have a certificate to pick up and who are not NAARSO certified inspectors or NAARSO members should be instructed to write their names and email addresses or mailing addresses down. The Office Administrator will send the certificate to the appropriate place once this information is received in the NAARSO Office.

Seminar evaluation forms are provided as a way to continuously improve our education procedures and to be aware of topics of interest to the amusement industry community. All feedback is welcomed.

Please be prepared with additional materials in case the presentation runs short for any reason.

## Education Program Policies

Please familiarize yourself with NAARSO's Education Program Policies in order to better communicate these policies with the public.

### Separation of Education and Certification

Due to requirements set forth by ASTM, there must be a distinct separation between NAARSO's Education Program and NAARSO's Certification Program. This means that instructors are not to share any information regarding NAARSO's Certification or exams. This includes examination content as well as any related testing procedures. If a question about NAARSO Certification should arise during a seminar, instructors should inform the participant to contact the NAARSO's office.

Instructors are not to "teach to the exam."

### Limited Space

Due to limited space, registration for all educational offerings including webinars is on a first come, first served basis. NAARSO will not "hold" seats for individuals. Classes may fill to capacity prior to the deadline registration date. Although every effort will be made to accommodate individuals wishing to attend, NAARSO reserves the right to decline registrations if a class has filled to capacity.

### Late Registration

NAARSO does not guarantee an attendee will receive a course handout if registration was made within the two weeks immediately prior to the start date of the course.

### Continuing Education Units

NAARSO certification holders are required to obtain 32 hours of approved continuing education every two (2) years. Limited Specialty Certification holders need only 10 hours every two (2) years.

Requests for recognition of NAARSO's continuing education will be sent to each applicable organization and jurisdiction such as AIMS etc. NAARSO cannot guarantee that its educational offerings will fulfill the hours required for any other organization or jurisdiction.

NAARSO does not promise that all regional workshops will fulfill the biannual hour requirements. Regional workshop agendas are the responsibility of the regional officers and they must be submitted to the NAARSO Office and reviewed by the Education & Certification Chairman for content.

## **Cancellation Policy**

Should an individual need to cancel their registration to the seminar, the registration fee, minus a \$50.00 cancellation fee, will be refunded if written notice is given to NAARSO at least two weeks prior to the start date of the course. No refunds will be given after this date. Individuals will be allowed to attend a substitute course or test within one year, without incurring a cancellation fee, if they submit a written request to NAARSO prior to the actual day of the seminar/course or test.

NAARSO reserves the right to cancel any course at any time for any reason.

## **Instructor Vendor**

Instructors are considered vendors to NAARSO. If an instructor also teaches other courses in addition to NAARSO courses, the instructor shall not use NAARSO materials for such courses unless written permission is received from the Education Committee Chairman. The additional courses may not be in direct competition with NAARSO classes.

# APPENDICES



## CODE OF CONDUCT FOR INSTRUCTORS

The Education Committee of NAARSO administers the *Code of Conduct for Instructors* and periodically reviews and evaluates the *Code of Conduct for Instructors* to make any necessary changes and develop policy statements to serve as guidelines of professional conduct for instructors.

### PREAMBLE

The purpose of NAARSO's *Code of Conduct for Instructors* is to serve as a guide for professional and ethical behavior. The *Code of Conduct* contains standards of behavior for all instructors contracted by NAARSO in their professional relationships. These relationships include those with members of NAARSO and other organizations which NAARSO has developed relations. Also included are other colleagues, the community, and society as a whole. The *Code of Conduct* also incorporates standards governing professional behavior, particularly when that conduct directly relates to the role and identity of the instructor.

The fundamental objective of NAARSO's instructors is to enhance the overall quality of the education program, dignity, and well-being of every individual requiring assistance or knowledge from the organization's representatives, and create a more equitable, accessible, effective, and efficient organization.

Instructors shall have an obligation to act in a manner that will merit the trust, confidence, and respect of members, inspectors and of other industry professionals and organizations and the general public when required.

### RESPONSIBILITIES

Each instructor shall:

- A. Uphold the values, vision, and the mission of NAARSO.
- B. Conduct all professional activities with honesty, integrity, respect, fairness, and good faith in a manner that will reflect well upon the organization.
- C. Comply with all by-laws pertaining to NAARSO.
- D. Maintain competence and proficiency within the industry by implementing a personal program of assessment and continuing professional education.
- E. Avoid the exploitation of professional relationships for personal gain.
- F. Use this Code to further the interests of the profession and not for personal gain.
- G. Respect professional confidences.
- H. Enhance the dignity and image of NAARSO through positive public interaction.
- I. Refrain from participating in any activity that demeans the credibility and dignity of NAARSO or that may have a negative financial impact on the organization.

**SEXUAL HARASSMENT**

NAARSO will not tolerate sexual harassment and prohibits retaliation against anyone for having raised such a complaint in good faith or cooperating with an investigation of a complaint. Such behavior is grounds for disciplinary action up to and including removal from the approved instructor listing.

Complaints involving allegations of sexual harassment will be investigated and handled as confidentially and promptly as possible. The allegations of the complaint and the identity of the persons involved shall remain confidential, in order to conduct a full and impartial investigation, remedy violations, monitor compliance and administer the policy.

**RESPONSIBILITY TO REPORT VIOLATIONS OF THE CODE**

An instructor who has reasonable grounds to believe that another instructor has violated this Code of Conduct has a duty to communicate such allegations to the Education Committee Chairman.

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I understand my responsibilities as an instructor for NAARSO and agree to uphold the NAARSO *Code of Conduct for Instructors* as outlined above.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## USE OF MATERIALS AGREEMENT

The undersigned hereby agrees and acknowledges:

While I am an instructor for NAARSO, I will only use educational materials as directed by NAARSO. Educational materials shall include, but are not limited to, PowerPoint presentations, Word documents, code books, PDF documents, videos, photographs, projectors and other training aids.

I agree that I shall not at any time, provide copies of any educational materials furnished by NAARSO to any person or any group except as directed by NAARSO.

I further agree that upon my removal as an instructor with NAARSO: I shall return to NAARSO all documents and property of NAARSO, including but not necessarily limited to: code books, DVD's, PowerPoint presentations, software, projectors, training aids, and any other educational materials furnished by NAARSO. I further acknowledge that all training materials generated or modified by me while I am an instructor for NAARSO are considered property of NAARSO and that I shall not retain copies, notes, or abstracts of such materials.

This agreement shall be binding upon me and my personal representatives and successors in interest, and shall inure to the benefit of NAARSO, its successors and assigns.

Printed Name:

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Signature:

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Date:

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# INSTRUCTOR CONFIDENTIALITY AGREEMENT

All instructors are required to sign this *Confidentiality Agreement* stating their responsibility and commitment regarding members' and certified inspectors' information. Instructors are expected to maintain confidentiality on all matters pertaining to the actions or activities of NAARSO.

The undersigned hereby agrees and acknowledges:

During my tenure as an instructor there may be disclosed to me certain NAARSO trade secrets consisting of, but not limited to: technical information including methods, processes, formulae, compositions, systems, techniques, inventions, machines, computer programs and research projects, and business information including customer lists, pricing data, sources of supply, financial data and marketing, production, or merchandising systems or plans.

I will, to the best of my ability, ensure confidentiality and privacy in regards to the history, records and discussions about the people we serve and those that support us. Disclosure can be made only under specified conditions for reasons relating to law enforcement and fulfillment of our mission. This means that I shall not disclose any information about a member, certified inspector, other instructor, board member or employee, or sensitive information regarding NAARSO's activities, to anyone outside of NAARSO unless authorized in writing by NAARSO's Executive Director. The principle of confidentiality must be maintained in the Education Program.

I agree that I shall not, during or at any time after my removal as an instructor with NAARSO, disclose or divulge to others including future employers, competitors, etc., any trade secrets, confidential information, or any other proprietary data of NAARSO in violation of this agreement.

Printed Name:

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Signature:

Date:

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**National Association of Amusement Ride Safety Officials**  
 107 Dunbar Ave, Ste Q  
 Oldsmar, FL 34677  
 Phone: 813-61-2779  
 Email: info@naarso.com

## INSTRUCTOR IN TRAINING EVALUATION FORM

Name of Senior Instructor:										
Name of Instructor In Training:										
Class Date:					Class Location:					
<b>PLEASE PROVIDE A RATING OF THE INSTRUCTOR IN THE FOLLOWING AREAS. PLEASE ALSO PROVIDE DETAILED COMMENTS. (1=Terrible, 10=Amazing)</b>										
<b>Delivery of material</b>	1	2	3	4	5	6	7	8	9	10
Comments:										
<b>Knowledge of material</b>	1	2	3	4	5	6	7	8	9	10
Comments:										
<b>Public speaking ability</b>	1	2	3	4	5	6	7	8	9	10
Comments:										
<b>Interaction with participants</b>	1	2	3	4	5	6	7	8	9	10
Comments:										
<b>Overall opinion of instructor</b>	1	2	3	4	5	6	7	8	9	10
Comments:										
<b>PLEASE ANSWER THE FOLLOWING QUESTIONS:</b>										
Was the instructor punctual? <input type="checkbox"/> Yes <input type="checkbox"/> No					Did the instructor enforce punctuality? <input type="checkbox"/> Yes <input type="checkbox"/> No					
Did the instructor ask questions? <input type="checkbox"/> Yes <input type="checkbox"/> No					Did the instructor provide valuable input? <input type="checkbox"/> Yes <input type="checkbox"/> No					
Was the instructor prepared? <input type="checkbox"/> Yes <input type="checkbox"/> No					Was the instructor's attitude positive? <input type="checkbox"/> Yes <input type="checkbox"/> No					
Did the instructor stay on target? <input type="checkbox"/> Yes <input type="checkbox"/> No					Was the instructor available after class? <input type="checkbox"/> Yes <input type="checkbox"/> No					
Did the instructor ask for identification? <input type="checkbox"/> Yes <input type="checkbox"/> No										
Did the instructor represent NAARSO in a respectful manner? <input type="checkbox"/> Yes <input type="checkbox"/> No										
In your opinion, do you think this instructor should teach classes in the future? <input type="checkbox"/> Yes <input type="checkbox"/> No										





## INSTRUCTOR EXPENSE REIMBURSEMENT

*Attach Receipts*

<b>Name:</b>		First			Last				M.I.	
<b>Mailing Address:</b>					City		State		Zip	
<b>Contact:</b>		Email			Phone			Fax		
<b>Location / Purpose:</b>										
Date	Airfare	Car Mileage	Mileage Total	Shuttle/ Cab/ Parking	Lodging	Meals & Tips	Telephone/ Fax/ Internet	Supplies & Misc.	Postage	Stipend/ Proctor
		0.565 /mi								
Signature: _____							Date: _____		<b>Adjustments:</b>	
							<b>Total Amount Owed To You:</b>			

Reviewed / Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

RECEIPTS MUST ACCOMPANY EXPENSE REPORT

Reviewed / Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

## **ACKNOWLEDGEMENT OF RECEIPT OF HANDBOOK**

I acknowledge that I have received a copy of NAARSO Instructor Handbook and will abide by the policies contained therein.

Instructor's Name (Printed): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## **NAARSO COURSE APPROVAL PROCESS**

Follow the steps below to share your NAARSO course for review and approval.

1. Log in to Learning Zen.
2. Switch portal view to Author role.
3. From the *Course in Progress* box, click on *Go to My Courses*.
4. Find the course you wish to share then click on the *Edit Course* button.
5. Click on the *Send Preview Invite* button:

General Settings | Course Structure | Introduction | Chapters (1) | Review | Exam

General Settings NEXT >

> Title | Thumbnail | Description | CEUs / Hours | Price | Certificate | Options

Course Title \*

Category \* [Select Categories](#) General Portal Courses

Tags  
"Tags" are relevant words to help others search for your course. Separate each tag with a comma.  
Example: "business administration, photography, aviation"

Exam \*  Pre & Post Tests  Pretest Only  Post Test Only  None

Course Content \*  Include Course Content  Enforce Sequential Navigation

Pre-Requisite

[CHARGE FOR THIS COURSE](#)

REPORT AN ISSUE

6. Send preview invite to NAARSO's Certification Board at [onlineapprovals@naarso.com](mailto:onlineapprovals@naarso.com) & [timk@oaba.org](mailto:timk@oaba.org).
  - a. In the message box, add "Please review the following course within a week then kindly REPLY ALL with your feedback."
7. Certification Board to review course and send feedback to author.
8. Author to update course based on feedback.
9. Repeat steps 6-9 until the course had been approved by the Certification Board.
10. Proceed to follow the next step of instructions, "***Creating Paid Courses From Cloned Free Courses.***"