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| Facilitator’s Guide |
| Academy of Learning College – Richmond Campus |
| December 2014  Rod Templeton |

Table of Contents

[Morning Procedure 1](#_Toc392495794)

[Book Orders 2](#_Toc392495795)

[Configuring Typing Trainer 2](#_Toc392495796)

[Building a New File 3](#_Toc392495797)

[Order of Student Files 3](#_Toc392495798)

[Month End Procedure 4](#_Toc392495799)

[Closing a File 5](#_Toc392495800)

[Closing Files (Detailed Version) 6](#_Toc392495801)

[Health Care Assistant (HCA) Program 12](#_Toc392495802)

[Name Tags and Transfer Belts 12](#_Toc392495803)

[HCA Contracts 12](#_Toc392495804)

[HCA Bundles 12](#_Toc392495805)

[First Aid and CPR Training for HCA Students 13](#_Toc392495806)

[Data Witness 13](#_Toc392495807)

[Exam Invigilations 14](#_Toc392495808)

[Booking an Exam 14](#_Toc392495809)

[Receiving an Exam by Email 14](#_Toc392495810)

[Receiving an Exam by Mail 14](#_Toc392495811)

[The Day of the Exam 15](#_Toc392495812)

[Order of Documents in Student Folder (Active) 15](#_Toc392495813)

[Order of Documents in Student Folder (Closed) 15](#_Toc392495814)

[T2202A Tax Forms 16](#_Toc392495815)

[CertBlaster Exam Preps 16](#_Toc392495816)

[Transcripts 17](#_Toc392495817)

[Server and Email Configuration 18](#_Toc392495818)

[Email addresses in use 18](#_Toc392495819)

[Server Configuration 18](#_Toc392495820)

[Wireless Internet Issues 19](#_Toc392495821)

[Printers 20](#_Toc392495822)

[Brother HL5370DW 20](#_Toc392495823)

[Brother MFC-8460N 20](#_Toc392495824)

[Activating Office 2010 Manually 21](#_Toc392495825)

[Activate Office Using OSPP.VBS 21](#_Toc392495826)

[ACME Login Errors – Security Permissions 21](#_Toc392495827)

# Morning Procedure

1. Make the coffee (1 filter in the basket, 4 to 5 scoops of coffee). Turn the lower burner on, and pour the water into the machine.
2. Check and make sure that there is enough sugar, creamer, stir sticks, coffee cups, etc.
3. Unlock the door to the hallway leading to the washroom.
4. Check the phone for voicemail. #98, and enter the password (6042703907#) and hit 1 to listen to the new messages. 7 to delete, or 9 to save.
5. Check the fax machine (most of what comes in is junk, but there may be something of importance)
6. Log on to the facilitator’s machine (Password is **rec3ption**). Launch Outlook and check for new email.
7. When students arrive, put a check under the day’s column on the attendance tracker. This is in addition to them logging in to the attendance recorder.

If there are any questions that you can’t answer, feel free to call Leo in Langley (604.532.4040) or Joanne in Abbotsford (1.604.855.3315).

# Book Orders

Book inventory should be completed during the last week of the ending month, and the book order for the following month placed as close to the first of the month as possible.

1. There is a copy of the Book Inventory database on the desktop of the Facilitator’s machine. If it is updated properly, it should only be necessary to complete a physical count every other month. The database contains the Master List (which is the only module that should need to be modified), Books on Hand, Books on Order, and Books on Loan. As the Master List is updated, it should update all other modules.
2. Go through the Student Outline book for each and every student and indicate on the book order sheet the next three books that EACH student will need
3. Obviously, for those with counts less than what is needed, books will need to be ordered
4. Mark the date on the count sheet, hole punch it, and put it in the front of the Student Outlines binder
5. Open the order form from **My Documents\Book Order Forms\Richmond Book Orders\AOLC Order Form.xlsx** - this will need to be updated on the first of each month due to pricing changes, obsolescence, etc.
6. Fill out the form, and save it in **My Documents\Book Order Forms\Richmond Book Orders Placed** with the date of the order (YYMMDD). Email the form to **bookorders@academyoflearning.com**

***NOTE:*** Try to keep extra copies of Word, Excel, Outlook, and Keyboarding books on hand as these could potentially be walk-in students that will need these books right away.   
  
When the book orders come in, check the quantities against the packing list and confirm that everything was received. If there are any problems, email **aolcsr@ricoh.ca** and let them know about it. There is no need to keep the packing list or waybill once the order is put away. Print a copy of the book order spreadsheet and give it to Peter.

# Configuring Typing Trainer

1. Open and close the Student Data Folder on the desktop, or Typing Trainer will not launch correctly
2. Launch Typing Trainer from the desktop
3. Username: Administrator (case sensitive), password: **AOLType23**
4. Click **Create User**
5. Username is the student’s first name
6. Password is **password**
7. Click **Add Course** and select the appropriate course

If taking *Intro to Keyboarding*, fill out Page 9 of the book with the username and password as configured

# Building a New File

1. Ensure the file has the following documents:

* ‘File Checklist’ stapled to the left side of the file with a photocopy of student’s ID
* ‘Monthly Reports’ stapled to the right side of the file
* Signed Contract with Appendix B and Appendix A (if contract is more than $1000) and Sponsorship Letter if necessary
* Student Data Sheet with outline stapled inside

2. Go through the file checklist and initial and date all applicable items. Keep a running list of all items the file is missing.

3. Make 2 copies of Contract (only first 2 pages for individual programs and first 3 pages for full programs). One copy goes to head office.

4. If student is sponsored, create a file for Monthly Reports in the appropriate folder.

5. Add student to CMS. Make sure to include Sponsorship Information under Notes if necessary and Emergency Contact Information. Also be sure to enter student’s full name on Person Tab.

6. Add student to the following files:

* New Attendance Tracker spreadsheet on the Desktop

7. Add student to the server, creating a folder with their first name only (last initial to be added if there are duplicate first names).

8. Assign books to new student and add student files to their server folder.

9. Leave books with Orientation Sheet, Student Record and Student Data Instructions in the designated spot for new starts. Create these documents as needed.

10. Add a copy of the Student Record in the Student Outline binder in the bottom right hand desk drawer.

# Order of Student Files

1. File Checklist and ID stapled on left inside cover
2. Contract – Appendix B, Appendix A and/or sponsorship letter if necessary stapled on inside.
3. Student Datasheet with outline stapled inside
4. Student Orientation Package Stapled:
   1. Student Orientation
   2. Acknowledgement
   3. Internet Usage Policy
   4. Attendance Agreement/Authorization to Release Information
   5. Campus Orientation
5. Payments (paper clipped)
6. Progress Reports/Attendance (paper clipped)
7. Exams (paper clipped or banded together)
8. Correspondence (paper clipped)
9. Monthly Meetings stapled on right inside cover

# Month End Procedure

1. The reporting sheet for the monthly progress reports are stored at: **My Documents\Month End Procedure\Monthly Meeeting.xlsx** (this is a shortcut to the actual spreadsheet)
2. These are for FUNDED students only
3. Get the information from CMS on each listed student, and create a sheet with their exam results from the previous month (this should be done after each exam is completed, as it will save having to determine the information for a large number of students at the end of the month)
4. This sheet will only ever show status as **ON TRACK** or **BEHIND {x} BOOKS** (never indicate that a student is ahead)
5. Update the MONTHLY MEETINGS spreadsheet in **My Documents\Month End Procedure\Attendance and Progress Reports\{year}\{month}**
   * Students in RED are behind (indicate the number of books, calculated from the student's outline page)
   * Students in GREEN are part-time HCA students
   * Update options as either **ON TRACK**, **PAST END DATE**, or **BEHIND {x} BOOKS**
6. Copy the whole sheet (in appropriate sections) to the new month's tab
7. DO NOT COPY ANY COMPLETED STUDENTS
8. Check to see if any students are past their end date, and change text to RED if they are
9. Transfer completed info to the **Completed/Withdrawn** tab as the file is closed
10. Filter students by end date, and copy any due to finish in the upcoming month to the **Completed/Withdrawn** tab
11. During the last week of the month, generate an Attendance Report for each student from CMS: (Reports -> Students)
12. Clip together with the exam results, and give to Kelly to review and sign
13. Once returned, fax to the case managers INDIVIDUALLY (WorkSafe BC uses the same fax number for all case managers, but the incoming fax server scans for the case number, and will route the fax to the appropriate case manager based on this number)
14. Stamp when faxed (with the fax control number)
15. File in each individual student's file

# Closing a File

1. On the Student file checklist, do the following:

* Ensure that the payment information recorded in the file matches the information recorded in CMS
* Staff initials and dates (or N/A) appear down the entire checklist
  + Under Progress and Correspondence, check off and initial all three boxes to confirm the file contains progress reports
  + If the student has completed their program, write N/A in all four boxes under Withdrawals.
  + After Certificate(s) or Diploma has been requested initial appropriate box.
  + Once Student called to pick up Certificate(s) or Diploma initial appropriate box.
  + Once closed in CMS initial appropriate box.

2. Complete a ***T220A*** for students who are Self Paid, on Student Loans or funded by Service Canada.

3. Close off file in CMS:

* On the Main Tab: change status from Active to Inactive.
* On the Program/Contract Tab: Change the Date Finished to the student’s last day of attendance. And change the Status to the appropriate status.

4. Send Helpdesk an email inside CMS to request the student’s Certificate(s) or Diploma. The email should include the student’s:

* Name (as per Exit Interview Checklist)
* Contract Number
* Program Name or Individual Courses

5. Create the student’s ***Transcript***.

6. Create a ***Director’s Letter*** for students enrolled in a full program.

7. Once the Certificate(s) or Diploma comes in from Head Office, ensure it gets signed by Kelly and make a copy of it.

8. Place the original copies of the Transcript, T220A, Director Letter and Certificate(s) or Diploma in an envelope for the student and call them for pick up.

9. Print Student Attendance

10. For Sponsored Students: fax a copy of the student’s Transcript, and Certificate(s) or Diploma to the Sponsorship agency.

11. Scan a copy of the student’s Transcript and Certificate(s) or Diploma in the following order:

* 1. Transcript
  2. Certificate(s) or Diploma (this includes CMAP for MOA students)
  3. Student Enrolment Contract (only signed pages)

Move scanned documents to appropriate location on your computer.

12. For contracts worth over $1000, upload scanned documents to ***Data Witness***.

13. To physically close a file:

* Ensure the file is in the following order:
  1. Copy of Student Transcript and Certificates. For students enrolled in a full program create and attach a copy of a Director Letter to the transcript.
  2. Exit interview checklist stapled to student’s signed Acknowledgement of Release of Information.
  3. Student Enrollment Contract. Appendix B, Appendix A and/or sponsorship letter if necessary stapled on inside.
  4. Student Personal Datasheet.
  5. Student Orientation Package
  6. If the student is enrolled in a program: Entrance Evaluation and Typing Assessment, paper clipped together.
  7. Payment information with T2202A stapled if necessary.
  8. Progress Reports and Attendance sorted and clipped together chronologically. For non-sponsored students, attendance must be printed as there will be no progress reports.
  9. Student Exams.

14. For students that have completed a full program, add the student and program information to the Graduates spreadsheet.

15. File the complete file in the designated filing cabinets under the year that matches the student file folder.

# Closing Files (Detailed Version)

* On the Student File Checklist, please ensure the following:
  + Payment information recorded on the Student File Checklist **matches** the information recorded in the CMS
  + Staff initials and dates (or N/A) appear down the entire checklist
  + Generally the Director of Admissions will sign the **Documents** and **Signed Student Acknowledgement of** sections
  + Under the **Progress and correspondence** section, check off the three items and write: “See file for reports and documentation” after ensuring that the Progress reports (sorted in chronological order) and Student Record are clipped together and is in the student’s file
  + If the student is on a student loan, ensure that the Director of Admissions initialed and dated the **Appendix 3 on file** **and** the **Negotiated documents** boxes.
    - Check the file to ensure that a copy of the Appendix 3 is located behind the Entrance exam
    - If the latter is not initialed or dated, check the file to ensure copies of the Canada Student loan document and Confirmation of Enrolments forms are clipped together, and initial the **Negotiated document** box and use the date on the Canada Student Loan document
  + If the student has completed their program, write **N/A** in all four boxes under **Withdrawals**
* The following needs to be done to physically close the file:
  + At the top of file there should be a copy of a completed Exit Interview checklist and the student’s acknowledgement of release of information form signed and dated by the student. Please ensure that these two documents are stapled together
  + If the student has a student loan, there should also be a copy of the *Student Personal Loan Repayment Information* package and *Student Loan Information and Review* package. Please ensure these two packages are stapled together and placed behind the Appendix 3
  + The next document behind the Exit Interview checklist is the Student Enrolment Contract.
    - If the student was sponsored (WorkSafe BC, Healthcare Benefit Trust, Private Insurance, corporate, etc.) please ensure that either the sponsorship letter is attached to the contract.
    - If the student has a student loan, funded by Service Canada is self paid with a payment plan, ensure that a copy of one of the following documents is attached to the Notification of Assessment (student loans), Service Canada payment schedule, or Credit Card authorization form filled out and signed by the student
    - If the student is self paid and does not have a payment plan, please ensure that the schedule of their payment is written on their contract
  + The third document behind the Student Enrolment Contract is the *Student Personal Datasheet*
  + If the student is enrolled in a certificate or diploma program, behind the Student Personal Datasheet is the *Entrance Evaluation* and a typing assessment paper clipped to the Entrance evaluation (if applicable)
  + Behind the Entrance Evaluation is the information relating to payments:
    - For self paid students, ensure all the receipts are sorted chronologically and clipped together
    - For sponsored students (Work Safe BC, Healthcare Benefit Trust, Private Insurance, corporate, etc.) ensure copies of the invoices are clipped together. If there is an extra copy of the sponsorship letter (i.e. there’s one copy of the sponsorship letter already attached to the student contract), paper clip this sponsorship letter to the invoice.
    - For students sponsored by Service Canada/EI ensure all the receipts are sorted chronologically and clipped together
    - For student loans students, ensure the (yellow) Certificate of Eligibility and Canada Student Loan Agreement and Confirmation of Enrolment documents are sorted chronologically and clipped together. Place this behind the Appendix 3, located behind the Entrance exam.
    - Under the payment area on the Student File Checklist, for all students who are **not** funded by Student loans, write **N/A** next to the Yes No boxes. For students funded by Student Loans, ensure that (yellow) Certificate of Eligibility and Canada Student Loan Agreement and Confirmation of Enrolment documents then ensure that **Yes** is circled for both these documents.
  + Once all the documents relating to payments have been sorted and clipped together, a T2202A receipt needs to be issued for tuition payments made in the current calendar year. Only those students who are Self paid, on student loans or funded by Service Canada/EI are entitled to a T2202A tax receipt
    - When filling out the T2202A.pdf file, all the information with the exception of the Student Number only needs to be entered once under section 1. The Student Number needs to be reentered under section 2.
    - For students enrolled in individual courses, type *Individual Certificates* for the **Name of Program or course**.
    - If the student is enrolled for less than 20 hours per week, the student is considered a **Part time** student, otherwise, the student is considered a **Full time** student. When calculating the number of months do not forget to include both the first month and the last month in the range – i.e. January to April = 4 months
    - For the **Name and address of Educational institution**, the following format **must** be used:
      * Langley: **0833888 B.C. Ltd. o/a Academy of Learning** on the first line, followed by the entire address on the following line (**201 – 20621 Logan Ave., Langley BC B3A 4H8**)
      * Abbotsford: **0833917 B.C. Ltd. o/a Academy of Learning** on the first line, followed by the entire address on the following line (**#103 – 32833 South Fraser Way, Abbotsford, BC  V2S 2A6**)
      * Richmond: **Upgrade Learning Academy Inc. o/a Academy of Learning College** on the first line, followed by the entire address on the following line **8091 Westminster Hwy, Richmond, BC V6X 1A7**
    - Once all the information has been entered onto page 1, the T2202A tax receipt can be printed but it must be printed double-sided using one sheet of paper.
    - Next, cut the T2202A tax receipt just above section 3. Staple this section 3 of the T2202A receipt at the top of the payment information in the student’s file. Section 1 and 2 of the T2202A will be given to the student along with their diploma/certificate(s), transcripts, etc.
    - On the Student File Checklist, ensure to initial and date the *T2202A* boxes under **Closed File**
  + The next set of documents behind the payment information relates to progress reports and attendance information.
    - For Self paid and corporate students, ensure the *Attendance Activity Details* report (sorted chronologically) is printed. Staple the **Student Record** behind this attendance report.
    - For sponsored students (Work Safe BC, Healthcare Benefit Trust, Private Insurance, etc.), ensure all the monthly progress reports are sorted chronologically. Paper clip the **Student Record** behind these progress reports.
    - For Student loans students, the attendance reports will be printed by Scot therefore place the **Student Record** behind the student loan documents (Certificate of Eligibility and Canada Student Loan Agreement and Confirmation of Enrolment documents)
    - On the Student File Checklist, under the **Progress and correspondence** section, ensure the three items are checked off “See file for reports and documentation” is written next to these three items
* Using the Exit Interview checklist, send Ros an email to request the student’s diploma/certificate. If you are closing more than one file, send Ros one email for all the files and include the following information:
  + Student’s name as per the Exit interview checklist
  + Student’s contract number
  + Name of the program, or list of individual courses
  + On the Student File Checklist, initial and date next to *Diploma/Certificate requested*
* Every file must have copy of a signed transcript in the student’s file. Before proceeding with generating the Official Transcript using the Reports feature in the ACME , the following must be complete:
  + In the CMS, on the **Main** tab, change the status from Active to **Inactive**. On the **Program/Contract** tab, double click the contract number and change the **Date Finished** to the student’s last day of class and the Status to **Complete**. Click **Apply Changes** before switching to the ACME **Reports** feature.
    - On the Student File Checklist, initial and date next to *Close off on CMS*
  + Under the **Student** menu, under the **Transcript Reports** submenu, select **BC Official Program Transcript** if the student was enrolled in a program, or select **BC Official Course Transcript** if the student was enrolled in individual courses.
  + Change the User Status to **Inactive** before scrolling down the list to search for the student’s transcript. Once the student’s transcript is displayed click the **Excel** button to export the transcript to Microsoft Excel. Once the transcript has been converted to an Excel file, the following changes need to be made:
  + Delete columns A, C, and G. Delete row 1. You should now have five columns (A to E) containing information.
  + If necessary, delete the rows containing the following course codes: **BCArchive**, **BCAssess**, or **BCRegis**
  + Adjust the column width for column E to **16.29**, and adjust the column widths for columns **B** and **D** to **19**, and change the column width for column **C** to **18.5**
  + Select the range A1:E5 and open the **Format Cells** dialog box. On the **Alignment** tab, ensure both **Wrap text** and **Merge cells** check boxes are checked, and change the **Vertical** text alignment from Top to **Center**
  + Select the range of cells containing all the information for the transcript and **Set Print Area**
  + In the **Page Setup** dialog box, make the following changes:
    - Change the Orientation from Landscape to **Portrait**
    - Change the left and right margins to **0.6** inches, the top to **.75** inches, and the bottom to **0.5** inches. Under **Center on page** check the **Horizontal** box
    - Clear the footer – i.e. change to **(none)**
  + Once the changes in the Page Setup dialog box has been made, if the bottom of the transcript does **not** fit onto page 1, then make the following adjustments:
    - Adjust the top margin to **.5** inches
    - Change the row height for the blank rows above and below the school address and above the school name to **6.5** pixels
    - Adjust the row height for the rows containing the school name (rows 6 to 8), school address (rows 10 to 13) and the course names and grades to **13.5** pixels
    - Once these adjustments have been made, the transcript should fit onto one page. If it doesn’t, email me the transcript.
  + Near the bottom of the transcript, revise the title from Director to **Executive Director**. In the cell above Executive Director, ensure that either **Scot Friskey** or **Alda Messiah**’s name appears – this depends on whether it is Scot or Alda that will be signing the transcript
  + Save the transcript as an .**xls** file in the designated Transcripts folder, using the Campus Name – Student Name (Program Name) naming scheme – i.e. **Richmond – Jane Smith (Office Administration)**
  + Preview the transcript to ensure it fits onto one page. Print one copy of the transcript and ensure the transcript is signed.
  + Once the transcript is signed, make a copy of the transcript and place the copy at the very front of the file. The original transcript will be given to the student along with their Diploma/certificate, tax receipt, etc.
  + On the Student File Checklist, initial and date next to *Copy of Transcripts of Marks*
* For students enrolled in a certificate or diploma program, a *Director letter* needs to be created. Using the Director letter template fill out the appropriate fields and print the Director letter on letterhead.
  + Ensure that Kelly’s name is selected above “Executive Director”
  + Once the Director letter is signed, make a copy of the transcript and place the copy behind the copy of the transcript. The original Director letter will be given to the student along with their Diploma/certificate
  + On the Student File Checklist, initial and date next to *Grad/Director Letter AoL*. For those students enrolled individual courses, write **N/A**
* It will take approximately two to three weeks (generally two weeks) for the delivery of the Diploma/certificate from Head Office.
* After the Diploma/certificate has been signed, make a copy of the Diploma/certificate and place the copy behind the transcript.
* Put the signed Diploma/certificate, signed transcript, T2202A receipt (if applicable), Director letter (if applicable) in an envelope.
  + For MOA students, ensure their CMAP certificate and pin is also placed in the envelope.
* Contact the student and let them know that their Diploma/certificate is available for pick up.
  + On the Student File Checklist, initial and date next to *Diploma/certificate mailed out*
* For students sponsored by Service Canada, WorkSafe BC, Healthcare Benefit Trust, or any other agency where monthly reports regarding the student’s progress is sent, fax a copy of the student’s transcript and Diploma/certificate to their sponsoring agency.
  + Ensure to include a fax cover sheet when faxing the Diploma/certificate and transcript.
  + Staple the fax cover sheet behind the other progress reports and the Student Record.
  + On the Student File Checklist, initial and date next to *Diploma/Certificate sent to sponsor agency*. For students not sponsored (i.e. Self Paid, Student Loans, etc.), write **N/A**
* The final step involves scanning and uploading the transcript, Diploma/certificate, and enrolment contract to DataWitness.
  + Ensure the documents are in the following order before scanning them: transcript, Diploma/certificate, and first two pages of the enrolment contract
  + Once these documents have been scanned, rename the file using the following naming scheme: Student Name (Program Name).pdf – i.e. **Jane Smith (Office Administration).pdf**
  + When returning the transcript, Diploma/certificate and contract to the student file folder, ensure, that the documents are returned in the following order:
    - Transcript
    - Diploma/certificate: this includes CMAP certificate for MOAs
    - Director letter (if applicable)
    - Exit interview checklist with the *Student acknowledgement release of information* stapled
    - Student enrolment contract
  + Move this file into the appropriate designated DataWitness folder :
    - If the student’s contract value is ***less than $1000***, ensure to move this scanned file in the Graduated subdirectory the *Under* *$1000* folder. Place the file in the year folder matching the year on the student’s file folder
    - If the student’s contract value is ***greater than*** ***$1000***, ensure to move the scanned file in the Graduated folder, under the year matching the student’s file folder.
* Only those contracts, where the contract value is greater than $1000 needs to be uploaded to DataWitness:
  + Navigate to www.datawitness.com . Click on the Client Login link in the top right hand corner
  + For username and password, use the following:
    - Richmond: **academyoflearningric**; password:
  + Once you’re logged in, ensure that there is at least *1 submission* for the **Balance**; if not, please contact Kelly
  + Click the **StoreIt** tab. Navigate to the year matching the student’s file folder (i.e. 2011)
  + Click on the **Graduated** folder (or **Withdrawn** if closing out a withdrawal file)
  + Click the **Add Files** link which will display the **Authenticate and Archive** fields.
  + For the **Title**, use the *Student Name (Program Name)* naming scheme – i.e. **Jane Smith (Office Administration)**
  + Browse and navigate to the designated *DataWitness* folder. Locate and select the scanned file for the student. Click **Open**.
  + Repeat the above steps, if necessary to upload other files.
  + Click the **Upload** button. Once the file(s) have been uploaded, **Log Out**.
  + On the Student File Checklist, initial and date next to *Documents uploaded to DataWitness*. For those students whose contract values are *less than $1000*, write **N/A**
* The process of closing out the file is complete. Put the file away in the designated filing cabinets under the year matching the student file folder.

# Health Care Assistant (HCA) Program

## Name Tags and Transfer Belts

When the first module is ordered for the HCA students, the name tags and transfer belts should also be ordered. The order forms are in **My Documents\HCA Information** and are named Name Tag Order Form.pdf and Transfer Belt Order Form.pdf respectively.

Print the forms out. Fill out the forms as completely as possible, scan and convert to PDF and

## HCA Contracts

1. Ensure that all marks are entered into CMS by the Healthcare Division including the 2 Clinical Placements (Assisted Living and Dementia)
2. Ensure dates are correct for the 5 courses ending in “e” and change status to “Finished”.
3. Ensure that Archiving, Assessment and Registration have been changed to “Fee Only”
4. When requesting diploma request “Diploma and Certificates”.
5. Scan the diplomas and certificates and email them to the individual students.

## HCA Bundles

**Bundle 1**

Introduction to the HCA Profession (HCHC03I1)

Communication Skills (HCCS03I1)

Physiology and Development (HCPDO3I1)

**Bundle 2**

Assisted Living (HCAL03I1)

Healing Basics (HCHB03I1)

Healing Mobility and Home Support (HCHM03I1)

**Bundle 3**

Healing Disorders (HCHD03I1)

Healing Needs (HCHN03I1)

**Bundle 4**

Clinical Placement in Assisted Living (HCCPAL1)

Clinical Placement in Dementia and Multi-Level (and/or Complex Care) (HCCPDM1)

**Each bundle should be ordered when the previous bundle is halfway to completion. Email healthcaredivision@academyoflearning.com**

## First Aid and CPR Training for HCA Students

Contact Dr. Manjit Singh ([drsingh@cpr-emergencytraining.com](mailto:drsingh@cpr-emergencytraining.com)) and ask him if he would be willing to run the First Aid & CPR Level C course at the Pinegrove facility. Get costs and availability.

# Data Witness

NOTE: Only students who have contracts totaling over $1000 need to be uploaded to Data Witness.

1. Navigate to www.datawitness.com.

2. Log-in using the following username and password:

Richmond Username: academyoflearningric

Richmond Password:

3. Ensure there is at least one submission available under balance. If there is not, contact Kelly or Peter.

4. Under the StoreIt tab, navigate to the year corresponding to the student’s file folder.

5. Click on the appropriate folder (i.e. Graduated, Withdrawn)

6. Click the Add Files link which will display the Authenticate and Archive fields.

7. For the Title, use the Student Name (Program Name) naming scheme

8. Browse to the designated DataWitness Folder. Locate and select the scanned file for the student. Click open.

9. Repeat above steps if necessary to upload other files.

10. Click the Upload button. Once the files are uploaded, log out.

11. On the Student File Checklist, initial and date Data Witness Section.

The student file to be uploaded should contain the following (IN THIS ORDER) – 1. Transcript 2. Diploma 3. Contract (**AS OF JANUARY 2014, THE *ENTIRE* CONTRACT NEEDS TO BE INCLUDED, AS PER PCTIA)**

# Exam Invigilations

The Dairy Queen Management training exam is also known as the **MRTA exam**.

The candidate will have their own key code. URL is http://idq.alignmark.com

Enter our proctor code (99999b) and they fill out the rest of the information.

We have no way of giving them the results of the exam.

Get a copy of their ID, and give the information to Peter. We will bill DQ directly for the cos of administering the exam.

## Booking an Exam

1. Make sure to let the student know that we accept $40 cash only for the exam. We do not carry change so make sure they bring exact cash only.

2. When a student calls to book an exam invigilation open up the Exam Booking Excel Spreadsheet on the desktop. Take all of the information necessary.

3. Add an appointment in Outlook for the day and time of the exam along with the student’s name. Set a reminder for this appointment for 1 day (unless it is for a Monday, then set the reminder for 3 days).

## Receiving an Exam by Email

1. Move all emails pertaining to an Invigilation exam to the Exam Invigilation Booking folder under the month the exam is booked for.

2. In the Exam Booking Excel Spreadsheet ensure to record that the exam has been received.

## Receiving an Exam by Mail

1. File the paper exam in the Facilitator Desk Drawer under Invigilations.

2. In the Exam Booking Excel Spreadsheet ensure to record that the exam has been received.

## The Day of the Exam

1. Take $40 payment from student and issue a receipt. Record the payment on the sheet in the Petty Cash folder located in the Admin drawer to the right of the Facilitator’s desk.

2. Set student up with their exam according to the exam specifications.

3. Once student has completed their exam move their information on the Exam Booking Excel Spreadsheet from the Exam Invigilations worksheet to the Past Invigilations Worksheet.

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# Order of Documents in Student Folder (Active)

1. Contract with Appendix B
   1. *Addendum (contract extension) stapled to front if necessary*
   2. *Appendix A if contract over $1000 stapled behind contract*
   3. *Sponsorship letter stapled or paper clipped at back*
2. Personal Data Sheet
3. Student Orientation / Welcome Package (Stapled together)
   1. Student Orientation
   2. *Obligations of BC Student Assistance (Student Loan Only)*
   3. Attendance Agreement
   4. Student Handbook Acknowledgement
   5. Student Campus Orientation Checklist
   6. Internet Usage Policy
4. *Entrance Exam (advanced programs only) / Typing Test (Stapled)*
5. *Acceptance Letter (Certain sponsored students)*
6. *Appendix 3 (Student Loan only)*
7. *Invoices (paper clipped together with receipts if possible)*
8. *Receipts (paper clipped together with invoices)*
9. Progress Reports or Attendance if not sponsored (paper clipped together)
10. Exams (paper clipped together)
11. Correspondence (paper clipped together)
12. Monthly Meetings (Stapled inside right cover of file folder)

# Order of Documents in Student Folder (Closed)

1. File Checklist with id (Stapled inside left cover of file folder)
2. Copy of Transcript
3. Copy of Certificate(s)/Diploma
4. *Director’s Letter (advanced programs only)*
5. Exit Interview
6. Contract with Appendix B
   1. *Addendum (contract extension) stapled to front if necessary*
   2. *Appendix A if contract over $1000 stapled behind contract*
   3. *Sponsorship letter stapled at back*
7. Personal Data Sheet
8. Student Orientation / Welcome Package (Stapled together)
   1. Student Orientation
   2. *Obligations of BC Student Assistance (Student Loan Only)*
   3. Attendance Agreement
   4. Student Handbook Acknowledgement
   5. Student Campus Orientation Checklist
   6. Internet Usage Policy
9. *Entrance Exam (advanced programs only) / Typing Test (Stapled)*
10. *Acceptance Letter (Certain sponsored students)*
11. *Appendix 3 (Student Loan only)*
12. *Invoices (Stapled together with receipts if possible)*
13. *Receipts (Stapled together with invoices)*
14. Progress Reports or Attendance if not sponsored (stapled together)
15. Correspondence (paper clipped together)
16. Monthly Meetings (Stapled inside right cover of file folder)

# T2202A Tax Forms

NOTE: Only students who are Self Paid, on Student Loans or funded by Service Canada are entitled to a T2202A Tax Receipt. This form is to be filled out after the student has completed their courses.

1. Ensure all payment information is clipped together.

2. Open the blank T2202A.pdf file (**My Documents\Tax Forms**)

* Fill in all student information into Section 1.
* In Section 2 enter only the student number.
* For students enrolled in individual courses, type “Individual Certificates” for the Name of Program or Course section.
* If the student is enrolled for less than 20 hours per week they are considered Part-Time students, otherwise they are considered Full Time.
* When calculating the number of months include both the first month and the last month in the range (i.e. January – April = 4 months).
* For the Name and Address of the Educational Institution, the following format must be used:
  + Richmond: **Upgrade Learning Academy Inc. o/a Academy of Learning College** on the first line, followed by the entire address on the following line (**6513 Buswell St, Richmond, BC V6Y 2G9**)

3. Once all information has been entered the document can be printed double-sided using one sheet of paper.

4. Cut the T2202A just above Section 3. Staple Section 3 to the top of the payment information in the student’s file. Section 1 and 2 are given to the student along with their Diploma and Transcript.

5. On the Student File Checklist, ensure to initial and date the T2202A boxes under Closed File.

# CertBlaster Exam Preps

Academy Online has purchased licenses for Cert Blaster exam preps to be given to Academy of Learning students enrolled in the new A+ and the existing MCSA/MCSE programs. These Exam Preps will test a student’s knowledge and help them prepare to write their industry certification exams. They are available in four different modalities: Assessment, Certification, Study, and Flash. Students will receive all of the exam preps for each course at the beginning of their program. It is important to advise students not to use these tests to study from, but to consider them an additional feature or enhancement to their courses.

The Cert Blaster Exam Preps must be requested by a Director, Facilitator or Admissions Representative from the campus where the student is enrolled. Students must have a personal email address in order to receive the test preps related to his/her program. The campus must contact Andrea Sykorova with the name/s of the student/s, their date of registration and the name of the program they are enrolled in, either by way of an “Academy Online” Helpdesk Query or directly to Andrea at asykorova@academyoflearning.com. Andrea will send the student via email a Welcome Letter, Installation Guide and an Activation Code. This will enable the student to download and install the Cert Blaster software onto their hard drive on their personal PC at home. Once activated the student will have 2 years to access the exam preps. If a student moves or loses their Cert Blaster Exam Prep Software for any reason, Andrea will reactivate the code. This will be done only once.

# Transcripts (THIS SECTION NEEDS UPDATING)

The Student’s file must be closed off in CMS.

2. Under the Student Menu in the Report section of CMS, select the Transcript Report that applies (i.e. Course or Program).

3. Navigate to the student in the dialog box. Once the transcript is displayed, click the Excel button to export.

4. Adjust the column width for column E to 16.29, column B and D to 19 and C to 18.5

5. In the Page Setup Dialog Box, make the following changes:

* Orientation to Portrait
* Change the Left and Right Margins to .6 inches
* Change the Top Margin to .75 inches
* Change the Bottom Margin to .5 inches
* Check the Horizontal box under Centre on Page
* Clear the footer

6. Change the Title for Campus Director to Kelly Lai.

7. Save the transcript as an .xls file in the designated Transcripts folder using the Campus Name-Student Name (Program Name) naming scheme.

8. When configuring the printer, select **Shrink printout to fit page**. This needs to be done on the Student Printer

11. Print Transcript and get Kelly to sign.

12. Photocopy signed Transcript and place copy in Students File.

# Server and Email Configuration

Telus Internet Service Account: https://reg1.telus.net/selfcare/SelfCareApp

**Account Number:** 002421051

**User ID:**  a8a23494

**Password:** higgins

## Email addresses in use

Facilitators aolrichmond@telus.net (Rod)

Admissions admisisonsrichmond@telus.net (Kelly)

Information inforichmond@telus.net (Peter)

HCA Instructors richmondaol.hca@telus.net

Accounting accountingrichmond@telus.net (Peter)

Attendance attendancerichmond@telus.net (Rod)

## Server Configuration

Server IP: 192.168.1.140

Username: Administrator

Password: Spoolmak1970 (this was last update on November 14, 2014)

Team Viewer ID: 319-831-084

Password: 2738

# Wireless Internet Issues

If both Kelly and Peter's machines are unable to connect to the network wirelessly, confirm that the wireless is still active on the router via the lights on the front. If the wireless light is on and flashing, log into the router to check status (this should always be done from a LAN based machine, such as the Facilitator's machine).

**Use either the Chrome or Internet Explorer browsers for this as Firefox seems to have some issues with the web server on the router.**

**IP address:** 192.168.1.254

**Username:** admin

**Password:** colemm

Click the Wireless Setup icon. Ensure that everything is enabled, with the following information:

**Wireless Radio:** Enabled

**Select SSID:** TELUS4675

**SSID State:** Enabled (this should be greyed out)

**SSID Broadcast:** Enabled

**SSID Name:** TELUS4675

**Security:** WPA/WPA2

**WPA Type:** WPA or WPA2 - Personal

**Encryption Type:** AES

**Security Key Type:** Use default key/Passphrase 9ed5ed986b

Click on the Status icon. Under LAN Services, click the Wireless Status link.

**Parameter** Status

**Radio** Enabled

If the Radio status indicates that it is *Disabled*, the wireless settings need to be defaulted. This was the exact issue on 130918.

1. Click on Advanced Settings
2. Under Modem Utilities, click the Restore Defaults link
3. Under Restore Default Wireless Settings, click the Restore button. At this point, it will confirm if you want to restore the default settings. Click OK, and close the browser window for two minutes while the router reboots itself
4. Log back into the router using the username and passwords listed above. The router seemed to keep the original settings for the wireless, but when checking the Status page, the Radio parameter was now listed as Enabled.
5. Check with the two machines that normally connect wirelessly to the network. They should now be able to see the radio in the list, and connect to it automatically.

# Printers

There are two printers configured for use in Richmond. The Brother HL5370DW is for the use of students and staff. The Brother MFC-8460N is connected directly to the Facilitator’s machine, and functions as a copier, scanner, and fax machine.

Currently the machines in the outer offices (Kelly and Peter) can only print to the HL5370DW.

Both printers have web interfaces reachable through their IP addresses.

## Brother HL5370DW

IP Address: 192.168.1.90

Username: user

Password: access

(Note that this login is to get basic printer settings)

Username: admin

Password: access

(This login will allow you to get more detailed information on the printer)

When printing from the Facilitator’s machine, this printer is configured to print on both sides of the paper (full duplexing).

When printing on letterhead with this printer, the paper should be manually fed, with the logo down, and pointing to the back of the room.

## Brother MFC-8460N

IP Address: 192.168.1.14

## Activating Office 2010 Manually

When attempting to activate Office 2010, you receive the following error message

*An unspecified error has occurred. Your request cannot be processed at this time. Please try again later* ***(0x80070190)***

This assumes that you have opened any of the Office applications and entered the correct product key from File -> Help -> Activate (Key: 2V2FK-84TQP-TTYQJ-D38QM-W7HX2)

## Activate Office Using OSPP.VBS

Open an administrative command prompt (Start -> All Programs -> Accessories -> Right click Command Prompt and select Run as Administrator)

CD C:\PROGRAM FILES\MICROSOFT OFFICE\OFFICE14

C:\PROGRAM FILES\MICROSOFT OFFICE\OFFICE14> cscript ospp.vbs /act

This should report that the activation was successful. You can then open any Office program and confirm that Office is activated.

## ACME Login Errors – Security Permissions

If a student is trying to sign into ACME and gets the error message below, this can resolve the issue.

***Login Error: Please ask you facilitator to check your security permissions***

Login to ACME and check the Lock status on the Main tab. It should be set to ‘Normal’. If it isn’t, click on ‘Unlock.

Select the Security tab. Click on the ACME checkbox to enable it. This will enable all features, which will then need to be turned off.

Uncheck Reports

Uncheck Attendance Recorder

Check Communications – All features in here can be enabled

Check Course Browser

Uncheck all boxes after Course Browser

Click on Apply Changes

Have the student try and login to ACME again, and they shouldn’t have any problems.

## New Machine Configurations