



# 2019 COMPASS FAQ'S FOR EXECUTIVE DIRECTORS/ MANAGERS

## 1. BACKGROUND

In 2018-2019, SARC was funded at a cost-recovery basis by Community Living Service Delivery (CLSD) to provide training to service delivery staff, management, and Boards to increase the capacity of community-based organizations (CBOs) and support recruitment and retention in the sector.

SARC bundled all eligible training programs together into a package referred to as COMPASS.

In the first year of COMPASS, based on the amount of funding provided by CLSD, five programs were available to SARC Regular and Associate Members, and Affiliate Members with CLSD funding, at no cost:

- 1) **Med Assist.**
- 2) **PART.**
- 3) **TLR.**
- 4) **Leap.**
- 5) **ELEVATE.**

## 2. WHAT CHANGES ARE COMING IN COMPASS YEAR 2?

Thanks to COMPASS program support from SARC Members and additional funding from CLSD, SARC is pleased to announce that six additional programs will be available to SARC Regular and Associate Members, and Affiliate Members with CLSD funding, at no cost to you in 2019!

Because of the timing of this funding announcement, SARC will require time to implement these programs under the COMPASS Training Package; programs will be launched throughout the Summer-Fall.

The five existing COMPASS programs continue to be available, and dates for the in-person programs are being scheduled.



The six additional eligible COMPASS programs are:

- 6) **First Aid and CPR.**
- 7) **WHMIS 2015.**
- 8) **Food Safety Training.**
- 9) **Stride (formerly Basic Skills Training).**
- 10) **Positive Behaviour Support (PBS).**
- 11) **Person-Centered Training.**

To learn more about COMPASS, including information on when Year 2 programs are launching, visit: [www.sarclearningcentral.ca/compass](http://www.sarclearningcentral.ca/compass).

The quickest and easiest way to know which training programs are part of COMPASS is to look for the COMPASS logo by the training program name (for example, Med Assist) on SARC's Learning Central website.



### 3. DOES MY ORGANIZATION QUALIFY FOR THIS TRAINING?

The following CBOs are eligible to access this training at no cost:

- Regular Members.
- Associate Members.
- Affiliate Members with CLSD funding.

Affiliate Members that do not have CLSD funding are not eligible for COMPASS; however, they are still welcome to purchase all SARC training programs at the discounted Member rate.

### 4. MY CBO HAS EMPLOYEES WORKING AT OTHER LOCATIONS OUTSIDE OF SASKATCHEWAN. ARE THEY ELIGIBLE?

Only those employees that are located and working in Saskatchewan are eligible for this training as the funding is provided by the Government of Saskatchewan. Any employees working outside of the province of Saskatchewan are not eligible.

## 5. WHAT DO I NEED TO KNOW ABOUT ONLINE PROGRAMS UNDER COMPASS?

When COMPASS online programs were launched in 2018, Executive Directors from all eligible organizations were provided with a User Account on the COMPASS Training Portal. Through your User Account, you are considered to be the Administer of the COMPASS Training Portal for your organization.

### PORTAL GROUPS – WHAT THEY ARE AND HOW THEY WORK

Each eligible COMPASS organization has two ‘Groups’ in the COMPASS Training Portal to differentiate between employees and Board Members. ‘Groups’: **Group** and **Board of Directors Group**.” When a User Account is created as long as they select which organization they are from, they are automatically put into your organization’s **Group**. This allows you as the Executive Director to view individual enrollments, progress, and completions. If they have not chosen the right organization from the drop down list when the user account was initially created, they will not be put in your organization’s Group and you will not be able to see their progress or completions.

For the ELEVATE program, the User Accounts that are created will automatically be put in your Organization’s ‘**Board of Directors Group**’ if:

- The User selects what organization they are from, **AND**
- The User indicates that their position is Board of Directors.

The Executive Director’s permissions in the Portal also allows inviting users and enrolling users into programs on the portal.

## 6. HOW DO MY EMPLOYEES ACCESS A COMPASS TRAINING PROGRAM?

You, as Executive Director/Manager of your organization, were sent a promo/coupon code to use when registering for programs under COMPASS. **Please note that this is your organization’s permanent promo/coupon code and will not be changed unless requested by you.**

This code is specific to your organization and is only for your organization’s use. It is up to you to monitor who has access to this code when registering for programs. On the registration page for the program, there will be a space to enter a “promo code” or “coupon code”; upon entering the code, a 100% discount will be applied. If the promo/coupon code is not applied at the time of checkout, your registration will not go through and you may be requested to provide the code.

Please note: Use of this promo/coupon code constitutes your acceptance of the Terms and Conditions Agreement, which takes effect April 1, 2019, which is located on the COMPASS Page on SARC Learning Central.

## RECOMMENDED PRACTICE FOR PROMO/COUPON CODE

There are three ways that your organization's employees can register or enroll for COMPASS programs:

1. You, as the Executive Director, can be responsible for **registering all employees** in online or in-person programs under COMPASS using your organization's promo/code.
2. You, as the Executive Director, may **appoint a Supervisor or Manager, who is in charge of staff training for your organization, to be responsible for registering all employees** in in-person and online programs.
  - a. The Supervisor or Manager will have all responsibilities that Executive Directors have on the COMPASS Training Portal, including the permissions (see above information which outlines the Executive Director's responsibilities and permissions on the COMPASS Training Portal).
  - b. Please email [sarclearningcentral@sarc.sk.ca](mailto:sarclearningcentral@sarc.sk.ca) if you would like to appoint someone other than yourself to administer the COMPASS Training Portal.
3. You provide the promo/coupon code to your organization's **employees so they can register themselves** for in-person and online training, using your organization's promo/coupon code.

**If you believe that your promo/coupon code has been compromised, or you wish to request a new code for any reason, you must notify SARC at [sarclearningcentral@sarc.sk.ca](mailto:sarclearningcentral@sarc.sk.ca).**

## TO ACCESS ONLINE PROGRAMS UNDER COMPASS:

To access or enroll in an online COMPASS program, click on the **Register-COMPASS** button on the Program Page from SARC Learning Central.

All of the online programs available under COMPASS are hosted on the **COMPASS Training Portal**.

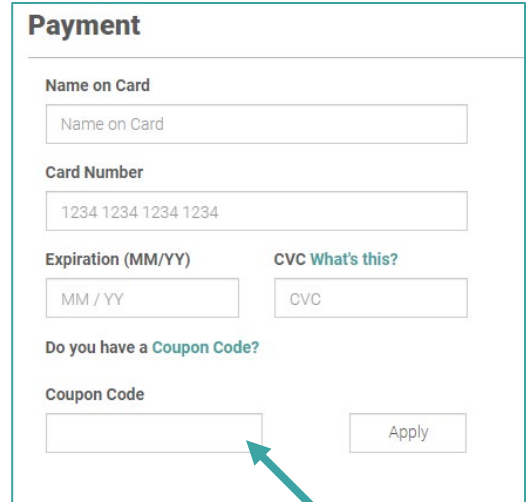
In order to enroll in the online programs, the employee will need to have a User Account on the **COMPASS Training Portal**, as well as have your organization's promo/coupon code.

The screenshot shows the SARC Learning Central website. At the top, there are social media icons for Facebook, Twitter, and YouTube, followed by the Learning Central logo. The navigation menu includes HOME, ABOUT, PROGRAMS, RESOURCES, SARC, and CONTACT. A search bar is located on the right. Below the navigation is a large blue banner with the word 'PROGRAMS' in white. Underneath the banner are two buttons: 'REGISTER' and 'REGISTER - COMPASS'. A green arrow points to the 'REGISTER - COMPASS' button. Below the buttons is a section for 'MED ASSIST' with a large graphic and a 'RELATED PROGRAMS' section listing various training programs with 'READ MORE' links and a 'MORE PROGRAMS' button.

Once the program has been added to the Cart, on the **Payment** screen, click on **Coupon Code**, and a drop down will appear for you to enter your organization's promo/coupon code.

## TO ACCESS IN-PERSON PROGRAMS UNDER COMPASS

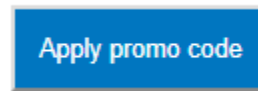
To register for in-person programs available under COMPASS, visit SARC Learning Central at [www.sarclearningcentral.ca](http://www.sarclearningcentral.ca). Employees are able to register for in-person sessions at no cost if they use your organization's promo/coupon code. From the Program Page, click on Register. You will be taken to the registration screen where, towards the bottom of the page, there is space to enter your organization's promo/coupon code.



The screenshot shows a 'Payment' form with the following fields: 'Name on Card' (text input), 'Card Number' (text input with placeholder '1234 1234 1234 1234'), 'Expiration (MM/YY)' (text input with placeholder 'MM / YY'), 'CVC What's this?' (text input with placeholder 'CVC'), 'Do you have a Coupon Code?' (checkbox), and 'Coupon Code' (text input). A blue arrow points to the 'Coupon Code' field. An 'Apply' button is located to the right of the 'Coupon Code' field.



A text input field with the placeholder text 'Enter promo code'.



A blue button with the text 'Apply promo code'.

## 7. ARE THERE ANY LIMITS TO HOW MANY ELIGIBLE EMPLOYEES/BOARD DIRECTORS I CAN TRAIN THROUGH THE COMPASS?

Each program has varying limits on the number of people that can take the program. They are as follows:

- **Med Assist** – unlimited employees.
- **PART and TLR** – limited employees. These programs follow the Train-the-Trainer model, so organizations will not need to send all of their staff, just those who will be designated as Trainers. The number of spaces per session are limited due to Saskatchewan Association for Safe Workplaces in Health licensing requirements, so registration will be based on a first come, first served basis.
- **Leap** – limited employees. With this funding, we are able to extend to three locations, but space is limited. Organizations are only able to register one employee through COMPASS per year, and registrations will be accepted on a first come, first served basis. Register quickly, as these spots will fill up!
- **ELEVATE** – unlimited Board Directors.
- **First Aid and CPR** – Organizations will be reimbursed for three (3) employees' registration fee, per fiscal year, upon successful completion of the course.
- **WHMIS 2015** – unlimited employees.
- **Food Safety Training** – unlimited employees.
- **Stride** – unlimited employees.
- **Positive Behaviour Support** – unlimited employees.
- **Person-Centered Training** – Organizations are able to register two employees through COMPASS per year, and registrations will be accepted on a first come, first served

basis. Register quickly, as these spots will fill up!

## 8. DO I CHOOSE THE EXTENT TO WHICH MY ORGANIZATION PARTICIPATES IN COMPASS?

Yes, the extent to which you participate in COMPASS is completely up to you. As the employer, it is up to you to determine what your employees' training needs are and how they will be met. SARC recognizes that CBOs are currently accessing training from a variety of sources (including internal trainers), but we hope that you will take advantage of COMPASS at no cost to you as part of your overall approach. Supporting the COMPASS Training Package helps demonstrate the need for an ongoing foundational training strategy for the sector.

## 9. WILL SARC CONTINUE TO OFFER OTHER TRAINING PROGRAMS AND SESSIONS OUTSIDE OF COMPASS?

Yes, SARC will continue to offer training outside of COMPASS, whether it be conferences, workshops, or online/other training programs, and our Members can still access these at the discounted Member rate. To see our current offerings, please visit SARC Learning Central at [www.sarclearningcentral.ca](http://www.sarclearningcentral.ca).

## 10. HOW DO I SIGN UP THE ORGANIZATION'S BOARD OF DIRECTORS FOR ELEVATE?

Please refer to the comprehensive Administering the ELEVATE Program Guide for information on how to set up ELEVATE at your organization. This can be found on the welcome page of the ELEVATE program, or on SARC Learning Central at <https://www.sarclearningcentral.ca/programs/ELEVATE>.

## 11. WHAT IS STRIDE?

Stride is the new name for Basic Skills Training. The curriculum has been updated and the program will be in a blended learning format with online and in-person components. For more information on Stride, visit SARC Learning Central at <https://www.sarclearningcentral.ca/programs/basic-skills-training>.

## 12. I DON'T HAVE MY USER ACCOUNT INFORMATION, PASSWORD, AND/OR PROMO CODE.

Please contact [sarclearningcentral@sarcan.sk.ca](mailto:sarclearningcentral@sarcan.sk.ca).

## 13. MY QUESTION ISN'T LISTED HERE. WHO CAN I CONTACT FOR MORE INFORMATION?



The **Executive Director's Guide to the COMPASS Training Portal** contains a wealth of information on how to invite and add Users, enrolling users into courses, how to make a bulk purchase, how to see a User's progress in a course, and what groups are and how they work. You can find this guide in the Resources section on the COMPASS Training Portal.

If you still have questions, we would be happy to help. Please contact us at:

- Mindy Bonderoff, Facilitator of Education & Training – [mbonderoff@sarc.ca](mailto:mbonderoff@sarc.ca)
- Megan Hardy, Education & Training Assistant – [mhardy@sarc.ca](mailto:mhardy@sarc.ca)

## PROGRAMS UNDER THE COMPASS TRAINING PACKAGE:

Med Assist  
*(online)*

ELEVATE  
*(online)*

Leap  
*(in-person)*

PART Train-the-Trainer  
*(in-person)*

TLR Train-the-Trainer  
*(in-person)*

First Aid & CPR  
(launch Summer 2019)  
*(in-person)*

WHMIS 2015  
(launch Fall 2019)  
*(online)*

Food Safety  
(launch Summer 2019)  
*(online)*

Stride & Stride  
Train-the-Trainer  
(launch Fall 2019)  
*(online)*

Positive Behaviour  
Support  
(launch Fall 2019)  
*(online)*

Person-Centred  
Training  
(launch Fall 2019)  
*(online)*