



Louisiana Housing
Corporation



POLICY MANUAL

Weatherization Training Center
11637 Industriplex Blvd.
Baton Rouge, LA 70809

<https://www.lhc.la.gov/weatherization-training-center>

Welcome to the Louisiana Housing Corporation (LHC) Weatherization Training Center. The Louisiana Housing Corporation is a public body corporate and politic, and an instrumentality of the State of Louisiana per the bylaws. LHC's Weatherization Training Center is a state of the art center that teaches residential energy and weatherization personnel how to provide the best service to clients. LHC believes in treating all employees, trainees, and visitors with the utmost respect, and expects all who play a role in the center to comply with the policies and procedures set forth in this manual.

The purpose of this manual is to establish policies for the administration of training and services and the execution of duties and responsibilities for employees of the LHC Training Center. The intent of such policies is to provide for the fair, equitable, and impartial administration of rules, regulation, and benefits for all employees and training center participants in accordance with Federal and State guidelines and statutes.

This Weatherization Training Center Policy Manual has been approved by the Executive Director and Board of Directors of LHC. The policies set forth in this manual are final and will be strictly enforced. Any deviations from these policies must be reviewed and approved by the Executive Director. The guidelines contained in this manual apply to all employees, trainers, and subcontractors of LHC.

The guidelines contained in this manual may be revised, amended or superseded as such needs arise. Suggested changes or additions may be submitted at any time to the Executive Director for presentation to the Executive Committee. It is the responsibility of the Executive Director and/or Operations/Human Resources Director to review the Weatherization Training Center Manual to ensure compliance with newly enacted laws and/or applicable State and Federal Regulations.

Table of Contents

General Policies	5
DOE, WAP, and LHC Missions and Goals	5
Vision and Goals.....	6
Enrollment, Cancellation, and Refund Policies.....	7
Non-Discrimination Policies and Procedures.....	8
Conflict of Interest.....	9
Dispute Resolution	10
Record Keeping and Confidentiality.....	10
Safety Instruction and Procedures	11
Curriculum.....	13
Course Materials.....	13
Learning Management System.....	13
Training Delivery	14
Online Course Access.....	15
Assessments	16
Course Feedback	17
Curriculum Management.....	18
Personnel.....	19
Training Center Staff.....	19
Linkage with Industry.....	20
Inventory Management.....	22
Supplementary Documents.....	24
Safety Procedure Summary	25
Trainee Expectations and Conduct Code Agreement.....	26
Trainee Dispute Resolution Flowchart.....	27

Online Content Use Guidelines.....28

Trainee Feedback Survey29

Trainer Feedback Survey / Notes30

Record Release Request Form.....31

Agency Safety Training Policy32

Personnel – Descriptions and Qualifications.....33

General Policies

DOE, WAP, and LHC Missions and Goals

The existence of the Louisiana Housing Corporation (LHC) Weatherization Training Center is the result of coordinated efforts between the DOE, WAP, and LHC. All training at the center is intended to contribute toward the missions and goals of each of these three agencies.

DOE Mission

The Department of Energy's overarching mission is to advance the national, economic, and energy security of the United States; to promote scientific and technological innovation in support of that mission; and to ensure the environmental cleanup of the national nuclear weapons complex.

WAP Mission

The Weatherization Assistance Program (WAP) was created in 1976 to assist low-income families who lacked resources to invest in energy efficiency. The mission of the program is to "reduce energy costs for low-income families, particularly for the elderly, people with disabilities, and children, by improving the energy efficiency of their homes while ensuring their health and safety."

LHC Mission

The mission of the Louisiana Housing Corporation is to ensure that every Louisiana resident is granted an opportunity to obtain safe, affordable, energy-efficient housing.

The LHC Weatherization Training Center

In service to its mission, in 2009 LHC began to design a Weatherization Training Center to help build Louisiana's highly skilled weatherization workforce and deliver quality weatherization to low-income households in Louisiana. The center is outfitted with a computer lab, classroom space, and a range of hands-on training setups. The plan for the training center includes researching and writing a customized training curriculum that will support trainers in their efforts to consistently prepare workers to handle the weatherization demands nationally, as well as of Louisiana's hot and humid southern climate and its variety of home construction types.

Vision and Goals

Vision

As a state-of-the-art, Building Principle Institute Certified Training Facility that has successfully trained hundreds of residential energy workers, LHC aspires to become one of the nation's most prestigious energy training centers. LHC strives to prepare highly qualified, widely respected, professional workers for the new energy retrofit market. The ultimate vision is to improve housing across Louisiana and the Southeast Region.

Goals

- Increase the number of trainings hosted by 150% by 2024.
- Earn IREC Accreditation for Energy Auditor Curriculum.
- Develop tutorial videos to assist with comprehension and community skill development to impact housing
- Create independent curriculum for Quality Control Inspector and Crew Leader by year end of 2025
- Expand training clientele to housing inspectors, contractors, and homeowners
-

Enrollment, Cancellation, and Refund Policies

Registration for courses can be done via telephone (225-754-1474) or through the [website](#). Students will not be allowed access to content, entry to the classroom, provided materials, or enrolled for any exams until payment is received in full.

A cancellation request for an in person class made in writing and received by LHC Training Center at least fourteen (14) days in advance of the first day of the Course shall entitle the Customer to either a full refund of the Course fee paid less the processing fee or a 100% credit of the amount paid to a future training course within six (6) months of the original Course start date. Customer should indicate preference for a refund or credit at the time of the cancellation request. If no preference is noted, Customer's account will be credited for future use.

Cancellation requests received less than fourteen (14) days but more than three (3) days in advance of the first day of an in-person class shall result in a 50% credit of the amount paid to a future course taken within six (6) months of the original course start date.

Any cancellation request received three (3) or less days prior to the start of an in-person class or a no-show shall result in the forfeiture of all amounts paid and Customer shall remain liable for any unpaid amounts.

Cancellations can be sent by US Mail or email to the following:

Pam Lewandowski
Louisiana Housing Corporation
11637 Industriplex Blvd
Baton Rouge, LA 70809

or

plewandowski@lhc.la.gov



LHC will issue a Confirmation of Cancellation email upon the timely receipt of a cancellation request. Customer is advised to retain a copy of the Confirmation email as proof that the cancellation was received and approved.

A substitute attendee, defined as a person from the same organization attending a course in place of a registered participant, will be allowed without penalty provided the substitute attends the same course at the same location and date as the originally registered participant and provided that LHC is notified in writing/email prior to the start of the program.

Cancellation of On-demand Online Class or Webinar

All sales of on-demand online classes or webinars are final. No refunds will be made for cancellations or no-shows and Customer shall remain liable for any unpaid amounts. Online course windows can be extended if the need is communicated to the training center.

Refunds

Refunds cannot be given when a participant does not pass a field exam; passing the field exam is the sole responsibility of the trainee. The appeal process for someone who feels they unjustly failed an exam is outlined in BPI's regulations and must be followed.

Non-Discrimination Policies and Procedures

LHC does not discriminate on the basis of race, religion, natural origin, gender, age, sexual orientation, disability, or veteran status in its practices, programs, or activities.

As a government agency, we adhere to the Americans with Disabilities Act (ADA) and will show no discrimination based on a person's disability. LHC will make reasonable accommodations for trainees with disabilities requiring such accommodations. A request prior to the training can be made via

email, writing, or telephone explaining which accommodations are required. Accommodations can only be made to the extent that the curriculum and content is not altered to an extent that the trainee is not receiving full instruction.

Physical and behavioral requirements for participation in classes are listed in the [Trainee Expectations and Conduct Code Agreement](#).

Conflict of Interest

Employees and contractors of LHC are prohibited from engaging in any activity, practice, or act which conflicts with, or appears to conflict with the interest of LHC or supervising or accrediting entities. LHC employees and contractors are prohibited from accepting gifts, money, and gratuities from (1) Any person or agency performing services under contract, or (2) Persons who are otherwise in a position to benefit from the actions of an employee. LHC works with many agencies and produces materials using sets of standards and criteria that often need to be reconciled to prevent conflicts of interest. LHC remains diligent in identifying and eradicating all sources of potential or perceived conflicts of interest. LHC policies require a high standard of conduct for LHC administrators, trainers, directors, and committee and council members to scrupulously avoid any conflict between their own personal, professional, or business interests and the interests of the association.

In the event of any direct or indirect conflict, the individual is required to disclose the actual or potential conflict and abstain from any discussion or voting on matters where the conflict exists. All associates including volunteers also are required to disclose all personal, professional, and business interests that could result in a conflict with the interests of LHC and its supervising or accrediting agencies.

Dispute Resolution

LHC is committed to the prompt and fair resolution of the concerns of trainees, faculty, employees, visitors, and associated individuals.

Individuals who have a dispute with services provided are encouraged to resolve the matter informally by bringing concerns directly to the Trainer or Training Center Coordinator.

Complaints that cannot be informally resolved may be submitted according to the [LHC Trainee Dispute Resolution Flowchart](#).

Remediation will be held at the lowest administrative level possible and the complaint kept as confidential as possible.

Disputes over exam outcomes will follow the Appeal Procedure outlined in the Building Performance Institute (BPI) Scheme Handbook.

Record Keeping and Confidentiality

LHC Staff shall adhere to all policies and procedures regarding trainee confidentiality and shall keep all information regarding any trainee private unless they have received written permission signed by the trainee to release records or trainee information.

Trainee login and records within the Learning Management System (LMS) will be maintained in the LMS for two weeks after the training ends. At the end of the six week period, information will be stored in a database in the LHC digital file system and maintained by the Training Center Coordinator. Requests may be made by the trainee to access record information as needed with the [Record Release Request Form](#) in the Supplemental Documents.

Trainee privacy is important to LHC. Access to trainee information and records will not be given to anyone other than the company/agency paying

for training, the training instructor, necessary administrators, and the contracting company used for exams and certification.

LHC reserves the right to disclose information that may be required by law and when we believe that disclosure is necessary to protect our rights and/or to comply with a court order or legal proceeding.

Safety Instruction and Procedures

Training Center Safety

The most important principle at the LHC training center is safety. Trainers and trainees are required to use and demonstrate proper and safe work practices, including the safe and correct use of tools, equipment, personal protective equipment, and all of the hands-on training setups. Trainees will review basic conduct and safety procedures as outlined in this section.

Code of Conduct

Trainees will be given a [Trainee Expectations and Conduct Code Agreement](#), included in each set of course materials, to acknowledge and agree to follow the guidelines for safe conduct expectations in the training facility:

Success in the course and on the exam are dependent upon trainee –
resources are provided to support that success

We will start course sessions on time; tardiness will result in missed content

Be willing to share and engage in training

No smoking within 25 feet of the building entrances and access ramps

No use of abusive language, drugs, or alcohol

Minimize use of electronic communication while training is in session

Equipment is off limits unless instructed otherwise

No outside guests allowed on campus

No food or drinks inside the test cabins

Provided materials are not to be sold to anyone after use and online content
login information is not to be shared

Safety Instruction

The Training Center Coordinator will be responsible for checking for safety hazards prior to all trainings. Staff and trainees will review safety procedures at the beginning of each training and work in a safe manner throughout the duration of the training and exams.

A separate safety manual for the agency outlines, in detail, policy for maintaining safe settings, educating employees, responsibility for safety, and procedures in the event of an accident or injury.

Evacuation and safety procedures will be outlined for trainees (visitors) in compliance with that policy. A [Safety Procedure Summary](#) to be used for review is found in the appendix.

Safety Training for Staff

Per state requirements, all staff must attend quarterly safety trainings and any additional annual safety training requirements must be met (for example: blood-borne pathogen training, sexual harassment training, cyber-security training, emergency response training, and active shooter training). All participants' attendance will be recorded and attendance records and training agendas are held for 5 years, as per state guidelines.

Any safety certifications earned by employees will also be kept on file with safety training records for a 5 year minimum.

A more detailed record of this policy is attached in the supplemental documents.

Curriculum
Course Materials

LHC will provide public access to accurate course information including:

- Description of topics to be covered in training and physical requirements for the course
- Job skills covered as well as a list of jobs to which training pertains
- Reference to the relevant Job Task Analysis where one is necessary
- Information regarding prerequisites for training sessions
- Registration process information as well as a complete fee amount
- Assessment requirements for training session
- Course agenda is available upon email request for those in need of one for registration

Upon registering for courses, trainees will have access to a course syllabus and trainee materials (online materials as well as a printed trainee packet upon arrival at the training center).

Learning Management System

Trainees will register and pay required fees through Hubspot registration software. Upon course registration, trainees will be put into the purchased course by the Training Center Coordinator.

LHC will be using Nearpod as the Learning Management System for trainings and will allow trainees to access course materials through this system. Trainees will be given a visual presentation and course content, supplemental resources and web links, review and assessment materials, and course evaluations through Nearpod. In person training will provide a paper copy of content and assessments.

Trainee accounts in the LMS will be active for two weeks after the course so that trainees can access grades and materials for review as needed. This

window can be extended if someone needs to retest and a request is made in writing or through email.

Training Delivery

The Training Center Coordinator is responsible for ensuring that equipment is operational and the facility is conducive to learning in a safe and professional manner.

Trainer Responsibility

Trainers will ensure that trainees meet prerequisite requirements prior to the start of any course and will engage trainees in the course content and materials. Trainers will build a professional rapport with trainees to promote trainee comfort asking questions and build more in-depth understanding of content. It is also expected that trainers will be available before and after training sessions to offer additional support as needed.

Classroom Instruction

The training center is equipped with adequate seating and table space to insure that trainees can participate comfortably with materials as needed. The center also provides Wi-Fi high speed internet, audio-visual equipment for presentation, a Smart Board, and a white board.

Lab Instruction

Test cabins, equipment-specific labs, and learning props are designed to provide trainees with real-world application of knowledge and skills. Trainees will be taught how to use equipment and then allowed to practice skill sets in the labs as instructed.

Instructional Methods

Trainers will incorporate a variety of methods to best insure content is digestible and retention is high. Methods may include, but are not limited to:

Direct Teaching

Guided Notes

Discussion / Online Discussion Board

Small Group Instruction

Demonstration

Video Clips and Slideshows

Case Studies

Online Review Practice

Cooperative Learning

Online Course Access

Trainees enrolled in online or blended courses will be sent an email including a course syllabus, trainee expectations, directions on navigation of the online learning system (Nearpod), contact information for questions and support, technical requirements to use the site, and login information. Trainees will be given course access for a specified amount of time. That time can be extended dependent on the trainee meeting trainee expectations while using the content. [Online Content Use Guidelines](#) are outlined in the Supplemental Documents section.

Trainees will have access to live instructors upon request or during listed "office hours" in a zoom meeting. Interactive lessons allow for trainees to comment on discussion boards and in polls that are visible to others enrolled in the same cohort. Misuse of content will lead to revoked access to online content. The trainee may attend the in-person course at no additional charge if access is revoked prior to 25% completion of the course.

Assessments

Methods of Assessment

Both formative and summative assessments will be incorporated into all courses. Formative assessments will be used to gauge trainee progress throughout the course to better assist trainees with comprehension. Summative assessments will be used to inform the trainee of his or her preparedness for the certification exam and success with the content. These assessments will be administered through the Learning Management System (LMS) so that scoring can be done objectively through the LMS and the training center can collect assessment data to review curriculum success. Summative assessments must be approved as a part of the curriculum prior to implementation. Skill assessments will be conducted and evaluated using rubrics that are available to trainees through the LMS. All assessments will be aligned with relevant Job Task Analyses.

Passing grades of 80% on online assessments are required prior to scheduling in person exams for certification.

Attendance will be documented daily and is required in order to receive a certification of completion. Failure to attend on the day of testing without prior notification will result in forfeiture of testing fees. The trainee will then need to reschedule their exam along with paying the exam fee.

BPI Certification Exams will be administered and scored in compliance with BPI Test Center requirements.

Assessment Record Keeping

Formative assessment scores are not to be recorded or kept outside of use for informed instruction during the course of the training. If data from these assessments would be helpful for long term adjustment, the statistical information can be housed in a spreadsheet without identifying information.

Summative assessment scores and information will be exported from the LMS and housed in training records organized by training course and date. These scores may be used to inform curriculum management.

Skills assessment scores should be scanned into the LMS for trainees to have access to their progress. These scores may also be exported into training records for curriculum management.

Course Feedback

Feedback from stakeholders and trainees is a valuable tool for developing exceptional curriculum and training experiences. Feedback will be collected at the close of each training with the intent of identifying areas that need improvement including required prerequisites for training courses, curriculum content, instruction methods, assessments, materials, and any other areas demonstrating deficiencies.

Sources of Feedback

Trainees will be given a [Trainee Feedback Survey](#) at the close of the training. The trainer is responsible for having trainees complete this form.

Trainers will document observations, concerns, needs, and suggestions for future trainings within a week of the end of the course in a [Trainer Feedback Survey](#).

Assessment scores and passing rate for BPI Certification Exams may be anonymously documented and used as a tool of measurement to determine needs for curriculum changes.

Course Evaluation

The Training Center Coordinator, Compliance Director, and relevant stakeholders will meet as the Curriculum Review Committee to review course curriculum annually. Needs for curriculum revision will be clearly outlined and a plan of action will be determined and documented in these annual reviews.

The Training Center Coordinator will be responsible for following through with the plan of action and presenting recommended revisions or changes to curriculum to the Curriculum Review Committee for approval or further revision.

Curriculum Management

Design

Course materials and lessons are designed using the content from:

- NREL, JTA, and KSA's
- Collective Field Experience
- Research/Collaboration

Lessons and Quizzes are designed to build retention and comprehension. Delivery methods are based on current andragogy techniques and trends.

Implement

Course is taught with approved course materials.

Labs are conducted using LHC Training Center resources.

Formative and Summative assessments should alert instructor to student progress towards outcomes.

Exams are proctored using BPI Certified Proctors for both written and field exams.

Evaluate

Course feedback forms are returned upon course completion. Checkpoints include:

- Examinee preparedness
- Rapport with instructor
- Comfort with asking questions
- Quality of instructional materials and methods

Passing rate of examinees is requested from BPI for documentation purposes only (no individual scores or pass/fail information is documented).

Examinee preparedness feedback and course quiz scores will be used to evaluate the prerequisites to ensure that these are sufficient for course participation.

Analysis

Course feedback drives analysis on improvements to prerequisites, instruction methods, materials, and content.

Passing rate of examinees is considered in conjunction with participation records and feedback to determine which areas need to be focused on for improvement.

Research is done in the areas that need improvement and the design will be altered accordingly and reviewed for formal approval.

No changes to content will be made without formal approval from the Curriculum Review Committee. These will be done in compliance with the IREC Standards and expectations.

Personnel
Training Center Staff

Qualifications

Trainers should possess certifications for courses they are overseeing and should demonstrate mastery of concepts and skills required within the course and to pass the BPI Certification Exam. The required skills and competencies for these positions are reviewed annually as part of the state Weatherization Assistant Plan and annual job evaluations.

Other facility staff will be hired through the Louisiana State Government application and hiring process as this is a State Agency. All training facility staff and trainers are expected to proceed with professionalism and respect for employees and trainees alike. Descriptions and qualifications can be found in detail on page 33.

Job Descriptions

The Training Center Coordinator will be responsible for vetting trainers and contracting courses offered as needed to provide training that meets the needs of the community. Trainers will be approved and formally evaluated by the Compliance Director. The Training Center Coordinator is also responsible for ensuring that equipment specific to courses is prepared and available, audio-visual equipment is operational, and reasonable needs of trainers and trainees are met. The Training Center Coordinator is evaluated quarterly by the Compliance Director.

Trainers will be responsible for monitoring trainee progress and materials. Formative assessments and skill assessments are graded by the trainer in a timely manner so as to use these assessments to adjust instruction as needed. Trainers are evaluated per course based on responsibilities met, content delivered according to their agenda and curriculum materials, and professionalism.

Staff will adhere to the chain of command shown on the following page.



Professional Development

Training staff will be provided with professional development opportunities upon request or in instances where additional training is deemed necessary by the Compliance Director or Curriculum Review Committee. Ethics and safety trainings are completed annually and certifications are maintained by LHC's Human Resources Department.

In addition to professional development, staff will be encouraged to attend conferences, LHC agency events, Weatherization Assistance Program Trainers Consortium meetings, and be involved in other organizations or meetings relevant to the field. Training staff will also be utilized to put skills into practice to assist with agency workload for energy audits, quality control inspections, and housing quality inspections. Required skills, job responsibilities, and necessary knowledge will be reassessed during annual evaluations.

Contract Trainers

In the event that LHC staff is not prepared to offer required training to registrants, an outside contractor shall be hired to oversee the training. Contracted trainers will provide a resume, signed Policy Receipt and Adherence form, declaration of insurance coverage, and a signed contract agreement. If curriculum is not owned by LHC, the contracted trainer will need to provide evidence of accreditation of the curriculum being used along with an agenda, syllabus, and copies of materials. These documents will be updated annually and kept on file in the LHC file management system by the Training Center Coordinator.

Linkage with Industry

Industry Connections

LHC will actively maintain relationships and connection with industry professionals through participation in National Conferences, Agency Partnerships, and Professional Organizations.

We have built strong partnerships with state agencies and leadership, and organizations including:

- Louisiana State University Agriculture Center and LaHouse Resource Center
- Mark Joiner, State Uniform Construction Code Council Administrator
- Louisiana Home Builders Association
- Smart Home America
- Louisiana Licensing Board for Contractors
- Insurance Institute for Business and Home Safety (IBHS)

In addition to agency partnerships, LHC has collaborated with nationally recognized and accredited training centers and training professionals through the Weatherization Assistance Program Trainers' Consortium. Specific centers that have offered support and collaboration are Community Housing Partners in Virginia, Building Performance Center in Washington, and Oklahoma Weatherization Training Center.

Career Pathways

The LHC Training Center website will house a document illustrating career pathways next to the course and certification progression. Visitors to the site will be able to identify a path through the certification courses from introductory courses to advanced courses. They will also be able to view which jobs and industries correlate with each course and certification.

Career Opportunities

When trainees complete the Trainee Feedback Survey at the close of each training session, they will also be given the opportunity to opt into communications about job opportunities and tracking. They will be allowed to unsubscribe at any time they choose.

Inventory Management

Inventory Policy

Equipment purchased for the use of the Training Center and housed in the Training Center Warehouse will be listed on the inventory tracking document.

Equipment that has a minimum value of \$200 and a life expectancy of more than two years will be inventoried on an annual basis in a master inventory check.

Equipment is tracked with the following identifying information:

- Equipment Title and Description
- LHC Tag Number
- Serial Number
- Funding Source
- Cost
- Date of Acquisition
- Location in Training Center
- Condition
- Status (In use / Awaiting Calibration / Out for Service / Inoperable)

LHC Tag Numbers will be clearly labeled on each piece of equipment and its corresponding case.

Maintenance of Equipment

Prior to a course being held in the center, equipment that is needed will be checked for valid operations and charged batteries. This will ensure that the course can take place without any obstacles. Equipment will be inventoried on a course-specific tracking sheet and reviewed by the training instructor for accuracy. At the close of the course, equipment will be checked again and if there is a concern then it will be taken care of immediately. The status

of the equipment will be marked on the inventory tracking sheet and it will be sent for service or someone will be called in to repair it as needed.

At the close of each course, storage cages and external equipment that was in use should also be inventoried to confirm that batteries are removed as needed and equipment is clean and ready to be stored. Cage inventory lists are attached to each storage cage and inventory sheets specific to the course being taught are created to make inventory easy and efficient for the Training Center Coordinator. All equipment should be accounted for, batteries removed, and equipment stored in proper locations per the inventory sheet. The Trainer and Coordinator will sign inventory tracking sheets confirming that all equipment is accounted for. Last date of use for these pieces of equipment should be updated on the master inventory tracking sheet.

In the event that equipment is not used throughout the course of the year, when the annual inventory check is completed, the operability of that equipment will also be checked.

Supplementary Documents



Safety Procedure Summary

General Safety Directions

- Labs are not to be entered or in use unless directed to do so.
- No food or drink are allowed in labs or during lab practice.
- Trainees will follow the directions from the trainer for safety and conduct will be professional and focused during all lab practice.
- Smoking is prohibited within 15 feet of the building and all butts should be sufficiently extinguished.
- Equipment should be used under supervision of trainers and as directed.
- All incidents of accident or injury will be immediately reported to the trainer.

First aid kit is available near the eyewash station behind the pressure house.

Exits are located 1) at the rear side of the training center near the coke machine, 2) at the rear of the storage warehouse behind the combustion lab, and 3) at the side of the storage warehouse.

If you have further questions or concerns, please see the agency safety manual, which was linked to you after registration.

Trainee Expectations and Conduct Code Agreement

As a participant in a Training Course provided by the Louisiana Housing Corporation, I am a willing participant in the course and understand that the course is meant to prepare me to pass the written and field exam required for a certification and/or provide me with new skills and knowledge.

By signing this agreement I am agreeing that:

I will follow the directions of the instructors and facility staff.

I will provide relevant or necessary information to the facility staff in regards to safety and medical concerns.

I am physically capable of performing required elements of the training and certification exam.

I have reviewed and meet the prerequisite requirements needed to attend the course in which I am participating.

Success in the course and on the exam are dependent upon trainee – resources are provided to support that success.

We will start course sessions on time; tardiness will result in missed content.

I will be willing to share and engage in training.

There is no smoking within 25 feet of the building entrances and access ramps.

There is no use of abusive language, drugs, or alcohol.

I will minimize use of electronic communication while training is in session.

Equipment is off limits unless instructed otherwise.

There are no outside guests allowed on campus.

There is no food or drink inside the test cabins.

I have reviewed and will comply with facility and safety regulations and requirements.

Signature of Participant

Date

Printed Name of Participant



Trainee Dispute Resolution Flowchart

Chain of Command



Step One:

File grievance in writing to the most immediate member of the chain of command possible, within 14 days of incident.

Appropriate employee will schedule meeting with grievant on earliest date and time that is convenient to both people.

Investigation will follow the meeting along with a decision from the appropriate supervisor. A written decision will be presented to the grievant.

Step Two:

If the grievant is not satisfied with the written decision or the decision is not rendered within the prescribed time limit, the grievant may present their grievance to the next person in the chain of command.

Investigation will follow along with a written statement of findings and recommendations.

This cycle can continue up to the Executive Director if the grievant is not satisfied with actions taken and recommended.

Step Three:

The Executive Director may conduct a hearing or investigate as necessary and issue a written decision. The decision of the Executive Director is final.

Online Content Use Guidelines

Once payment has been received for online training, the trainee will receive login directions and information for Nearpod. This Information is not to be shared with others. If someone gains access to your login information without your permission, please email plewandowski@lhc.la.gov as soon as possible. Specifications necessary to operate Nearpod lessons can be found here: [Technical Requirements](#). Office hours with a live instructor are also available via Zoom. Zoom's technical requirements can be found [here](#).

Access to online course materials will be granted for varying time periods dependent on the course. This time frame will be specified in the enrollment email with login directions and information. If at any time you require more time with the content, please email plewandowski@lhc.la.gov to request an extension by outlining a justification and requested time frame.

In the event that you are having difficulties accessing content or have any questions about the interface, please email plewandowski@lhc.la.gov or call 225-754-1474 between 7:30am and 4:00pm CST. Responses to technical support requests will be given within a 24 hour window and an expected time frame for resolution of any concerns will be given.

Nearpod is a host for content presentation, assessment materials, and review materials. LHC maintains a license with the host so that no ads or distractions will be presented during course enrollment. Discussion boards and polls will show other users' answers, but names will not be shown so that responses are anonymous to other students (not administrators). Any open-ended assessment questions require evaluation by an administrator. Active trainees can expect these to be evaluated within 24 hours of completion with some exceptions during scheduled in person training. Please email plewandowski@lhc.la.gov if there is a delay.

We reserve the right to cancel access to online content at any time if we become aware of a breach of the terms and conditions set forth in this manual.

Trainee Feedback Survey

Course Title: _____ Date: _____

Trainer: _____ Email Address: _____

We appreciate you taking time to offer feedback to help us improve training at LHC. Please respond honestly to the following questions and provide any information you think might help us better serve you and others in the future.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5=Strongly Agree

Training materials were easy to use and understand:	1	2	3	4	5
The course objectives were clearly communicated:	1	2	3	4	5
The Trainer was knowledgeable about the materials:	1	2	3	4	5
The Trainer was well prepared and organized:	1	2	3	4	5
Adequate time was taken to review and ask questions:	1	2	3	4	5
I was well prepared for the written exam:	1	2	3	4	5
I was well prepared for the field exam:	1	2	3	4	5

What did you enjoy about the training? _____

How can we improve the training? _____

Do you have any other comments or feedback that you'd like to share? _____

How will this course help you in your work or delivery of services? _____

Would you like to receive emails about job opportunities and tracking? ☐ Yes ☐ No

Trainer Feedback Survey / Notes

This document will serve as feedback on curriculum and trainee performance In the event that requests are made to change curriculum or review training performance.

What went well during this training?_____

What could have gone better during this training?_____

What was the exam passing rate for this training (list field and written if both are required)?_____

Were there any problems with technology or equipment during the training? Please give details if so._____

Was there an area of curriculum that seemed to be problematic and requires review? If so, which area?_____

How was overall attendance and engagement?_____

Any other comments or notes about the training:_____

Record Release Request Form

I understand that my records are protected by Louisiana State Laws and Federal Privacy and Confidentiality Rules. I have read and understand this consent agreement. I have had the opportunity to ask questions about the use and disclosure of my information. I understand that I may revoke this consent in writing at any time except to the extent that action has been taken in reliance on it.

I, _____, authorize the release of Information from my records (including registration Information and known exam results) to the Louisiana Housing Corporation Training Center, Building Performance Institute, and the Company or Agency listed below:

Company / Agency: _____

Address: _____

Phone: _____

Email Address: _____

Person of Contact: _____

Signature: _____ Date: _____

Agency Safety Training Policy

The policy of the Louisiana Housing Corporation, as a Class B agency, states that all employees will attend quarterly safety training and records, including any earned safety certifications, shall be collected and maintained for 5 years. Information kept on file for each training will include: topics discussed, employees receiving information, instructor's name(s), teaching aids used, date of training, total number of employees on staff at the time, total number of employees in attendance at the training, original signatures of employees on attendance sheets or employee's initials next to typed names on attendance sheets or verification of "received and read" attendance for online training by email, and employee suggestions for follow up as collected. Makeup meetings are provided and documented for any absent employees and will occur in the same month or quarter as available.

Topics for safety training will be relevant to all employees in attendance, demonstrate management's concern for safety, be educational, and cover specific safety and health topics for at least 75% of the meetings. The other 25% of the meetings may be focused on policy review to ensure that all employees are up to date on agency safety policies and procedures.

In the event that an employee must perform new tasks or operate new equipment, safety related training will be provided by a supervisor on the job or by a training specialist and training will include instruction on correct work procedures, use of safety equipment, and availability of assistance. In addition to quarterly meetings, mandatory annual trainings in violence in the workplace, sexual harassment, ethics, and other health and safety topics are administered through LEO and records of attendance and topics are maintained.

Building safety is also important and building inspections are conducted quarterly by a safety committee. These inspections review general housekeeping safety rules, identify and correct hazards, and review the operational general safety plan. These inspections generate a written report that is kept for review and is on file for 5 years. These help to maintain a safe work environment, control unsafe actions of people, and maintain operational efficiency within the agency.

These policies are required by the state Office of Risk Management and are followed and records are audited and reviewed by both internal auditors and state auditors to confirm that the agency is operating within these regulations.

Personnel – Descriptions and Qualifications

Training Center job descriptions and reporting relationships listed below; all descriptions are reviewed and updated annually to reflect industry changes, demands, and changes in responsibility.

Program Director:	Oversees Program Administrator, reports to Executive Director of agency; reviews changes to policy or program strategy and operation.
Training Center Coordinator:	Management and oversight of policy, program strategy and evaluation, liaison to industry, oversees operation and trainers. Responsible for RFP process and coordination of training for WAP. Responsible for ensuring the curriculum development aligns with the Department of Energy and the Building Performance Institute Certifications: Quality Control Inspector, Building Analyst, and Energy Auditor. As the coordinator, this individual will assure continued coordination of LHC policies is provided to the subgrantees as necessary. Conducts occasional on-site monitoring to ensure implementation of training. Possesses certifications that are taught in the training center and remains up to date on policy and content changes in the field of Weatherization. Reports to Program Director.
Trainer:	This individual is responsible for conducting training in the training center, virtually, or in the field as needed. The trainer should have relevant certifications and training from the coordinator in order to deliver content in line with policy. Reports to Training Center Coordinator.