



Advanced Training FAQs

Benefits of Advanced Training

You and your client will benefit from your additional caregiving knowledge. The “soft skills” are designed to help you interact effectively and positively, with caregiving goals in mind. There are also some skills that can help more directly, such as medication management and working with treatment and care plans.

Why is there a raise after the training is completed?

Caregivers who complete the Advanced Home Care Aide Specialist Program are building on their Basic Training skills. When Advanced Training is completed, graduates would have spent 105 hours to 145 hours in training.

This is a significant investment in training. Advanced Home Care Aide Specialists are also working with clients who require a more complex level of care, and therefore require more caregiving skills. These increases in skills and knowledge are reflected in the pay differential bargained for in the Collective Bargaining Agreement (CBA) for Individual Providers (IPs).

If you are an Agency Provider (AP), you will need to look at your CBA to determine if you are eligible for a pay differential.

Please contact your employer if you have any questions about pay differentials.

What does my client get out of this training?

Your client will benefit from your additional caregiving knowledge. The “soft skills” are designed to help you interact effectively and positively, with caregiving goals in mind. There are also some skills that can help more directly, such as medication management and working with treatment and care plans.

I'm a parent provider, why would I want to take this training?

The knowledge and familiarity you have with your family member is important and irreplaceable. This training includes skills that may still benefit your caregiving and add to your knowledge, including Problem-solving, De-escalation, Treatment and Care Plans, Medication Management, Health Literacy and Client Engagement, and Organizing Care Activities. Also, you may be eligible for a pay increase upon successful completion of this training.

Behavioral Health Training Curriculum

This course will take you approximately 70 hours to complete. It is grouped into 8 modules with the following class formats:

- **In-person (48 hours):** Classes take place in the classroom and are led by an instructor.
- **Online (22 hours):** Lessons are accessed through the internet and are self-paced. Modules 2 through 8 will have assignments that need to be completed before the in-person class.

Module 1: Learn the differences between a Medical Model and a Person-Centered approach, as well as create a client profile that addresses what's important to, and for, your client.

Module 2: Learn best practices in trauma-informed care, model effective communication strategies in caregiving, use appropriate listening techniques when communicating with a client, and collaborate with the client to complete person-centered tools.

Module 3: Learn how to use motivational interviewing techniques to support positive behavioral change, explain the essential elements of successful problem-solving, and apply an appropriate problem-solving method.

Module 4: By the end of this module, you will be able to model how to create SMART goals with a client, collaborate with a client to create a medication list, store medication safely, and establish a medication reminder system.

Module 5: Learn about the importance of practicing self-care and on how to create a self-care plan to implement practical self-care strategies for personal and professional well-being.

Module 6: Learn how to explain behavior as a form of communication, use positive support practices for daily living, describe strategies for transitioning between activities, and identify self-soothing techniques.

Module 7: Learn how to model best practices and use the empathetic listening model to de-escalate a situation in the in-person class.

Module 8: Learn how to support resistant clients, collaborate to reduce exit-seeking behavior, respond to signs of self-harm or suicide and describe special concerns when caring for children.

Assessments

During the course there are **Knowledge-Based Assessments** and **Performance-Based Assessments**. You must complete the video recorded assessments to complete the course. Some assessments will be completed during class and other assessments will be completed on your own time outside of class.

What does a performance-based assessment consist of?

Using a device, you will record yourself demonstrating skills you learn during training. Your videos will be sent to a proctor who will review the recordings and provide feedback.

Am I graded on my assessments?

There is no passing score for Knowledge-Based Preassessments. Postassessments and Performance-Based Assessments have a passing score of 80% or above. You may retake assessments as needed.

Eligibility

Who determines eligibility?

You and your client need to meet eligibility requirements to take Advanced Training.

Your employer determines your eligibility. Please contact them to confirm if you are eligible for Advanced Training. They can also answer questions about pay during the training and pay differentials after the training is successfully completed.

SEIU 775 Benefits Group does not determine your pay or eligibility and cannot answer any questions about either.

What if I'm no longer working with the client who made me eligible?

If you are currently in training, you may be able to continue. If you are no longer working and do not have an active employer, you will not be paid to complete your training. Only active employers participating in Advanced Training can pay for the training.

What if I'm no longer working with the employer who made me eligible?

Please contact your new employer if your employment status changed. They determine eligibility and can answer questions about pay.

Class Schedule and Attendance

Attendance on the first day of class is mandatory. You will receive loaned devices, technology training and course materials in the first in-person class. If you miss your first day of class, you will be unenrolled from the course.

It is encouraged that you only enroll in class series where you can take the classes in order. However, you can reschedule any other missed class.

What if I miss the first day of class?

Attendance on day 1 is mandatory. If you miss your first day of class, you will be unenrolled.

I want to take the class but I know I will have to miss a day. Can I still enroll?

Only the first in-person class has mandatory attendance. You can reschedule any other missed class. However, it is encouraged that you only enroll in a class series where you can take the classes in order.

Can I still take the training if I miss the first in-person class?

No. You will receive loaned devices, technology training and course materials in the first in-person class. You will need to unenroll and enroll in a new class series if you miss the first class.

Where do I find my class schedule?

After you enroll, you can log in to the [Caregiver Learning Center](#) to find your class schedule.

If you would like to print your schedule you can go to My Schedule page within the Caregiver Learning Center. Please remember, class schedules can change and the printed material is only as good as the date it was printed.

How will I be notified if there is a schedule change?

You will receive a notification either by phone or email that there has been a change in your schedule.

If you are an Agency Provider (AP), please notify your employer of schedule changes.

How do I reschedule a class other than day one?

If you are an Individual Provider (IP), you can reschedule within the Caregiver Learning Center by using the "Change Session" icon found at the top of the Session Details page. Or you can contact the Member Resource Center (MRC) at 1-866-371-3200.

If you are an AP, please contact your employer to assist you with rescheduling.

How do I cancel/unenroll from my class?

If you are an IP, you can contact the MRC at 1-866-371-3200. If you are an AP, please contact your employer.

Will my employer be notified of my training schedule?

No, if you are an AP you must notify your employer.

Why do I need to take my classes in order?

It is strongly encouraged to take the classes in order. Each class builds on prior knowledge taught in the previous class. This will give you the best course experience and prepare for upcoming classes in your schedule.

If you need to change a session, you can switch any session except for the first in-person class. Attendance is mandatory for your first class.

Where are in-person classes located?

Classes are scheduled all over Washington state.

After you enroll in training, you can find the exact location in the Caregiver Learning Center.

Class Materials and Device Support

You will receive your training materials during the first in-person class. On the first day of class, you can check out a device to use for the course. You will return the device on your last in-person class day.

Download this technology guide in the Caregiver Learning Center to learn how to use the SEIU 775 Benefits Group loaned iPad during Advanced Training.

What do I need to bring to the first day of class?

It is recommended that you:

- Bring a pen/pencil, your driver's license for attendance, and a bag to carry the items you will receive during class.
- Have your Caregiver Learning Center login username and password. Your instructor will not be able to assist you with logging into your account.
 - If assistance is needed, please contact the MRC at 1-866-371-3200 prior to coming to class.
- Arrive a few minutes before the start of your class time.
 - If you arrive more than 15 minutes late, you will not be able to enter the classroom.

Do I need to have a Caregiver Learning Center login ?

Yes. After you enroll, you will need to log in to the Caregiver Learning Center to see class information like date, time and location. You will also access and complete your online lessons here.

To get your username:

- IPs can contact the MRC at 1-866-371-3200.
- AP should contact your employer.

Who do I contact for classroom device support?

You can email devicehelp@myseiubenefits.org and they will get back to you as quickly as possible.

If you have questions about device settings or instructions that cannot be answered in the Technology Guide, please contact the MRC at 1-866-371-3200 Monday through Friday from 8 a.m. to 4:30 p.m.

What should I know if I choose to use my own device for class?

You will be loaned a device from SEIU 775 Benefits Group to complete this class but, you can choose to use your own device. If you are using your own device, it must be a device where you can have regular and reliable access to:

- Connect to the internet.
- Complete online lessons.
- Download resources.
- Check your email.
- Complete assessments using a microphone and webcam.
Please make sure to bring your own earbuds/headphones.

Technical support is only available to you if you are using the device issued by SEIU 775 Benefits Group.

Can I access training on my phone?

While you can access online lessons from some smartphones, it is not the recommended learning experience for this course. (Apple mobile devices can only access online lessons if the GoLearn app is downloaded.)

I misplaced my materials, what can I do?

If you misplaced the materials you received during the first day of class, contact the MRC at 1-866-371-3200 or email MRC@myseiubenefits.org.

Class Completion

When you finish the training and pass the class, you will become a certified Advanced Home Care Aide Specialist and can use this title professionally.

Where can I access my transcripts?

If you are an IP, email transcripts@myseiubenefits.org.
If you are an AP, contact your employer to request an official transcript.

How do I return my device if I am no longer attending training?

Your device should be returned on the last day of class.

Can I still access the materials online after the class?

Materials will still be accessible within the Caregiver Learning Center after the class has ended.

Can I complete online lessons after the last in-person class?

To receive credit for the course, you must complete all online lessons. If you have not completed your online lessons by the last day of training, you can use your own device to complete the lessons. Log in to the [Caregiver Learning Center](#) to complete remaining online lessons as soon as possible.

How should I claim my hours?

You should work with your employer to ensure your training hours and client hours do not exceed your work week limit.