



WALA 83.15 Administrator Course Participant Frequently Asked Questions (FAQ)

1. I need this course to meet my 83.15 administrator course requirements, what should I do?

REGISTER ASAP! WALA has limited enrollment for each course offered; therefore, you need to register immediately to ensure a spot.

2. How much does this course cost?

Current WALA Members: \$2,000 (must be current member)

Non-WALA Members: \$2,400

3. I registered for the course, am I guaranteed a place in the course?

WALA strives to offer an optimum learning environment for all participants. In order to maintain that philosophy, there is a maximum capacity of 45 people per course offering. This is based on a first-come, first-served basis.

Those that are registered and have **paid for the course in full** will receive an email confirmation within three business days. Participants who register after the maximum capacity is met will be offered the next available WALA 83.15 training course or will be put on a waiting list.

Participants who have not paid for the course in full will not be granted a seat in the course nor on a waiting list to attend.

Participants who arrive at the course without registering in advance will **not** be permitted to attend.

4. Do I have to pay for the entire course up front?

Yes. Only those participants who have paid for the course in full will be acknowledged as registered or on a waiting list.

5. What does my course fee include?

The registration fee includes six course manuals and materials, three Learning Assessments, a Certificate of Completion, and notification of course completion to BAL.

6. I attended the Introductory AFH & CBRF Administrators Course training. How will I receive my voucher?

Vouchers for the Introductory course were issued via US mail on Friday, 11/24/10 for those eligible. This voucher is good for \$50.00 off your 83.15 registration only and can be redeemed via internet, fax, mail or telephone registration.

If you attended the AFH & CBRF Introductory Administrators course at any time from 2008-2010 and did not receive your voucher, please contact the WALA office.

7. I am attending/already completed the Fox Valley Administrators Course; do I need to attend this course in its entirety?

Yes. WALA's 83.15 Administrators course was developed to meet the BAL 83.15 core criteria requirements released in October 2009 and must be attended in its entirety.

8. Can I split up my registrations between two courses?

No. WALA's standard for registration is that the participant registers with the intent of completing a course within the consecutive nine-day course offering.

9. How much of the course do I have to attend in order to be considered successfully completed?

WALA requires 100% attendance to meet the requirements of the 60 hours of face-to-face training set by the Bureau of Assisted Living (BAL). Participants absent from any portion of the course will not be considered to have successfully completed the course.

Participants will be required to sign in and sign out at each day of the course.

10. If I miss a portion of the course, is it possible to make up the missed material?

WALA recognizes that scheduling conflicts are often unavoidable. We ask our participants to recognize that to stay in compliance with the state requirements as well as offer a high quality course we must set high standards for course participation. This means that participants who miss a portion of the course for any reason will not be considered to have successfully completed the training course. WALA will work with the participant to reschedule to the next available session that covers the course content missed.

A rescheduling fee of \$50.00 will apply each time a participant must reschedule to the next course date. The rescheduling fee must be received by the WALA office before you will be rescheduled to the next course.

11. Can I take portions of the course from a different agency or different instructors?

No, each course is approved separately by BAL and has separate operations.

As of 11/30/10, WALA is the only department-approved administrators course.

12. What do I need to bring to the course?

Upon check-in, participants will be asked to present a photo ID for proof of identification. If participants do not bring an acceptable form of ID listed below, they will not receive a certificate of completion at the end of the course.

Acceptable forms of ID are:

- Current driver license
- Current non-driver identification card
- Current federal, state or local government-issued identification card (including military)
- Current tribal enrollment card with photo or other form of photo tribal identification
- Current passport
- Current student identification card

Photocopies of ID's are not acceptable.

In addition, you will want to bring pen/pencil, and dress in layers or bring additional clothing as temperatures may fluctuate in the training space. Also bring any other items you will need to feel comfortable throughout the training such as water, snacks, etc.

13. Will I receive a refund if I am not able to complete the course?

The cut-off date for refunds is seven business days prior to the first day of the scheduled course. Refunds will not be given out after this date. Refunds prior to this date will be subject to a \$50.00 administrative fee. Substitutions are accepted up to seven days prior to the first day of the course.

WALA will not issue a refund for participants unable to complete the course. Participants will be encouraged to reschedule for the next available training course. Substitutions will not be allowed once the course has begun.

14. What if there is inclement weather or an emergency?

In the event of inclement weather or unforeseen emergencies on any given course day, WALA will determine whether circumstances warrant the cancellation and subsequent rescheduling of that particular course day. The course day will usually not be cancelled/rescheduled if the WALA instructor(s) is able to reach the course site.

If the course day is cancelled/rescheduled, all participants will be notified with the cancellation and rescheduled date via email. In instances of rescheduling due to weather, participants will not be charged a rescheduling fee. In addition to notification via email, participants will be provided with a WALA phone contact number to call to check if the course is cancelled.

15. How many hours a day will participants be in training?

The administrator's course is a 66-hour face-to-face training course. This course is offered three consecutive days per week for three consecutive weeks. The typical training day during that time is 8:00 a.m. – 5:30 p.m., approximately nine and one half hours, resulting in 8 hours of actual class time. Four of the nine class days are somewhat shorter, creating a total of 66 course hours.

Each day will begin **promptly** at 8:00 a.m. It is imperative participants arrive by 8:00 a.m. Those arriving more than 30 minutes late will not be permitted to attend the rest of the half-day and may forfeit the full-day session.

16. Is lunch included during the training?

Participants are expected to provide their own lunch. A one-hour lunch break is scheduled during each day of training as well as two fifteen minute breaks. Breaks are offered every two hours.

WALA will provide refreshments and rolls at the start of each training day and an afternoon snack at each break.

17. I am administrator-on-call during this training; may I have my cell phone on during the course?

WALA understands the large amount of time this course entails and the potential hardship this may cause to participants. Because of the strict requirements for attendance and the disruption cell phones and PDA's present to other participants, WALA will not allow cell phones or PDA's to be turned on during the instruction portion of this course.

Cell phones and PDA's will be allowed during break periods and lunch hours.

Participants are strongly encouraged to make arrangements for coverage in an effort to be fully present during this course. Frequently missed sessions due to repeated cell phone disruptions may risk successful completion of the course.

18. Will I have pre-course preparation?

No; however, participants will be expected to make their own travel arrangements including hotel reservations.

19. Will there be a test I have to pass?

At the conclusion of each week, participants will be given an open-book Learning Assessment of the course content covered by the instructor or in the course materials during the week. Each Assessment will range from 30-45 multiple choice questions. Participants are given two hours (120 minutes) to complete the Assessment.

The pass/fail status for the course will be a combined score from the three Assessments. The participant must receive a cumulative score of 87 correct out of the total 105 possible (83%) to successfully complete the course.

20. Will I get to review my assessments?

Yes. At the start of weeks two and three, participants will be allowed to review the Learning Assessments from the week prior.

21. How will I know if I have successfully completed the assessment?

Within 15 business days of the completion of the training course, participants will receive an email with the status of their course completion. WALA will also submit a letter with the completion status via U.S. mail to the participant. Those who successfully complete the course will also receive a Certificate of Completion via the U.S. mail.

22. How will BAL know if I successfully completed the course?

Within 15 business days of the course completion, WALA will submit an attendance roster along with Certificates of Completion via email to BAL of those who have successfully completed the entire training course.

23. How will I receive my Certificate of Completion?

Within 15 business days of successful completion of the training course, participants will be sent a Certificate of Completion via US mail.

24. If I lost my certificate, can I get a new one?

Yes. WALA will reissue certificates to participants for a fee of \$25.00 per request. WALA must receive payment first before we issue a new certificate.

25. What if I don't pass the assessment?

Participants who do not pass the course Learning Assessments will be notified by email and U.S. mail along with details on how to take a re-test. There is no additional fee for the initial re-test. The re-test will be one Learning Assessment, with 105 questions. Re-tests are not broken out by course week.

26. How are retests given?

Re-tests will be issued via email. Upon receipt of the email, participants will have five business days to complete the re-test. Re-tests will be scored within seven business days of receipt.

Upon successful completion of the test, the participant and BAL will be notified in the same manner as initially stated in this FAQ.

27. What if I don't pass the re-test?

Participants are eligible for up to three re-tests. Participants who do not pass the first re-test will be eligible to try again. The second and third re-tests are each subject to a \$50.00 administrative fee. Once this fee is received in the WALA office, participants will be sent a next retest via email.

If a participant does not pass the third re-test, they will be required to complete the entire 83.15 course again.

28. Are the re-tests the same each time?

No. WALA uses a question bank to generate the re-tests. Your re-test questions may vary from your course Learning Assessments.

29. What if I need special testing accommodations?

WALA complies with the Americans with Disabilities Act (ADA) and is interested in ensuring that individuals with disabilities are not deprived the opportunity to successfully complete the assessment solely by reason of disability.

Upon confirmed registration to the course, contact the WALA office if you are in need of special accommodations to take the learning assessments. WALA will work with you to provide an optimum learning environment.

30. Are there payment plan options or scholarships?

Due to the development costs WALA has invested in this course curriculum as well as in presentation costs, there are currently no payment plan options or scholarships available. WALA endeavored to keep the fee as reasonable as possible given the sizeable investment of developing a 66-hour curriculum.

WALA members do receive a substantial discount in registration price.

31. Does successful completion of the course guarantee me 83.15 administrator status with BAL?

This course has met the education requirements of 83.15. In addition to successfully completing the course; you must also meet the regulatory requirements outlined in DHS 83.15 (1)(a-e) and 83.15(2).

Upon successful completion of this course, WALA will submit Certificates of Completion to the Bureau of Assisted Living (BAL) for state records. You will also receive a Certificate via standard mail for retention in your personnel file.

32. What are the qualifications for an administrator?

DHS 83.15 (1) states that the administrator of a CBRF shall be at least 21 years of age and exhibit the capacity to respond to the needs of the residents and manage the complexity of the CBRF. The administrator shall have any one of the following qualifications:

- a) An associate degree or higher from an accredited college in a health care related field.
- b) A bachelor's degree in a field other than in health care from an accredited college and one year experience working in a health care related field having direct contact with one or more of the client groups identified under s. DHS 83.02 (16).
- c) A bachelor's degree in a field other than in health care from an accredited college and have successfully completed a department-approved assisted living administrator's training course.
- d) At least 2 years experience working in a health care related field having direct contact with one or more of the client groups identified under s. DHS 83.02 (16) and have successfully completed a department-approved assisted living administrators training course.
- e) A valid nursing home administrator's license issued by the department of regulation and licensing.

DHS 83.15 (2) further states that persons who are the qualified administrator of record with the department of a CBRF on April 1, 2009, shall be exempt from the qualification requirements specified under sub. (1).