

## **RAMP Online Training Instructor Qualifications and Responsibilities**

*The Pennsylvania Liquor Control Board (PLCB) is currently in the process of drafting Regulations which upon final publication will govern online training programs. Therefore, the items listed below are subject to change but are to be used as a guideline at this time.*

### **Online Training Instructor Qualifications**

The minimum qualifications of an instructor include:

- (1) Possessing a high school diploma or GED.
- (2) Possessing a minimum of two years of experience, full-time, in the field of education, law, law enforcement, substance abuse prevention, hospitality or alcohol service training.
- (3) Being 21 years of age or older.
- (4) Having no arrests that are related to alcohol, narcotics or other controlled substances in the previous 10 years.
- (5) Submitting an application and \$250.00 non-refundable application fee and a criminal background check form.

### **Online Training Instructor Responsibilities**

Online training instructors have the responsibility to do the following:

- (1) Using the standard curriculum provided by the Bureau of Alcohol Education (BAE), or a curriculum certified by the BAE, provide students, via an online training program, with information regarding the current status of the law on issues regarding the sale or service of alcoholic beverages by licensees.
- (2) Train at least 225 students per year. Online training instructors may request a waiver of the minimum requirements in this paragraph by sending a letter or e-mail to the BAE. The BAE will waive the requirements for minimum training activity for online training instructors due to temporary, nonrecurring exigencies, such as online training instructor illness or family emergency, bad weather or other circumstances beyond the online training instructor's control.
- (3) Provide accurate records of a student's successful completion of online training to the BAE immediately following the online training by electronically transmitting the necessary electronic data regarding the student.
  - (a) Records must be sent in real-time or in frequent batch submissions not to exceed 15 minutes after exam completion.
  - (b) The online training instructor must monitor submissions daily and resolve, within 24 hours, any error message received from the Pennsylvania Liquor Control Board (PLCB) indicating that the submission was not processed. If the online training instructor cannot resolve an error message received from the PLCB within 24 hours, he/she must immediately notify the BAE.
  - (c) The online training instructor shall maintain all records of online training sessions for a minimum of two years.
- (4) Attend instructor meetings as scheduled by the BAE.

- (5) Provide technical support to students via telephone, internet chat exchange, or e-mail. Technical support must be timely and accurate. Any technical support inquiry from a student must be resolved within one business day.
- (6) Acknowledge or respond to e-mails, telephone calls, or any other contacts placed by the BAE, licensees and/or trainees within 48 hours.
- (7) Submit all forms of correspondence used for marketing purposes to the BAE for approval prior to dissemination.
- (8) With regard to changes to program content:
  - (a) Make required changes to written program content within 24 hours of being notified by the BAE.
  - (b) Block public access to the program content until the required changes have been made and approved by the BAE.
  - (c) Notify the BAE of any proposed modifications or changes to online training program content. The online training instructor shall not implement any proposed modifications or changes to online training program content until receiving approval from the BAE to do so.
- (9) With regard to security and technology:
  - (a) Provide the BAE with not less than 30 calendar days' notice of any system enhancements or modifications, including upgrades and new versions and releases.
  - (b) Report to the BAE, within 24 hours, any breach of system security or unauthorized release of personally identifiable information.
  - (c) Report to the BAE, within 24 hours, any system failure that prevents compliance with any of the requirements of this regulation.
  - (d) Ensure the correction of a system failure within seven calendar days.

### **Minimum standards of the online training program.**

- (1) Program content.
  - (a) The online training program shall conform to the BAE's standard curriculum or a curriculum certified by the BAE.
  - (b) The online training program must include the BAE's questions, exercises, and exam.
  - (c) No information, chart, or form from the BAE's standard server/seller training curriculum or a curriculum certified by the BAE may be omitted from the online training program.
  - (d) No information shall be added to the BAE's standard server/seller training curriculum or a curriculum certified by the BAE, with the exception of adding knowledge checks at the end of training modules.
  - (e) Once the online training program is approved, any deviation from the BAE's standard curriculum or a curriculum certified by the BAE shall result in decertification.
  - (f) The online training program must consist of at least 1½ hours of instructional time.
  - (g) The online training program must contain the following disclaimer:

“This website and online training program were not created by the Pennsylvania Liquor Control Board (PLCB), however, this course has the approval of the PLCB as a valid curriculum for the Responsible Alcohol Management Program (RAMP), server/seller training and is provided by (Company or Trainer Name)”.

(2) Program availability.

- (a) Every online training instructor shall make its online training program available to the general public.
- (b) An online training instructor may not charge more than \$25 to any student for access to the online training program, including the final examination.
- (c) An online training instructor shall require a student to register for the online training program by using specific personal identifiers provided by the BAE.

(3) Program functionality.

- (a) Each page or screen of the online training program must be narrated.
- (b) Each page or screen of the online training program must be numbered.
- (c) Each page or screen of the online training program must be timed so that a student may not advance to the next page or screen without having reviewed the contents of the current page or screen.
- (d) To ensure that a student is properly reviewing and understanding the program content, the online training program must require a student to correctly answer questions based on course content. Such questions should be designed to evaluate the student's comprehension of each training module before students are permitted to advance to the next training module.
- (e) The online training program must include security questions or passwords that must be used, at random intervals, to validate student identity and participation throughout the course.
- (f) The online training program must allow a student to pause and review previous pages or screens at any time.
- (g) The online training program must allow a student to save his/her progress in the program content so that he/she may log out and resume the online training program at a later time. Once the student has begun the final examination, however, he/she may not log out of the training program and resume where he/she left off.
- (h) The online training program must include supportive references to the Liquor Code, the PLCB's Regulations, the PLCB's Advisory Notices, or any other pertinent laws or source documents in order to provide a student with a complete and thorough understanding of the BAE's standard RAMP server/seller training curriculum.

(4) Final Examination.

- (a) At the conclusion of the online training program, the student shall be required to complete a standardized final examination with questions prepared by the BAE.
  - (i) The student shall have one attempt at the final examination. Once the student starts the final examination, he/she shall be required to complete it. The student shall not be permitted to log out of the final examination and resume the final examination at a later time.
  - (ii) Questions in the final examination must be randomized.
  - (iii) The student shall not be able to print the final examination.
- (b) The online training program shall score the final examination and notify the student of his/her score. A score of 80% or better is required to pass the final examination.
  - (i) The online training program must be able to allow a student who receives a passing score on the final examination to print to print a certificate of completion provided by the BAE. A student who does not receive a passing score on the final examination may re-register for an online training program. However, the student may not retake the final examination until he has completed the online training program again.
- (c) The online training program shall allow the student to print a participant manual.

- (i) Manuals may not be printed until the conclusion of the exam.
  - (ii) Manuals may not be provided to anyone not participating in an approved online training program.
- (5) Security and technology.
- (a) The online training program must comply with the most current version of the PLCB's Web Trainee Transfer Service requirements, as provided by the BAE.
  - (b) The online training program must encrypt, at all times, any personally identifiable information protected by law, including but not limited to a student's social security number or date of birth. The online training instructor shall not sell or use such information for any purpose other than for identification by the online training instructor and verification by the BAE.
  - (c) The online training program must comply with any and all applicable federal and state laws and regulations related to information security.

### **Online training program approval process.**

- (1) The proposed online training program must be approved by the BAE before the PLCB will issue a Notice of Certification.
- (2) The BAE shall provide an applicant with either the BAE's standard curriculum or guidelines for submitting a curriculum for approval and the most current version of the PLCB's Web Trainee Transfer Service requirements.
- (3) Subsequently, the applicant shall provide the BAE with access to the proposed online training website, including necessary login information for the purpose of viewing content and testing the website.
- (4) Upon receipt of the applicant's proposed online training program, the BAE shall review and test the proposed online training program.
  - (a) While the online training program is under review by the BAE, the applicant may not advertise the availability of the online program or provide public access to the online program.
- (5) The BAE shall determine whether an applicant's online training program meets the minimum standards set forth.
- (6) The BAE will notify the applicant of any necessary changes to the online training program.
- (7) Failure to make any changes required by the BAE may result in the PLCB's refusal to issue certification.
  - (a) An applicant who fails to make required changes after two resubmissions to the BAE may not resubmit its proposed online training program for a period of one year after the second resubmission fails to secure the approval of the BAE.

### **Prohibited Conduct**

- (1) The Board may decertify instructors for violating any of the provisions of this subchapter or engaging in the following conduct:
  - (a) Discrimination or harassment based on age, race, sex, disability, national origin, or religion.
  - (b) An act that is in violation of the Liquor Code or this title.
  - (c) An act resulting in a misdemeanor or felony conviction.

- (d) An act resulting in admittance into an accelerated rehabilitative disposition (ARD) program if the underlying activity is related to alcoholic beverages, narcotics or controlled substances.
- (e) Knowingly providing false information on reports submitted to the PLCB.
- (f) Having an unacceptable evaluation regarding the course from online reviews conducted by the BAE. An unacceptable evaluation will result from conduct including, but not limited to:
  - (i) Failing to satisfactorily carry out the instructor's responsibilities as provided in section 5.235.
  - (ii) Failing to meet the minimum standards of training as provided in section 5.236.
  - (iii) Failing to provide students with current and accurate information.
  - (iv) Failing to accurately provide the final exam and report course completion records to the BAE.
  - (v) Failing to properly administer the standardized test prepared by the BAE.

(2) The PLCB will send a Notice of Decertification to an instructor by certified U.S. mail. An appeal of the PLCB's decision to decertify an instructor shall be as set forth in section 702 of the Administrative Agency Law (2 Pa. C.S.A. § 702). The PLCB will not consider an instructor's application for re-certification until 1 year after the date of decertification