



SEMINAR
AND
WORKSHOP
POLICIES

Rev. March 7, 2013

The Seminar and Workshop policies included in this manual were originally approved separately by the NC AWWA-WEA Board of Trustees 2010 – 2012 and have been compiled as a single manual for the ease and convenience of volunteers required to comply with them.

NC AWWA-WEA
POLICIES AND PROCEDURES
SEMINAR AND WORKSHOP OPERATIONS POLICIES

Date: July 12, 2012
Approved By: BOARD OF TRUSTEES
Policy Title: Seminar and Workshop Operations
Number:
Revisions: March 7, 2013

PURPOSE:

I. VOLUNTEER ROLES AND RESPONSIBILITIES

NC DENR and the NC Board of Examiners for Engineers and Surveyors require that NC AWWA-WEA uphold a rigorous process to document attendance by registrants at any Seminar or Workshop for which Continuing Education Units (CEU's) or Professional Development Hours (PDH's) are provided.

In order to keep costs for Seminars and Workshops as low as possible, paid staff cannot be present at Seminars and Workshops and volunteers are therefore tasked with ensuring that these requirements are fully complied with at all times.

This policy, and the procedures detailed for individual responsibilities of volunteers which appear as attachments to it, are designed to assist volunteers in understanding the required tasks.

II. CODE OF ETHICS

A Code of Ethics is established for volunteers involved in performing the tasks and responsibilities of the Seminar and Workshop Program to assure the trust and ethical expectations of the State of North Carolina's Department of Environment and Natural Resources, NC AWWA-WEA Board of Trustees, members of the Association and the people of North Carolina.

III. SPEAKER HONORARIA (originally approved 7/22/10)

As competition for qualified speakers at seminar events increases due to competition from other organizations and employers changing volunteer and expense policies, the Association recognizes that obtaining key note speakers and speakers from State funded organizations may, in certain instances, require the reimbursement of travel expenses and/or payment to the speaker for his/her time to provide training at Association sponsored events.

These situations are likely become more frequent and a policy is appropriate for the Association so that each situation is handled in a comparable manner. Each situation in which expenses or honorarium type payment is requested by a Speaker should be evaluated on a case by case basis with the assistance of the seminar technical coordinator, Seminars and Workshops Committee Chair, and Association staff in order to make an informed and financially sound decision.

In order to ensure that overall budget for the Association is balanced, Committees seeking reimbursement for speakers or speaker honorariums shall prepare a budget request as part of the annual budget and work plan submittal process, and shall utilize the matrix for pricing Seminars and Workshops such that additional cost of such fees and/or honorariums do not adversely affect the net income of the training event.

IV. VENDOR PRESENTATION AND DISPLAYS (originally approved 5/20/10)

While vendors are a great resource as presenters at seminars coordinated by the Association, any reference to particular products should be demonstrative and only for educational purposes. These educational forums should not be used as a marketing opportunity for a particular product or service.

Additionally, the association values its relationship with vendors and recognizes the contribution that vendors make at events. The association therefore seeks to ensure that the venue is appropriate when vendors are invited to exhibit. One-day seminars focused on delivery of training to meet continuing education requirements are not an appropriate venue for exhibitors as there is not sufficient time to allow adequate exposure for vendors as attendees must be present in the technical sessions.

PROCEDURES:

I. VOLUNTEER RESPONSIBILITIES

1. Detailed descriptions of the roles and responsibilities for each volunteer position shall be prepared by the staff and Seminar and Workshops Committee Chair; updated as necessary; and shall be maintained as Attachments to this policy manual.

II. CODE OF ETHICS (originally approved 7/12/12)

1. The Seminar and Workshops Volunteer Code of Ethics Statement is approved by the Board of Trustees as a part of this Policy Manual.
2. A signed Code of Ethics Statement is required from every volunteer accepting responsibility for on-site Seminar and Workshop Registration and support of the CEU program, in advance of the Seminar or Workshop.

III. SPEAKER HONORARIA

1. Committees seeking reimbursement for speakers or speaker honorariums shall prepare a budget request as part of the annual budget and work plan submittal process.
2. The seminar coordinator shall make a reasonable case as to the benefits of the proposed speaker to the training event and document that a comparable volunteer speaker who does not require compensation is not available.
3. Prior to accepting the request for compensation or expense reimbursement from the proposed speaker, the Association staff and seminar coordinator shall determine an appropriate increase to the seminar registration fee to cover the additional expenses to be incurred based on reasonable assumptions of attendance, etc. Association staff shall use the approved pricing matrix spreadsheet to account for all costs of the event in a reasonable manner. The Association staff and seminar coordinator shall then determine whether the additional cost to the membership for the seminar is appropriate for the training being offered at the event.
4. Registration for speakers shall be complimentary for all speakers at Association Seminar and Workshop events.
5. Requests for honorarium compensation and expense reimbursement shall be accompanied by receipts and shall be forwarded by the seminar coordinator to the Association Executive Director shall have final authority as to whether requests for compensation or reimbursement are approved.
6. Expense reimbursement shall be at the Federal Government published Per Diem Rates for the city closest to the training event location.
7. Where the event is more than 4 hours from the speaker's residence, air fare may be reimbursed at the discretion of the Association. Automobile mileage shall be reimbursed at the published Federal Government rate. Maximum reimbursement shall be the lower of economy airfare or automobile mileage. Lodging costs shall be paid for one night prior to or the day of the event only.

IV. VENDORS - PRESENTATIONS AND DISPLAYS

1. Vendors may make technical presentations, providing that any reference to particular products or services is demonstrative and for the purpose of education, and is not for the purpose of sales.
2. No exhibits are permitted in conjunction with the Seminar and Workshop programs, which should focus exclusively on the educational mission of the Association.
3. Vendors who make presentations at Seminar and Workshop programs and who highlight specific products and/or services in violation of this policy will be prohibited from making future presentations.

ATTACHMENT 1

SEMINAR AND WORKSHOPS REGISTRATION COORDINATOR RESPONSIBILITIES

I. Before Event

1. Prior to an event NC AWWA-WEA staff will ship the required documentation and instructions to the assigned coordinator. This packet will include:
 - a. Seminar Roster: Sheet containing the names of the registrants with identifying information (license numbers, mailing address, email address, and database IDs).
 - b. Name Tags
 - c. CEU cards
 - d. Handouts
 - e. Evaluation forms
 - f. Beginning Announcement Script
 - g. Attendee Lists: A small number will be provided in case speakers request them. Copies can be provided to students that request, but generally they do not.
 - h. Certificates of Attendance
 - i. Sponsorship sign: To be posted either inside the room or on the registration table.
 - j. Extra Materials in case of onsite registrants
 - k. UPS packing label for return of paperwork
 - l. Fact Sheet that will provide details on facility contacts, catering info, and FAQs
 - m. NC AWWA-WEA publicity (SLAM applications, NC Currents, Training Catalogs, etc)
2. Staff will confirm receipt of documentation by the volunteer.

II. At The Event

1. The volunteer is expected to arrive at the venue at least 30-45 minutes prior to the event to set up. During this time, the volunteer will need to:
 - a. Check in with site contact,
 - b. Verify that the room is appropriately set up and all required AV is present and functioning
 - c. Ensure that break supplies are set up (depending on location the volunteer may be responsible for doing the set up and for replenishment of food, beverages or supplies)
 - d. Set up the registration table
2. Registration (usually begins 30 minutes prior to class):
 - a. Sign-in
Coordinator(s) will have registrants sign in: Participants should verify the information (correct and/or fill in as needed).

b. Materials for Registrants

Registrants will then be given their nametag, CEU card, evaluation form, and handouts

c. For those who are not on the registration list:

Usual reasons for an individual not to be listed on the registration list:

- i. Substituting: If they are substituting/replacing a person that was registered previously, they will need to complete a registration form. At the top of the form write a note about who they are substituting for.

- ii. Not registered: Despite our best efforts there are sometimes issues with paperwork. Coordinators should be aware that issues can include (but are not limited to):

- *Individuals sending paperwork to their company/agency accounting department but that paperwork was never sent on from the accounting department to the NC AWWA-WEA office.*
- *Individuals faxing paperwork in but not ensuring that the transmission was received by the NC AWWA-WEA office.*
- *Incomplete paperwork or payment – Frequently, the NC AWWA-WEA office receives paperwork but there are problems (such as missing information, absence of payment or incorrect amounts). In these instances staff attempts to contact the registrants, supervisors and/or accounting departments, but is not always successful in contacting, or fully resolving the issues.*
- *Individuals often begin an online registration but fail to complete the transaction.*
- *Speakers frequently do not submit a registration.*
- *Occasionally, information does not print out correctly from the computer.*

iii. Problem Resolution:

- Coordinators will need to ask registrants if they have a copy of their registration confirmation that was sent from NC AWWA-WEA. If they do and the coordinator can verify that it is for the correct event, the Coordinator can simply add the registrant to the sign in roster. (Paperwork should be carefully checked by the Coordinator as confirmations have been presented for events that were held in a previous year but have the same subject).
- If the individual does not have a copy of his/her confirmation, another registration form must be completed onsite and that individual should then be added to the onsite sign-in roster.

- The Coordinator should advise the registrant that the Coordinator will be following-up with the NC AWWA-WEA office while the registrant is in class and more information will be available by the break.
- Registrants should be prepared for the fact that they may have to pay onsite (preferably by credit card) after the office has verified records.
- Coordinators should then contact the association office after the class starts and staff will try to rule out potential issues and instruct the Coordinator how to proceed.

d. Late arrivals:

NC DENR's general rule allows a 15 minute window after class has begun for "late arrivals." This gives some flexibility for persons that may have been caught in traffic or may have had problems parking. Individuals who arrive later than 15 minutes after the start of the day's training are welcome to stay for the event but must be advised that they will NOT receive credit for the class. Such individuals can be advised that they may contact the NC AWWA-WEA office immediately if they need to discuss the issue.

NOTE: THE ATTENDANCE TIME REQUIREMENTS ARE NON NEGOTIABLE AS THEY ARE STRICT REQUIREMENT OF NC DENR AND NC AWWA-WEA's AUTHORIZATION TO PROVIDE NC DENR AND NCBELS APPROVED CEUS/PDHS DEPENDS UPON STRICT COMPLIANCE WITH THESE REQUIREMENTS.

3. Special Instructions for Speakers Only:

- a. Speakers are eligible for partial credit for the seminar. They will receive credit for the amount of time they are present at the seminar.
- b. Note the time that the speaker arrived at the seminar if they arrive after it begins.
- c. If the speaker leaves prior to the end of the seminar, tell them that their certificate will be mailed to them after the seminar with the correct number of hours noted.
- d. Note the number of hours they should receive on their certificate and return it to the NCAWWA-WEA office.

4. Opening Announcement:

The opening announcement should be handled by another Coordinator at the event so that registration can continue without interruption. A copy of this announcement is provided in the Seminar Kit Coordinators receive from the NC AWWA-WEA office.

5. After registration has closed – 15 minutes after the start of the Seminar/Workshop:

Coordinators should go through the registration roster and the certificates. Certificates for persons who did not show, arrived late, or will not be receiving credit should be removed. These certificates should be marked through and attached to the back the sign in roster and should be returned to the NC AWWA-WEA office.

6. At the end of the day:
 - a. Coordinators should thank everyone for attending, handout certificates, and verify that the onsite registrants remained until the end of class. Any discrepancies should be noted in writing and provided to the staff at the NC AWWA-WEA office.
 - b. If there are certificates remaining at the end, mark through these with a note that they left early. These certificates should be attached to the back of the sign in roster and returned to the staff at the NC AWWA-WEA office.
7. Close-out:

Supplies should be packed up by the Coordinator, who should then check out with the venue contact. Venue contacts should be thanked for their support of NC AWWA-WEA and for their hospitality.

III. After Event

1. Return of materials to the staff at NC AWWA-WEA

Coordinators should box up all paperwork and return to the NC AWWA-WEA office immediately, using the UPS shipping label provided. It is critical that the paperwork get back to the NCAWWA-WEA office within 2 business days. This paperwork is required by the various state licensing boards, and if it is lost or returned late there may be serious consequences for NC AWWA-WEA.

Failure to manage the “chain of custody” process may jeopardize NC AWWA-WEA’s ability to provide training events for NC DENR and NCBELS CEU/PDH credit in the future, so the help of Coordinators in fulfilling all requirements is greatly appreciated.

ATTACHMENT 2

SEMINAR TECHNICAL CONTENT COORDINATOR RESPONSIBILITIES

I. Tasks associated with planning a seminar.

1. Developing the event agenda
2. Contacting and securing qualified speakers for the event
3. Maintain a list of backup speakers for topics in case of emergencies or other issues that may cause a speaker to back out
4. Obtaining contact information for the speakers and forwarding the information to NC AWWA-WEA staff
5. Ensuring that the appropriate paperwork is signed by speakers.
6. Ensuring that speakers have accurate event information
7. Providing a laptop for use the day of event (if you cannot supply one please inform NC AWWA-WEA staff immediately so that other arrangements can be made.)

II. When Event is Scheduled

1. Develop the agenda and contact potential presenters.
2. Provide presenters with:
 - a. Guidelines and Information for Speakers: This document provides some general guidelines that presenters should be aware of prior to making the commitment to speak.
 - b. Copyright Release Form: Speakers are required to complete an *Acknowledgement of Rights to Work/Permission to Use Work* form. These forms are meant to protect the work presented by volunteer speakers and reduce the liability to the Association.

All speakers are required to sign and submit a form by the specified deadlines prior to the event. These forms are usually required 30-60 days prior to the scheduled event. NC AWWA-WEA staff will provide the exact deadline.

The legal departments at the companies of some presenters may have questions/concerns about the form. If so, please outline these items and forward them to the seminar coordinator and the NC AWWA-WEA staff (cjones@ncsafewater.org). If there are any issues staff will address them directly with the presenter.

3. Have back up speakers in mind in case an agreement can NOT be reached between all parties.

III. One - Two Weeks Prior to Event

1. Check in with NC AWWA-WEA staff to ensure that all paperwork has been submitted.

2. In cases of multiple coordinators, you need to verify which coordinator(s) will be onsite at the event and what roles each will play (assisting speakers, introducing speakers, etc) and what time they will arrive.

IV. One - Two Days Prior to Event

1. Download presentations from SharePoint site and load them on the laptop (or flash drive) to be used for event.

The SharePoint site can be accessed using the following information.

- Go to <http://info.ncsafewater.org/Committees>
 - Log in with:
 - Username: seminars@info.ncsafewater.org
 - Password: Sem2011
2. Check in with all presenters to ensure that they have all the event details or changes if applicable

V. Day of Event

1. Arrive at the venue at least 30-45 minutes prior to the event to ensure that room is set up.
2. Set up computer with loaded presentations.

**NC AWWA-WEA
SEMINAR AND WORKSHOPS COORDINATORS
CODE OF ETHICS/CONDUCT**

To assure the trust and ethical expectations of the State of North Carolina's Department of Environment and Natural Resources, NC AWWA-WEA Board of Trustees, members of the Association and the people of North Carolina, I do hereby affirm the following:

DUTY OF LOYALTY

- I have been provided a copy of the NC AWWA-WEA Seminar Coordinator Policy, which I have read, understand, and with which I will comply fully and without reservation.
- In all matters regarding the administration of Seminars and Workshops, I will act in good faith and exercise my best efforts in the performance of my duties.
- I will be knowledgeable on issues regarding NC DENR, NC Board of Examiners for Engineers and Surveyors, and NC AWWA-WEA's requirements regarding the conveying of Continuing Education Units/Professional Development Hours (CEU/PDH).
- I will be responsible for disseminating information to all registered attendees at Seminars and Workshops.
- I will be honest in doing the work of the Committee and the Association.

DUTY OF OBEDIENCE

- I will comply with state and federal law, and conform to NC AWWA-WEA's policies and procedures.
- I will ensure that an exact record is kept and transmitted to the NC AWWA-WEA of all attendees who are not present for the requisite time, as they are not eligible for CEU/PDH credit.

DUTY OF CARE

- I will hold to the highest standards of professionalism, quality and integrity, recognizing that the manner in which I conduct my duties as Seminar and Workshops Coordinator, will affect the registered attendees license renewals, the health and welfare of the public of North Carolina, who rely upon the license process of NC DENR, and the credibility of NC AWWA-WEA as a provider of continuing education.
- I will ensure that all attendance logs, CEU/PDH bar code slips and all other materials are promptly returned to the NC AWWA-WEA office following the Seminar/Workshop.

CONFIDENTIALITY

- I will not disclose, beyond its intended scope, any information which is marked, designated, or treated as confidential by NC DENR, the Board, officers, or staff and which I receive as a Seminar and Workshop Coordinator.
- I understand that my obligation to maintain confidentiality extends indefinitely beyond my service as a Seminar and Workshop Coordinator.

Signature

Date

Print Name

Seminar/Workshop Title

