

Appendix B

CA Training Outline



Nebraska
Relay

This Attachment contains Nebraska Relay's Communication Assistants Training class schedule. Such topics as confidentiality, handling of emergency and crisis calls, consequences of non-compliance to policies, and functions and roles of a CA are thoroughly explained. Nebraska Relay Spanish Communication Assistants must complete the same training as all traditional Communication Assistants plus pass additional test showing proficiency in the Spanish language.

Communication Assistants conduct themselves in a professional manner at all times while representing the Nebraska Relay. Through detailed procedures and a work environment and atmosphere which emphasizes quality and professionalism, Nebraska Relay is able to maintain its outstanding reputation for quality relay services.

Training Plan

Nebraska Relay helps each Communication Assistant excel at his or her job as a result of its hiring and training procedures. Before taking the first call, Communication Assistants are prepared to relay calls in such a fashion that exceeds FCC standards.

Time is allocated throughout the initial training process to instruct Communication Assistants on the proper phrasing of typed ASL "gloss", ASL style and grammar, tone of voice, hearing and speech disabled cultures, TTY etiquette, pertinent information about the needs of deaf, hard-of-hearing and speech disabled users, the role of the CA, (including training to relay the contents of a call as accurately as possible without intervening in communication) and operation of relay telecommunications equipment including answering machines and computerized services. This is done through videos, training seminars with staff who are familiar with the deaf and speech disabled communities, observation, participation in both simulated and live calls, and a variety of role play scenarios. Nebraska Relay CAs are well trained to effectively meet the specialized needs of hearing and speech disabled individuals as explained below.

Nebraska Relay uses a variety of trainers throughout its training period. Nebraska Relay has a Training Coordinator who is responsible for the overall program. This person does all the classroom training and leads role-play activities. In addition, Nebraska Relay deaf employees and Communication Assistants all play a role in training. Deaf employees teach Deaf culture while Communication Assistants share general knowledge about the relay and assist with role playing activities.

Disability/Relay/Deaf Culture Training

All relay service staff receive training devoted solely to disability issues, including ASL "gloss" and grammar, Deaf culture, issues relating to hard of hearing, late-deafened and speech-disabled users, dual sensory impaired users, diversity issues, ethics and confidentiality. Nebraska Relay has on staff several people who are very familiar with the deaf and speech disabled communities. Their expertise is shared during the training experience and is used on an on-going basis to refresh all Communication Assistants.

Speech to Speech Training

In order to become a STS CA, an individual must pass the same tests as traditional CAs, meet the strict STS criteria and pass an STS exam by successfully demonstrating the ability to understand a variety of speech patterns. Prospective STS CAs demonstrate their fluency in English as

documented by the primary supervisor during their first 6 months of employment as regular (non STS) CAs. A CA must be recommended by the primary supervisor in order to apply for a STS CA position. Having met this requirement, those wishing to become STS CAs must complete specific testing of English language skills, specifically vocabulary, grammar and syntax as well as speech comprehension.

During the training, STS CAs learn about speech disabilities and are given specific strategies to use in order to facilitate calls between STS users and end users. STS CAs also receive detailed training on STS policies and procedures. As follow-up to the initial training, the STS Program Supervisor continually educates all STS CAs on speech disabilities, their respective implications and etiquette through the use of a STS newsletter, STS Resource Library materials (articles, books, videos, etc.) workshops, and in-service meetings.

Class Schedule

Day # 1		Day # 2		Day # 3		Day # 4		Day # 5	
Intro to Relay - Terms	8:30-9:30	Quiz- Tone of Voice	8:30-9:00	Quiz-Hot Keys	8:30-9:00	quiz closing calls	8:30-9:00	quiz lang. 3 interv due	8:30-9:00
Discuss Screen	9:30-10:00	TTY to Voice Practice	9:00-10:30	Voice-TTY	9:00-10:30	TTY-TTY & Practice	9:00-10:30	Voice Orig Ans Mach	9:00-10:30
Practice Logging on	10:00-10:30	Break	10:30-10:45	Break	10:30-10:45	Break	10:30-10:45	Break	10:30-10:45
Break	10:30-10:45	cont. TTY-V w/closings	10:45-12:30	Cont. Voice-TTY	10:45-12:30	CA Service Role	10:45-12:30	CA Service Role	10:45-12:30
Com. Effectively w/TTY-pg10	10:45-11:30	Lunch	12:30-1:00	Lunch	12:30-1:00	Telephone Service Skills		Listening Skills	
Decorum	11:30-12:30	CA Service Role (1)	1:00-2:45	Typing Drills	1:00-2:00	Lunch	12:30-1:00	Practice Activity	
Lunch	12:30-1:00	Break	2:45-3:00	Ergo mtg	2:00-2:30	Recap All Calls	1:00-2:00	Lunch	12:30-1:00
Index Book	1:00-1:15	Obs sheets, IEC	3:00-4:00	Closing call review	2:30-3:00	Practice Profiles	2:00-3:00	Practice learned calls	1:00-3:00
Company's Overview	1:15-2:15	Speed dial, connect modes		Break	3:00-3:15	Break	3:00-3:15	and Profiles	
Introduce TTY to Voice	2:15-3:00	Typing Drills/Recap	4:00-5:00	Typing Drills	3:15-5:00	Call/Typing Drills	3:15-5:00	Break	3:00-3:15
Break	3:00-3:15	TTY to Voice		Homework study				Typing/Call Practice	3:15-5:00
Typing Drills	3:15-5:00	Homework Hot Keys		closing calls				Give Final Study Guide	
Homework Tone of Voice						Homework Language		Homework Language	
Day # 6		Day # 7		Day # 8		Day # 9		Day # 10	
Quiz Language	8:30-9:00	quiz (based on need)	8:30-9:00	VCO-Voice	8:30-10:30	Call test Ans Mach	8:30-10:30	Review Recordings	8:30-10:30
Voice orig ans mach recap	9:00-10:00	TTY-Voice test (1)	9:00-11:30	VCO Ans Mach		Break	10:30-10:45	Break	10:30-10:45
TTY Orig ans mach intro	10:00-10:30	Typing/Shadowing/		Break	10:30-10:45	Voice-VCO (prof & no pr)	10:45-12:15	Remote Profile	10:45-11:15
Break	10:30-10:45	Interviews (incl break)		Cont w/VCO	10:45-12:30	711	12:15-12:30	Lormar Logic	11:15-12:00
TTY Orig Ans Mach	10:45-12:30	Game	11:30-12:30	Lunch	12:30-1:00	Lunch	12:30-1:00	Pager Calls	12:00-12:30
Lunch	12:30-1:00	Lunch	12:30-1:00	Q & A for Final	1:00-2:00	Dir Assist	1:00-2:00	Lunch	12:30-1:00
CA Service Role	1:00-3:00	Recording/Turbo Intrpt	1:00-3:00	Deaf Culture/ASL	2:00-4:00	Internet Calls	2:00-3:00	Game	1:00-1:30
Difficult Calls/Summary		Break	3:00-3:15	Break	4:00-4:15	Break	3:00-3:15	Live Calls(incl. break)	1:30-4:30
Break	3:00-3:15	Quality/Monitoring mtg	3:15-4:15	Typing Drills	4:15-5:00	Take live calls (pair)	3:15-5:00	Discuss Calls	4:30-5:00
911	3:15-4:15	Typing/call practice	4:15-5:00						
Typing/Practice calls	4:15-5:00							3 interviews due	
Day # 11		Day # 12		Day # 13		Day # 14		Day # 15	
HCO-Voice/Voice-HCO	8:30-10:30	VCO Call Tests	8:30-10:30	2 Line VCO	8:30-12:30	Final /Index Book Due	8:30-10:00	Typing Drills	3 hrs
HCO-TTY/TTY-HCO		Break	10:30-10:45	VCO-TTY		Remaining Interview Due		On Relay Floor	
Break	10:30-10:45	Captel/NY/OSD	10:45-12:00	TTY-VCO		Technical Session	10:00-10:30		
Long Distance	10:45-11:45	Lunch	12:00-12:30	Lunch	12:30-1:00	Relay Floor	10:30-12:30	Graduation	
Discuss Miscellaneous info	11:45-12:30	Typing Drills/Relay	12:30-5:00	Typing Drills/Relay	1:00-5:00	Lunch	12:30-1:00	Relay Floor Etiquette	
Lunch	12:30-1:00	Floor		floor		VCO-VCO	1:00-3:00	HR topics	
Oni Box	1:00-1:30					VCO-HCO/HCO-VCO			
Slam	1:30-2:30					Break	3:00-3:15		
Relay Floor (incl break)	2:30-5:00					Typing Drills/Relay Floor	3:15-5:00		

- Company Overview-
- Attendance -
- Decorum-
- Ergonomics-
- Quality/Monitoring-
- Technical Session-
- Relay Floor Etiquette-
- HR Topics -
- Interviews - Trainees use this time to meet and get to know the sups and leads