



**SHASTA COUNTY**  
**SHERIFF**

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# **SHASTA COUNTY SHERIFF'S OFFICE**

## **LIVE ON-LINE CCW License Training Guide**

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## **1.0 PURPOSE**

The intent of this guide is to establish standard best practices and guidelines for use by approved Shasta County CCW License instructors when conducting LIVE on-line (such as ZOOM or equivalent) CCW License training.

These best practices and guidelines are here forth put in place to ensure that the level, content, and intent of LIVE on-line training and instruction is equivalent to and aligns with the level, content, and intent of in-person classroom training and instruction.

## **2.0 SCOPE**

This guide applies to all Shasta County approved CCW license instructors using an on-line training tool, such as ZOOM or equivalent, when conducting initial or renewal CCW license training to satisfy the requirements of CA Penal Code §26165.

## **3.0 REFERENCES**

CA Penal Code Part 6 Title 4 Division 5 Chapter 4 Section 26165

## **4.0 GENERAL REQUIREMENTS**

### **4.1 Notification of LIVE On-Line Training Class**

CCW License instructors are expected to provide sufficient notice to students either via the registration process or other method of communication indicating that the classroom portion of the training will be conducted via an on-line training tool such as ZOOM or equivalent. Notice shall be such that students have enough time to ensure that they have the necessary equipment to participate in the training. Equipment includes, but is not limited to:

- Laptop with camera and audio;
- Tablet such as iPad, Galaxy, etc.;
- Smart phone;
- Desktop computer with camera and audio; and
- Internet connection.

Additionally, the notice (or other form of communication) should include a standard list of on-line training housekeeping rules and expectations to enable students to somewhat prepare in advance, refer to Section 4.4.

### **4.2 Manage the Aesthetics of your Webcam View**

LIVE On-line interactive training lets you get face-to-face with your audience, which adds a high level of engagement opportunities for you as an instructor. Take advantage of this by optimizing your meeting space for video. Lighting should be bright, evenly distributed and preferably come from in front of you and never behind you to avoid casting shadows on your face. Your background should be interesting but not distracting. Consider using a virtual background feature to block distracting views or make it appear that you are presenting from literally anywhere.

Additionally, look at your webcam rather than your screen to give the effect of eye contact and visual engagement. Also, use the gestures and mannerisms that you would typically use in person to visually stimulate the audience.

### **4.3 Start Early and Start Interacting**

Instructors are encouraged to start the on-line class a minimum of 30 minutes prior to actual class start time to assist those that might need technical assistance while becoming familiar with the new environment. This LIVE interaction will also provide some one-on-one time with instructor, co-hosts, and other students which would normally occur in the in-person classroom environment while waiting for class to begin.

### **4.4 Set Housekeeping Rules and Expectations Up Front**

Set your housekeeping rules and expectations at class start. These should include items such as:

- Check in process;
- Updating screen names to reflect actual student names;
- Muting mics;
- Standard backgrounds;
- Raising hands (physically or electronically) for questions;
- When to use the on-line chat feature;
- Q&A sessions;
- Breaks – frequency & duration
- Knowledge checks; and / or
- Polling.

### **4.5 Co-Instructor or Proctor**

Sufficient number of Co-Instructors or Proctors are required to attend each LIVE on-line training session. The Sheriff's Office recommends no more than 12 students per instructor/co-instructor, so that co-Instructors or proctors are sufficiently able to assist the instructor with:

- Student sign-on or technical questions;
- Student check in;
- Monitoring of students' continued attendance throughout the training session;
- Student interaction during breaks or other times;
- Question and answer sessions; and / or
- On-line chat feature.

### **4.6 Frequent and Varied Interaction**

Interaction with the students is key to ensure that they stay focused, engaged, and interested in the material presented. Instructors should incorporate interactive events at regular intervals to solicit student participation. Examples include:

- Knowledge Checks – pose questions to students and ask them to type in the response using the chat feature, hand raising, or even go so far as to call on specific students;

- Polling; and /or
- Q&A sessions – during and post training which allow sufficient time to ensure all questions are asked and answered.

Additionally, to keep students focus, instructors or proctors should disable, where applicable, on-line chat between students and limit chat to be with only instructors and proctors.

Lastly, if possible, disable view settings that allow students to view other students. View should be limited to instructor and co-instructors only to keep focus.

#### **4.7 Record your On-Line Training Class**

Recording your on-line training class provides multiple benefits. It provides visual confirmation of content provided, student attendance and interaction, questions asked and answered, and class duration. It's an excellent electronic tool that an instructor can use to answer Sheriff or other agency questions and be used in an audit if needed. All recorded class sessions shall be kept for 90 days from the completed class date.

#### **4.8 Conduct a Follow-Up Survey**

We all benefit from constructive feedback and what better way to improve your training process then to solicit input from your students. Continuous improvement is the only way to grow. Therefore, it is strongly encouraged that instructors send out a follow-up survey after conclusion of their LIVE on-line training session to receive feedback to enable them to make changes and avoid repeating issues or mistakes of the past.

**End of Training Guide**