

# SANS – Work Study Program

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## Facilitator Guidelines

### GENERAL INFORMATION

#### *What is a SANS Facilitator?*

A SANS facilitator is a selected applicant who assists SANS staff and instructors at various training events that are held around the world. A facilitator accepts the experience of long hours and hard work needed to successfully conduct a conference in exchange for the opportunity to obtain SANS training and certification at a highly discounted rate of \$800US. The facilitator fee includes the following:

- Courseware, training, complimentary mp3 files - <http://www.sans.org/training/courses.php>
- OnDemand on-line, web-based training (job-based courses) - <http://www.sans.org/ondemand/>. You will be sent instructions to register for the complimentary online training of your (5-6 days) course.

As facilitator, you must accept the responsibility to fulfill all facilitator requirements and duties as outlined in the Work Study Guidelines Manual and in the training received onsite. You are also required to stay in the conference-hosted hotel to ensure that you are onsite for duty and to assist SANS staff as needed. You will then be notified of the report date, time, and location for the event. Make your room reservations at the SANS discounted rate after you have been accepted. You will then provide your hotel confirmation number to the Work Study Coordinator. NOTE: Travel, accommodation, and meal expenses are the responsibility of the facilitator.

#### *GIAC Certification*

*When finalizing your conference hotel reservations for the length of the training event, the GIAC certification <http://www.giac.org/certifications/> exam attempt (if available) will be added to your registration.*

*Local residents are exempt from staying in the conference hotel.*

*The certification exam will be available in your SANS portal 7-10 days following the event.*

Based on the size of the event, facilitators with a professional, cheerful, helpful attitude assist with, but are not limited to, the following responsibilities:

- Set-up and tear-down of classrooms
- Registration of students
- Room monitor/instructor's aide
- Compilation of daily class evaluations
- Audio/Visual support
- SANS School Store sales and courseware distribution
- Special events such as – SANS@Night, Birds of a Feather, Vendor Expo

The size of the event will determine the number of facilitators selected (Community SANS training offer one or two courses; national training events may offer up to 50 courses).

As a general rule, a facilitator will be selected only when class enrollment reaches ten students. When enrollment for popular five and six day courses reaches thirty five (35) students, two (2) facilitators may be chosen to work with the instructor.

The order of priority in the selection process is as follows, with consideration to the courses the applicant selects:

1. SANS Technology Institute (STI) Masters Applicants are selected first as they are fulfilling a graduation requirement (<http://www.sans.edu/programs/>).
2. Applicants who have facilitated previously and received a high rating and who have earned GIAC certification are selected next.
3. New applicants are selected for each event so that they can learn from seasoned facilitators.

It may take up to a month prior to an event before registration goals are met and selections are finalized. Selection will be determined by need and the courses indicated on your application. To ensure that you can receive all communications regarding this event, see that your SPAM filters will accept mail from @sans.org.

## **TRAINING EVENT GUIDELINES**

### ***Work Schedule and Check-in Procedures***

At Community SANS events, it will be the instructor and the facilitator working together. At national and regional events, facilitators work with the onsite manager, the instructor, other facilitators, and SANS staff.

Facilitator Responsibilities include:

- Check into the hotel one day prior to reporting to work (if you do not reside in the town where the event is hosted), in general, this is usually two days prior to the start of a training event.

- Report to onsite training and set-up one day prior to the start of the conference (facilitators will be notified of the time and location).
- Work hours may be from 6:30am to 9:30pm; class hours are from 9am to 5pm with three breaks.
- Sign up to monitor evening events and to work the SANS School Store, where applicable.
- Certain courses include mandatory evening bootcamp. Facilitators assigned to these courses are expected to attend bootcamp sessions.
- Be on time! Call if you will be late. Provide your mobile phone number on your contract.
- Pick up Instructor Notes each morning before class.
- Consult your program guide for location of classrooms, restrooms, restaurants, etc.
- Check badges. Allow only registered students and SANS staff into your classroom.
- Report special needs to the onsite manager (changes in air conditioning, audio, visual, lighting, and equipment).
- You are dismissed each day by the onsite manager. Remember to sign in and out. The manager will inform you when to report for the next day's duty at the daily p.m. meeting.

### ***Dress Code***

- A SANS shirt will be provided.
- Wear black or tan slacks, a solid-colored polo or dress shirt, and comfortable shoes.
- Wear your SANS apron and badge.
- A light jacket that coordinates with the color of your slacks may be worn, as the rooms are temperature-controlled.
- No hats

### ***Meals and Breaks***

- Eat breakfast before you arrive to work.
- Facilitators are on duty during regular attendee breaks. You may partake of the break snack/refreshment after all of the regular attendees have finished.
- Check with the instructor on his or her drink preference before class begins.
- Work as a team with the other facilitators in covering break duties.
- Smoking is allowed only in designated areas.
- No gum chewing, please!
- Monitor badges.
- Direct students who appear lost.

## **FACILITATOR TASKS**

### ***Set-up – First Day***

Set up day will require physical labor to unload shipping pallets of books and registration materials. Some tasks require a lot of walking and the ability to lift up to 50 lbs, please advise SANS on your application if you have physical restrictions.

Facilitators will work together to track, sort and organize the shipments of materials:

- Arrive promptly at the pre-designated time and location. Remember to sign in.
- Call if you will be late.
- Boxes will be unpacked, inventoried, and set up for distribution.
- SANS book bags will be prepared for student pick up with courseware, vendor promotional items, etc.
- A courseware distribution center will be set up for students to pick up their book bag. Where applicable, when presented with the registration card, please do the following:
  - Instruct the student to complete the Emergency Contact Card
  - Retrieve a SANS Shirt for the size indicated on the card
  - Retrieve the correct book bag/courseware material
  - Provide the attendee with a program guide/venue map to help locate the various rooms where courses and special events will be held
  - Direct attendees to sign up for the events on the bulletin board
  - Invite attendees to the Keynote presentation and the Vendor Expo
  - Inform attendees of the SANS School Store and the hours of operation (NOTE: the store is set up ONLY at certain events in the United States)
- You may be asked to volunteer at the SANS Registration Desk
- Remember to sign out once you have been dismissed by the manager

### ***SANS School Store – Second Day***

Some students will wait to check in until the morning their class begins. Registration check-in and courseware distribution will continue through the week.

The book distribution center converts to the SANS School Store on the second day of training event. After class is over, report to the book distribution center to assist in the conversion. You will be asked to sign up to work as a clerk during breaks and after class, which may be as late as 7pm, as directed by the SANS School Store Manager.

- Set up books, logo, and other sale items in an attractive display.
- Assist student in locating book titles and in completing the Price List form.
- Work the cash register.
- Maintain a neat display area.

### ***Class Attendance***

Every effort is made by SANS staff to keep you in the classroom for your course. Your duty is to assist your instructor, especially when there is no other teaching assistant. However, since it is possible that you may be called out of your classroom, SANS provides you with the OnDemand online training as part of your facilitator package. This valuable addition to your training is available for 4 whole months via your SANS portal account, prior to the event.

After the daily morning meeting, facilitators will:

- Pick up the Instructor Notes/Daily Announcements. It should be placed on the instructor's table.

- Arrive to your classroom before the doors open to the students.
- Check on the needs of your instructor.
- Monitor the badges of students as they arrive; no badge, no entrance.
- Students may only attend the class they have registered and paid for. Politely direct the student to the correct classroom or to the registration desk if they appear unsure
- Report any needs/discrepancies to the manager
- Close the door when the class begins and position yourself nearest the door for monitoring potential disruptions or distractions. Do not leave the door unattended
- Report audio, visual, air conditioning, or equipment problems to the manager

### ***Evaluations***

Evaluations assist SANS in determining the value of the student experience. Evaluations are taken daily at all SANS classes, Bootcamp sessions, the Vendor Expo, SANS@Night presentations, and other special events. Facilitators will:

- Check to see if you have the correct forms each day (i.e. Day One of SEC504 should say, 504.1) and the events you will monitor.
- Distribute the forms before lunch and encourage students to drop them in the designated box for compilation after class.
- Tabulate the evaluations (in a designated area, not in the classroom) on a cover sheet and placed in the envelope provided. Evaluation materials are sorted in the following order:
  - Negative comments on top
  - Positive comments next
  - No comments on the bottom
- Keep all scores and comments on evaluations confidential. These are the property of SANS.
- All evaluations will be boxed at the close of the conference training event and returned for tabulation.
- The instructor and the onsite manager will submit an evaluation to Work Study, and rate your performance and attitude.

### ***Tear down – Last Day***

Complete last day pack-up duties with the instructor of your class. The instructor officially dismisses you from the classroom. At conferences where there is a SANS School Store, you will then report to the manager. Tear down of the SANS School Store commences on the last day of 6-day courses, not necessarily the last day of the conference training event.

- Report to the SANS School Store after being dismissed by your instructor.
- All unsold items will be inventoried.
- Pack up of the items will commence and labeled for shipment.
- Pallets will be loaded, wrapped, and transported to hotel shipping.
- Assist with the tear down of Audio Visual equipment.
- Sign –out.

- If you are not assigned to a 1-2 day skills-based course, you are dismissed from conference by the School Store manager.
- Make your return home arrangements after pack-up. You may safely plan to leave after 7pm.

### **Emergency**

- Provide SANS staff with your emergency contact information, including and allergies and medications prescribed.
- Please enter the instructor's/manager's mobile phone into your contact list, use it when it becomes necessary.
- If an emergency occurs in your classroom or adjacent areas, do not take matters into your own hands. Immediately inform the staff for their action.
- Do not make any announcements without management approval or direction.

### **FINAL WORDS**

Thank you for your participation in SANS Institute's Work Study Program. Your hard work and determination is a valuable asset to us and all SANS students. We trust you will have a good experience, and if you would like to be considered to facilitate at another SANS event, the process is two-fold:

- Obtain a high rating at this event with dedicated, courteous service
- Submit an application for Work Study Program – <https://www.sans.org/training/volunteer.php>

**SANS Institute –**  
8120 Woodmont Avenue, Suite 205  
Bethesda, MD 20914  
301.654.SANS (7267)