

SANS – Work Study Program

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 discounted tuition rate. The rate for international events may assess the current VAT/TAX.

The facilitator fee includes the following:

- Courseware, classroom training, complimentary mp3 files - <https://www.sans.org/courses/>
- OnDemand on-line, web-based training (job-based 4-6 day courses) - <https://www.sans.org/ondemand/courses/all>. When available in this format for the course you are selected to facilitate. Not all courses are offered in the OnDemand format. If it is not available for your course at the time of the event, it cannot be included on your registration. OnDemand access for another course you are not facilitating is not authorized

Facilitators are also required to lodge onsite at the conference-hosted hotel to ensure availability at a moment's notice. A SANS room block has been established for attendees at a group rate. Make your room reservations after you have been officially accepted and forward the hotel confirmation email to workstudy@sans.org. Tentatively plan on reporting to the event at 9am, one (1) day prior to the start of your course.

NOTE: Expenses incurred for travel, lodging, and meals are the responsibility of the facilitator.

GIAC Certification

When finalizing your conference hotel reservations for the length of the training course, the GIAC certification <http://www.giac.org/certifications/categories> exam attempt (Only if available) will be added to your registration at no additional cost.

*The certification exam will be available in your SANS account dashboard – GIAC Certification, 7 days following the event.
Local resident, time-share holders, and facilitators staying with family/friends are exempt from the conference hotel requirement.*

If you have scheduled a GSE exam at this training event, you cannot also serve as a facilitator. Your GSE exam and labs would keep you from being available to assist with onsite duties for the Work Study Program.

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 40 courses).

A facilitator is accepted for a specific course(s). As a general rule, a facilitator will be selected only when class enrollment reaches twelve (12) students. When enrollment for popular five and six day courses reaches forty (40) students, two (2) facilitators may be selected to work with the instructor.

SANS prioritizes the selection to class enrollment numbers, application date, experience and courses indicated.

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.

When notified of selection, a contract will be sent and the applicant will need to act promptly in registration and payment of the assigned course(s) to confirm participation. This will lock in the Facilitator Early Bird discounted rate and ensure your seat should there be a sellout.

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
- Courseware distribution
- Special events such as – SANS@Night, Bonus Sessions, Vendor Expo

TRAINING EVENT GUIDELINES

Work Schedule and Check-in Procedures

At Community SANS events, it will be just 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:

- Report to onsite training and set-up as instructed, one day prior to the start of the course. A definite time and location will be confirmed.

- Work hours may be from 6:30am to 9:30pm; class hours are from 9am to 5pm with three breaks. Some Bootcamp hours are from 8am to 7pm.
- Certain courses include mandatory evening bootcamp. Facilitators assigned to these courses are expected to attend bootcamp sessions
- Facilitators are assigned to monitor SANS@Night bonus sessions
- Be on time! Call if you will be late. Provide your mobile phone number on your contract
- You will be virtually introduced to the instructor prior to the event to form a bond and work together
- Do not leave the room unattended. Check with the instructor before stepping out of the room
- Provide security for SANS and instructor's equipment
- Check with the instructor, if he/she has any special requests before class begins
- Consult your program guide for location of classrooms, restrooms, restaurants, etc.
- Check badges. Allow only registered students and SANS staff into your classroom. Direct non-students to the SANS Registration Desk
- 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. You may be required to sign in and out. The manager will inform you when to report for the next day's duty at the daily pm meeting

Performance and Accountability:

PERFORMANCE

- Able to follow directions from SANS Staff and Instructors
- Dependable
- Actively and willingly participates in class without being disruptive
- Conscientious in securing instructor equipment and classroom by checking badges
- Thorough distribution, collection, and processing of daily evaluations

LEADERSHIP

- Displays a cooperative, professional demeanor
- Able to direct others; works well with others, and is eager to serve
- Is pro-active in anticipating classroom needs
- Ambassador for SANS

Display of the following behaviors may deny future selection and may not allow you to return as a facilitator nor benefit the course at the discounted rate:

- Disregard SANS Staff and Faculty instruction
- Inappropriate behavior and language
- Abandon your post without proper notification /authorization
- Infraction outline in the Non-Disclosure Agreement
- Incompletion of duties
- Any behavior resulting in legal action against SANS

Dress Code

Attire – Recommended

- Black, grey or tan pants/slacks
- Polo or dress shirts/blouses with a collar
 - Solid color
 - Tucked in (with a belt if necessary)
 - Pressed (if it is not knit)
- Dark or black shoes
- A lightweight black or tan jacket
- Hair should be combed
- Facial hair should either be shaved or groomed

You may wear comfortable clothing on set-up day, as we will be unpacking many boxes and preparing book bags with courseware materials.

A SANS conference shirt or any solid colored shirt or blouse with a collar may be worn. Black, grey, or tan colored slacks or pants are required on all class day.

Wear comfortable shoes at conference and be prepared to walk several miles every day.

Pack a light jacket/sweater as the rooms are air-conditioned

Not recommended

- Graphic T-shirts
- Denim Jeans are not acceptable facilitator attire on class days, but acceptable ONLY on set-up day.
- White shoes
- Sweatshirts or hoodies

Meals and Breaks

- Eat breakfast before you arrive to work
- Bring a filled water bottle to class to stay hydrated
- Facilitators are on duty during regular attendee breaks. You may partake of the break snack/refreshment after all of the regular attendees have finished
- 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

Your first duty is to provide assistance to our SANS Staff. Ask questions if directions are unclear. It is recommended to be prepared by review of the event contract and all of the training documents supplied to you prior to reporting on the 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 Lunch-n-Learn presentations on the bulletin board
 - Invite attendees to the Keynote presentation and the Vendor Expo, if available.
- Onsite facilitator training may be conducted at some events
- You may be asked to volunteer at the SANS Registration Desk
- You may be required to sign in/out daily

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. Nonetheless, since it is possible that you may be called out of your classroom, SANS provides facilitators with the OnDemand online training as part of the facilitator package.

NOTE: Not all courses offer a GIAC certification exam or an OnDemand training option. Access to a different exam or OnDemand course not associated with your course is not approved.

The links to the GIAC certification exam and the OnDemand training will upload to your Account Dashboard 1 week/7 days following the training event. Access will be for 4 months/120 days before expiring. Extension fees will apply.

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 distributed and collected daily for 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 laptop provided and saved on a thumb drive OR with 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 course evaluation thumb drives are submitted as instructed by the conference manager, or 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.
- Do not make any announcements without management approval or direction.

Tear down/Pack-up – Last Day

Complete last day pack-up duties with the instructor of your class. The instructor officially dismisses you from the classroom. Pack up is on the last day of your course, but generally at the end of the 6-day courses, not necessarily the last day of the conference training event.

- Assist with the tear down of Audio Visual equipment
- Report to the courseware distribution center after being dismissed by your instructor
- Complete the course evaluation entries on the laptop and save to the thumb drive
- Pack up of the items will commence and labeled for shipment
- Pallets will be loaded, wrapped, and transported to hotel shipping
- Inquire of any unfinished tasks
- When completed, sign –out
- If you are not assigned to a 1-2 day skills-based course, you are officially dismissed from conference
- You may plan your departure after 6:30pm

Emergency

- The onsite manager has been given your emergency contact information. For your safety, be proactive in providing other pertinent medical information.
- Please enter the instructor’s/manager’s mobile phone into your contact list, use it **ONLY** 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.

FINAL WORDS

Thank you for your interest and participation in SANS Institute’s Work Study Program. Your hard work and determination is a valuable asset to us at SANS.

We trust you will have a good experience, and should you wish to be considered to facilitate at another SANS event, the process is two-fold:

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

SANS Institute

8120 Woodmont Avenue, Suite 310
Bethesda, MD 20914
301.654.SANS (7267)