

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 highly discounted rate of \$900US. The rate will differ for international events which will include the VAT or the tax. The facilitator fee includes the following:

- Courseware, training, complimentary mp3 files - <https://www.sans.org/courses/>
- OnDemand on-line, web-based training (job-based courses) - <https://www.sans.org/ondemand/courses/all>. When available in this format for the (5-6 days) course you are selected to facilitate. You will receive email instructions to register for the complimentary 4-month access after payment has been confirmed. .

As facilitator, you must accept the responsibility to fulfill all facilitator requirements and duties as outlined in this manual. Facilitators 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. 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. 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/> exam attempt (if available) will be added to your registration.

*The certification exam will be available in your SANS account dashboard – GIAC Certification, 7-10 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 GIAC exam 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).

As a general rule, a facilitator will be selected only when class enrollment reaches twenty-six (26) students. When enrollment for popular five and six day courses reaches forty (40) 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. Applicants who are GIAC Certified Professionals (Silver or Gold)
2. Applicants who have facilitated previously and received a high performance score
3. Applicants who have been recommended by SANS instructors or staff
4. New applicants are selected for each event

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, 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
- SANS School Store sales and courseware distribution
- Special events such as – SANS@Night, Birds of a Feather, Vendor Expo

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:

- Report to onsite training and set-up as instructed, one day prior to the start of your course. 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.
- Introduce yourself to the instructor and form a bond to 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. Remember 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:

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

- A SANS shirt may be included in the fee. Pack for yourself additional solid-colored polo or dress shirts/blouses with a collar, sufficient for the time you are at conference.
- Wear black or tan slacks and comfortable shoes.
- Wear your SANS apron and badge to be identifiable as someone who can help.
- A light jacket that coordinates with the color of your slacks may be worn, as the rooms are temperature-controlled.
- Hats are not permitted.
- Facial hair must be neat and trimmed

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

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 prior to the event via your SANS account dashboard.

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) either 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 – 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.
- Complete the course evaluation entries on the laptop and save to the thumb drive.
- 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

- 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 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 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>