



## **BehaviorTools Frequently Asked Questions (updated 12/21/10)**

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## **Questions about Training and Certification**

### **1. Q: Are staff certified as Practitioners (people who use the system) or only as Instructors (people who teach the system to their staff)?**

A: We certify both Practitioners and Instructors. Most facilities seem to prefer to have a group of their own instructors “on-site.” Practitioners may implement the BehaviorTools™ strategies, but they may not teach the PCMA BehaviorTools™ course. BehaviorTools™ Instructors, on the other hand, may teach the course to others.

### **2. Q: Are there different levels of certification?**

A: Yes. There are two levels of instructors and two levels of practitioners. The first is the basic level. A Basic BehaviorTools™ Practitioner has successfully completed the Basic BehaviorTools™ course, which is the first course in the series. A Basic BehaviorTools™ Instructor has successfully completed the Basic BehaviorTools™ Instructor course and can teach the Basic Practitioner Course. The Basic BehaviorTools™ Course is a prerequisite for the next course, the BehaviorTools™ Course. A BehaviorTools™ Practitioner has successfully completed both the Basic BehaviorTools™ Course and the BehaviorTools™ course. A BehaviorTools™ Instructor has successfully completed both the Basic BehaviorTools™ Instructor Course and the BehaviorTools™ Instructor Course. BehaviorTools™ Instructors can teach both the Basic Practitioner Course and the Practitioner Course.

Additionally, practitioners can either be certified based on attendance or competency. An attendance based certification just verifies that the individual attended the entire training and participated in all activities. A competency based certification verified that the individual took a pre and a post test and met minimum performance standards. All Instructors are certified based on competency.

Below is a table with a description of each course and important facts:

<b><u>Basic Practitioner (Attendance Based Certificate):</u></b>	
Description	The basic practitioner course includes the first three basic BehaviorTools™. Participants must complete at least 6 hours of instruction and complete the license agreement and application for certification. A certificate of attendance is

	verification that the participant was present for the entire duration of the course and completed the required paperwork (signed license agreement and completed application).
What is the eligibility?	None
When does it expire?	Never
What are the minimum documented requirements?	Completed and signed application/license agreement. All review and test sheets must also be returned to PCMA, although they are not scored and may be blank.
Other than turning in required documents, what are the criteria to pass?	Instructor responsible for ensuring they attended for the entire course at the minimum duration
What if their packet is incomplete?	Their status is incomplete and it appears on the report to the instructor (must be completed within 90 days of course end date)
What is their status if their packet is complete but they did not pass?	N/A, if their paperwork is complete, they cannot fail
What do they get if they pass?	They (or the instructor) may go to the PCMA website to view their status and print their own certificate of attendance. Information on participant status and how to do this will be provided on the report to the instructor.
What do they get if they fail?	N/A, if their paperwork is complete, they cannot fail
What can they do if they fail?	N/A, they cannot fail. If they lose the required paperwork, they will need to contact PCMA for information on how to replace it.
What recertification course do they take?	N/A, this certificate never expires so there is no recertification.
What other course(s) does this course qualify them for?	Once certified, they can take the BehaviorTools™ Practitioner Course for Attendance. They do not qualify to take the BehaviorTool™ Practitioner Course for Competence.

**Basic Practitioner (Competency Based Certificate):**

Description	The basic practitioner course includes the first three basic BehaviorTools™. Participants must complete at least 6 hours of instruction and complete the license agreement and application for certification. A certificate of basic competence verifies that in addition to attending and participating, the participant also completed and returned the 3 review sheets and final assessment with scores of at least 75% on both the written and practical sections of the final assessment. Participants who apply for a certificate of basic competence but do not score at least 75% on each section of the final
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	assessment will automatically receive a certificate of attendance.
What is the eligibility?	None
When does it expire?	1 year with a 3 month grace period
What are the minimum documented requirements?	Completed and signed application/license agreement, review sheets, written test and bubble answer sheet (with passing score), and role play score sheet (with passing post test score)
Other than turning in required documents, what are the criteria to pass?	scores of at least 75% on both the written and practical (role play) final assessments
What if their packet is incomplete?	Their status is incomplete and it appears on the report to the instructor (must be completed within 90 days of course end date)
What is their status if their packet is complete but they did not pass?	Participants who apply for a certificate of basic competence but do not score at least 75% on each section of the final assessment will automatically receive a certificate of attendance.
What do they get if they pass?	They receive a certificate of competence by mail.
What do they get if they fail?	They (or the instructor) may go to the PCMA website to view their status and print their own certificate of attendance. Information on participant status and how to do this will be provided on the report to the instructor.
What can they do if they fail?	They can request a BehaviorTools™ Basic Practitioner retraining packet from PCMA for a small processing fee.
What recertification course do they take?	They take the BehaviorTools™ Basic Practitioner online recertification course, which covers material from the Basic Course (the first 3 BehaviorTools™). It does not cover material from the Practitioner Course (the second 3 BehaviorTools™) or Instructor material.
What other course(s) does this course qualify them for?	Once certified, they can take the BehaviorTools™ Practitioner Course for competence or the BehaviorTools™ Practitioner Course for attendance. If they take the next course for attendance, their Basic Practitioner for competence will expire and revert to Basic Practitioner for attendance after the expiration date.

### **Practitioner (Attendance Based Certificate):**

Description	Description: The BehaviorTools™ Practitioner course can be taken for an attendance based certificate by anyone who has successfully completed the BehaviorTools™ Basic Course in the past (whether for an attendance based certificate or a competency based certificate – even if it expired). The course
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	includes the remaining 3 BehaviorTools™. Participants must complete an additional 6 hours of instruction and complete the license agreement and application for certification. A certificate of attendance is verification that the participant was present for the entire duration of the course and completed the required paperwork (signed license agreement and completed application).
What is the eligibility?	Participants must have successfully completed the BehaviorTools™ Basic Practitioner Course in the past (whether for an attendance based certificate or a competency based certificate – even if it expired).
When does it expire?	Never
What are the minimum documented requirements?	Completed and signed application/license agreement. All review and test sheets must also be returned to PCMA, although they are not scored and may be blank.
Other than turning in required documents, what are the criteria to pass?	None
What if their packet is incomplete?	Their status is incomplete and it appears on the report to the instructor (must be completed within 90 days of course end date)
What is their status if their packet is complete but they did not pass?	N/A, if their paperwork is complete, they cannot fail
What do they get if they pass?	They (or the instructor) may go to the PCMA website to view their status and print their own certificate of attendance. Information on participant status and how to do this will be provided on the report to the instructor.
What do they get if they fail?	N/A, if their paperwork is complete, they cannot fail
What can they do if they fail?	N/A, they cannot fail. If they lose the required paperwork, they will need to contact PCMA for information on how to replace it.
What recertification course do they take?	N/A, this certificate never expires so there is no re-certification.
What other course(s) does this course qualify them for?	They can take any other BehaviorTools™ course that does not have an eligibility requirement

**Practitioner (Competency Based Certificate):**

Description	The BehaviorTools™ Practitioner course can only be taken for a competency based certificate by those who have a current (not expired) BehaviorTools™ Basic Practitioner competency based certification. The course includes the remaining 3
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	BehaviorTools™. Participants must complete an additional 6 hours of instruction and complete the license agreement and application for certification. In addition to verifying attendance and participation, a certificate of competence verifies that the participant also completed and returned the 3 review sheets and final assessment with scores of at least 75% on both the written and practical sections for the final assessment. Participants who apply for a certificate of competence but do not score at least 75% on each section of the final assessment will automatically receive a certificate of attendance.
What is the eligibility?	<b>They must have a valid (not expired) certification of competence in the Basic Practitioner course or a valid (not expired) certification in the Basic Instructor course in effect on the start date of the course.</b>
When does it expire?	1 year from the certificate issue date of the Practitioner Course, with a 3 month grace period
What are the minimum documented requirements?	Completed and signed application/license agreement, review sheets, written test and bubble answer sheet (with passing score), and role play score sheet (with passing post test score)
Other than turning in required documents, what are the criteria to pass?	scores of at least 75% on both the written and practical (role play) final assessments
What if their packet is incomplete?	Their status is incomplete and it appears on the report to the instructor (must be completed within 90 days of course end date)
What is their status if their packet is complete but they did not pass?	Participants who apply for a certificate of competence but do not score at least 75% on each section of the final assessment will automatically receive a certificate of attendance.
What do they get if they pass?	They receive a certificate of competence by mail.
What do they get if they fail?	They (or the instructor) may go to the PCMA website to view their status and print their own certificate of attendance. Information on participant status and how to do this will be provided on the report to the instructor.
What can they do if they fail?	They can request a BehaviorTools™ Practitioner retraining packet from PCMA for a small processing fee.
What recertification course do they take?	They take the BehaviorTools™ Practitioner online recertification course, which covers material from both the Basic Practitioner Course (the first 3 BehaviorTools™) and the Practitioner Course (the second 3 BehaviorTools™). It does not cover Instructor material.
What other course(s)	They can take any other BehaviorTools™ course that does

does this course qualify them for?	not have an eligibility requirement
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<b><u>Basic Instructor:</u></b>	
Description	The BehaviorTools™ Basic Instructor course includes the first three most basic BehaviorTools™ and additional information and strategies that are needed for effectively teaching the course to others. Participants must complete at least 12 hours of instruction (the first 6 hours is devoted to the practitioner level course) and all required paperwork (license agreement, application, review sheets and assessments). Those who successfully complete the course and are certified BehaviorTools™ Basic Instructors are eligible to teach the BehaviorTools Basic Practitioner Course. They are not, however, authorized to teach the BehaviorTools Practitioner Course or any other course offered by PCMA unless they have completed the appropriate additional requirements. A score of 75% on the written and 90% on the practical assessment(s) and demonstration of competence in teaching segments of the course are required for certification of competence as a Basic Instructor. Participants who complete the course but do not meet criteria for the Basic Instructor Certification Basic Practitioner Attendance Based Certification.
What is the eligibility?	None
When does it expire?	1 year with a 6 month grace period
What are the minimum documented requirements?	Completed and signed application/license agreement, review sheets, written test and bubble answer sheet (with passing score), role play score sheet (with passing post test score), and instructor skill checklist (with passing score)
Other than turning in required documents, what are the criteria to pass?	A score of at least 75% on the written test, a score of at least 90% on the practical (role play) final assessment and a score of at least 80% on the instructor skills checklist
What if their packet is incomplete?	Their status is incomplete and it appears on the report to the instructor (must be completed within 90 days of course end date)
What is their status if their packet is complete but they did not pass?	Participants who do not meet the criteria for Basic Instructor certification but did turn in a completed and signed application and license agreement will automatically receive a Basic Practitioner certificate of attendance. Their status on the PCMA database will be attendance based practitioner.
What do they get if they pass?	They receive a BehaviorTools™ Basic Instructor certificate by mail.
What do they get if they fail?	If they qualified for a BehaviorTools™ Basic Practitioner Certificate of Attendance, they (or the instructor) may go to the



	PCMA website to view their status and print their own certificate of attendance. Information on participant status and how to do this will be provided on the report to the instructor.
What can they do if they fail?	They can request a BehaviorTools™ Basic Instructor retraining packet from PCMA for a small processing fee. Depending on the logistics of the training, re-training time may or may not be available. Organizations that host BehaviorTools™ Basic Instructor Courses or Instructor Courses should plan for additional time in the event that re-training of one or more participants is needed.
What recertification course do they take?	They take the BehaviorTools™ Basic Instructor online recertification course, which covers material from the Basic Practitioner Course (the first 3 BehaviorTools™) and Instructor material that relates to that course.
What other course(s) does this course qualify them for?	Once certified, they can take the BehaviorTools™ Instructor Course.

**Instructor:**

Description	Description: The BehaviorTools™ Instructor course includes all six BehaviorTools™ and additional information and strategies that are needed for effectively teaching the course to others. All participants must complete at least 24 hours of instruction and all required paperwork (license agreement, application, review sheets and assessments). Those who successfully complete the course and are certified BehaviorTools™ Instructors are eligible to teach the BehaviorTools™ Basic Practitioner Course and the BehaviorTools™ Practitioner Course. They are not authorized to teach any other course offered by PCMA unless they have completed the appropriate additional requirements. A score of 75% on the written and 90% on the practical assessment(s) and demonstration of competence in teaching segments of the course are required for certification of competence as an Instructor. Participants who do not meet criteria for the Instructor Course, but do meet the criteria for the Practitioner Course, will receive a Practitioner Certification.
What is the eligibility?	<b>They must have a valid (not expired) BehaviorTools™ Basic Instructor certification in effect on the start date of the course.</b>
When does it expire?	1 year from the certificate issue date of the BehaviorTools™ Instructor Course, with a 6 month grace period
What are the minimum documented requirements?	Completed and signed application/license agreement, review sheets, written test and bubble answer sheet (with passing score), role play score sheet (with passing post test score),

	and instructor skill checklist (with passing score).
Other than turning in required documents, what are the criteria to pass?	A score of at least 75% on the written test, a score of at least 90% on the practical (role play) final assessment and a score of at least 80% on the instructor skills checklist.
What if their packet is incomplete?	Their status is incomplete and it appears on the report to the instructor (must be completed within 90 days of course end date)
What is their status if their packet is complete but they did not pass?	Participants who do not meet the criteria for Instructor certification but did turn in a completed and signed application and license agreement will automatically receive a Practitioner certificate of attendance. Their status in the PCMA database will remain Basic BehaviorTools Instructor.
What do they get if they pass?	They receive a BehaviorTools™ Instructor certificate by mail.
What do they get if they fail?	If they qualified for a BehaviorTools™ Practitioner Certificate of Competence, they will receive that in the mail. If they qualified for a BehaviorTools™ Practitioner Certificate of Attendance, they (or the instructor) may go to the PCMA website to view their status and print their own certificate of attendance. Information on participant status and how to do this will be provided on the report to the instructor.
What can they do if they fail?	They can request a BehaviorTools™ Instructor retraining packet from PCMA for a small processing fee. Depending on the logistics of the training, re-training time may or may not be available. Organizations that host BehaviorTools™ Basic Instructor Courses or Instructor Courses should plan for additional time in the event that re-training of one or more participants is needed.
What recertification course do they take?	They take the BehaviorTools™ Basic Instructor online recertification course, which covers material from the Basic Practitioner Course (the first 3 BehaviorTools), the Practitioner Course (the second 3 BehaviorTools™) and Instructor material that relates to both courses.
What other course(s) does this course qualify them for?	None. This is currently the highest level of certification publically available in the PCMA BehaviorTools™ program.

**3. Q: Are there any special pre-requisites for someone to be trained as a practitioner or instructor?**

A: There are no requirements for Practitioners, beyond the ability to read the workbook and write well enough to answer written questions. They should be willing to practice and role-play the skills taught in the course. It is recommended that Instructors be individuals who possess these same qualities and additionally have a background in human services, be comfortable with presenting to groups and have

some experience and skills related to speaking and teaching others. They should also be able to operate the audio visual equipment and materials used for the course. A background in behavior management or behavior analysis is useful but is not necessary.

**4. Q: How long are the various courses?**

A: The course length varies depending upon the certification:

Basic Practitioner course .....minimum 6 hours  
Practitioner course .....minimum 6 hours  
Basic Instructor course.....minimum 12 hours  
Instructor course .....minimum 12 hours

It is strongly recommended that any Basic Practitioner course or Practitioner Course that has 12 to 15 (the maximum) participants, be scheduled for more than 6 hours to allow sufficient time for practice and role play. A rule of thumb is an additional half hour for each participant over 12 (up to the maximum of 15). Six hours is normally enough time to complete the course if there are fewer than 12 participants, however it will depend on the particular group and instructor. Instructors are encouraged to teach the course in a longer duration whenever it is needed.

**5. Q: What are the criteria for passing the course?**

A: Please see the table above for a detailed breakdown of the requirements to pass each of the BehaviorTools™ course options.

**6. Q: How long does it take for PCMA to grade materials**

A: Once received at our offices it typically takes about 2-3 days to process materials and put them in the mail. Once graded however results are made available immediately over the internet. This way, Instructors can check our website for results. Incomplete paperwork will cause a delay and must be completed before it can be processed.

**7. Q: Can I take the Practitioner course if I haven't taken the Basic Practitioner Course? Can I take the Instructor course if I haven't taken the Basic Instructor course?**

A: The Basic Course is a pre-requisite for the second course. A participant can only take the Practitioner or Instructor course after taking the Basic Practitioner or Basic Instructor course. For those certified on an attendance basis, it does not matter when they took the basic course, just that they are on record as having completed it successfully at some time before taking the second course. For Instructors and Practitioners who are seeking competency certification, they must have a valid (not expired) certification for the Basic course as of the first day of the second course in

order to be eligible to take it. If the two courses are being taught “back to back” (i.e., on consecutive days) participants should be aware that failure to pass the first course will affect their ability to also receive a certificate of competency for the second course.

**8. What if someone is an attendance certified BT Basic Practitioner and wants to take the Practitioner Course for a certificate of competence instead of a certificate of attendance?**

A. Only those who have earned a competency based certificate in the basic course can take the second course for competency. If a participant has a certificate of attendance in the basic course they only qualify for a certificate of attendance in the second course.

**9. What if someone is a competence certified BT Basic Practitioner and wants to take the Practitioner Course for a certificate of attendance instead of a certificate of competence?**

A. Those who have a competency based certificate in the basic course may take the second course for a certificate of attendance. Their status for both courses will become attendance based.

**10. I am certified as a BehaviorTools™ Basic Practitioner, can I take the BehaviorTools™ Instructor course?**

A. No, you may only take the BehaviorTools™ Instructor Course if you have a valid (not expired) certification as a BehaviorTools™ Basic Instructor as of the start date of the course. In some cases, these two courses may be offered “back to back”.

**11. Is there such a thing as an attendance based instructor certification in the BehaviorTools™?**

A. No, all Instructors are certified for competency.

**12. Q: What happens if someone fails the exam?**

A: Sometimes participants will fail to meet criteria on their examination. In that event, your instructor will be notified and you may then make a request for a re-training package. You can read more about re-training in questions to follow.

**13. Q: Do our staff receive certificates?**

A: Practitioners certified for competency and Instructors receive “hard copy” certificates from PCMA that verify their date of training, level of certification and certification expiration date. Practitioners certified for attendance and the Instructors

who taught their class may print their own certificates from the PCMA web site, but will not receive them in the mail. Certificates are sent to the address listed on the application.

**14. Q: How long does certification last?**

A: Certifications for all levels of Practitioners and for Instructors are good for one year from the time of certification. There is a 3 month grace period however for Practitioners and a 6 month grace period for Instructors.

**15. Q: What is re-certification and why must it be done?**

A: Certification is essentially “proof” that a person has either attended something or has achieved a particular level of skill. Re-certification is the process by which PCMA ensures that practitioners who are certified for competency and instructors maintain their skills over time. Re-certification must be done yearly so that people’s certifications do not “lapse.” Practitioners who are certified for attendance only do not have to be re-certified because their certification does not prove any particular level of skill. All Instructors must be competent in the skills they are allowed to teach, so they do not have the option of an attendance based certificate, and must re-certify to stay qualified to teach the BehaviorTools™ courses.

**16. Q: What is the process for re-certification?**

A: Practitioners and Instructors must be re-certified annually. Recertification courses are conducted online. Please visit the PCMA web site and log in to access the Practitioner Resources section or Instructor Resources Section. You will find a link there for the refresher material and recertification test.

**17. What if it’s been a whole year since I was certified for competence in the BT Basic Practitioner Course and now I’ve taken the Practitioner Course for a certificate of competence? What recertification(s) do I take and when?**

A. You can take the second course for a certificate of competency at any time that you still are certified for competence in the Basic course (must be valid on the first day of the course), so conceivably it could be year or more (if you are into your grace period) later when you take the second course. Once you take and pass the second course, it “resets” your certification date and you will take the recertification test that includes material from both courses one year from the date you completed the second (Practitioner) course.

**18. Q: What if a person’s certification lapses?**

A: If a person goes beyond their grace period without re-certification (competency based Practitioner or Instructor) then they must go through the original certification

process again if they would like to re-establish their certification. A Practitioner certificate of attendance does not expire.

**19. Q: What is a “re-training” and how does it differ from re-certification?**

A: The retraining is given when a participant fails to meet criteria on either the written or the practical examination. It involves the request for re-training materials, a minimum of 30 minutes of instruction, and the re-administration of the written and/or practical exams.

**20. Q: What are the benefits of having “on-site” instructors?**

A: The benefits of having “on-site” instructors are numerous. First, it is more cost-effective for facilities to train their own practitioners rather than have a representative of PCMA travel to their facility to conduct the course. Secondly, there is an added benefit of having someone at the organization who has been trained at a higher level and can serve as a coach and resource for others. Finally, the on-site instructors can help practitioners “brush-up” on their skills in between the yearly re-certifications.

**21. Q: Can Instructors train other instructors?**

A: No, Instructors can only be trained by a BehaviorTools™ Master Instructor (from PCMA). All BehaviorTools™ Instructors are “first generation” instructors. This is done, in part, to ensure the quality of every single BehaviorTools™ Instructor. BehaviorTools™ Instructors may only certify or re-certify practitioners, not other Instructors.

**22. Q: Can other participants be present when giving the pre or post test role play to another participant?**

A: No, pre and post test role plays are to be conducted individually with participants in a private area out of the presence of other participants (i.e., they cannot see or hear it). Practices, on the other hand, can and should be done with the group.

**23. Q: When giving the post test role play, can Instructors tell participants which BehaviorTool™ the situation calls for?**

A: No, this is part of the test. Instructors should thoroughly review what situations go with what BehaviorTool™ with participants before the test to give them the best chance of passing.

**24. Q: If someone does not pass the post test role play the first time, can Instructors count it as a practice run and test them again?**

A: No, Instructors cannot allow participants to take the test more than once “until they get it right”. If they did this, the reliability of the test would suffer. Instructors

should conduct enough practice during the class to have a good idea of how each participant will do on the role play post test. Instructors should conduct additional practice as needed before the test, or even wait to give the post test on another day for one or more participants, if more practice will be needed to pass. In spite of Instructor's best efforts to prepare participants, however, there will be some who do not pass. These participants will receive a certificate of attendance and can also order a retraining packet if they would like another opportunity for a competency based certificate.

**25. What if I teach the Practitioner Course and realize that someone in the course is not eligible to take it?**

A. If an Instructor realizes that a participant in a Practitioner course is does not meet the pre-requisite requirement (see table above), he or she must politely excuse the participant from the course and collect their materials. This would be an unpleasant situation for everyone, so **it is very important to be sure that everyone who is taking a Practitioner course is eligible before beginning the class!**

**26. Q: Must the courses be taught in consecutive days?**

A: Only the instructor course conducted by PCMA must be done in consecutive days. Although we recommend for instructors to teach the Practitioner course in one day, it can be split up into several days. If splitting the course into sections, instructors should teach each BehaviorTool™ section as one complete unit. It is strongly recommended that the entire course be taught within 3 consecutive weeks.

**27. Q: How large can each class size be?**

A: There may be up to 15 participants in a Practitioner course for competency based certification. There may be up to 20 participants in a Practitioner course for attendance. Instructors should plan for additional time (see section above), if their competency based course will include 12 or more (up to 15) participants.

**28. Q: What happens if a class has more than the allowed number of participants?**

A: If an Instructor makes an error and turns in paperwork for a class that has more than the allowed number of participants, they will need to make arrangements with PCMA to conduct supplementary training with the group so that the participants' paperwork can be processed. PCMA will determine the appropriate duration of supplementary training needed based on the number of participants over the maximum and will advise the instructor of additional documentation requirements so that credit can be given for the class. It is much easier for everyone to avoid this situation and ensure that class size limits are observed!

### **29. Q: Who grades the exams?**

A: By objectively and independently determining whether or not individuals pass, and by issuing the certification, PCMA helps maintain rigorous certification standards. Having an independent organization maintaining the certification helps to prevent accountability and quality control problems. When teaching competency based courses, Instructors will, no doubt, be tempted to “score” participant paperwork and tell them if they passed or not. This should be avoided and participants should be told that the PCMA will score the materials and inform them of their status. If teaching both the Basic Practitioner and Practitioner courses “back to back” (i.e., on consecutive days) without the opportunity to send in paperwork from the first course before beginning the second, it is possible that an exception might be made to avoid logistical problems. Please contact PCMA for information on how to proceed if this is the case.

### **30. Q: What do instructors need to turn in to PCMA? Do blank sheets need to be turned in?**

A: Instructors must turn in all of the following sheets to PCMA at the conclusion of the course so that participants may get credit. In some cases (especially for attendance based participants) these sheets may be blank; however they still need to be returned to PCMA for every participant.

1. Completed application with the signed License Agreement on back side
2. Three (3) review and practice sheets (no particular score is necessary)
3. Pre and post role play assessment sheet (with each step marked by instructor for those applying for certificate of competence)
4. Original (not copied) Final written assessment (the sheet with questions (participants do not mark this sheet)
5. bubble answer sheet for final written assessment (will only be filled out for those applying for certificate of competence)

Common paperwork omissions that result in incomplete status and/or delays in processing paperwork include: unsigned applications, missing applications, missing test sheets or other sheets, incomplete test sheets, and unreadable or missing information on applications (especially names and e-mail/postal addresses of participants/organization). Instructors are strongly encouraged to make copies of completed applications and completed written test and role play test sheets before mailing them to PCMA in the event that the paperwork is lost in the mail or if there is a question later about the paperwork that was sent. Please only copy completed sheets, not blank sheets. Instructors should be sure to order the correct type of participant manuals for the course they are teaching (attendance based or competency based).

### **31. Q: What happens if an Instructor turns in incomplete paperwork for a participant?**



A. If PCMA receives incomplete paperwork for a participant, their status will be incomplete and this will be noted on in the online database and in the report that is sent to the instructor. Once PCMA receives the missing paperwork or information the status will be updated.

**32. Q: What happens if a training packet is incomplete for more than 90 days after the last day of the course.**

A: The PCMA is unable to retain incomplete records for more than 90 days from the last day of the course. Those whose packets remain incomplete after this time will be unable to get credit for the course, but they may take the course again for credit if they wish. For this reason, Instructors should be sure to send PCMA all paperwork as soon as possible after the class is completed.

**33. Q: If I am a BehaviorTools™ Instructor can I train outside of my facility?**

A: Yes.

## **Questions About Materials and Equipment**

**34. Q: Can I make copies of the BehaviorTools™ materials?**

A: You may only make copies of the order form and Instructors may make copies of completed applications and test sheets (in fact it is strongly recommended that they do so before mailing them off to PCMA). No other parts of the manuals may be copied without prior written permission from the PCMA, however.

**35. Q: Can I loan my workbook/manual to someone else?**

A: Your materials are licensed to you by PCMA for your own personal use based on the license agreement that you sign at the beginning of class. They are not to be loaned or given to anyone else. If you lose your materials, you may contact the PCMA to request a replacement for a fee to cover the costs.

**36. Q: I would like to use the checklist of BehaviorTool™ steps to practice the skills after the class. Can I copy the checklist or “Steps at a Glance” sheet?**

A: The PCMA encourages those who have taken the course to practice the skills on their own, especially with others who took the course. Although you may not make copies of the checklist or “Steps at a Glance” pages from the manual, you may make your own grid sheet with notations so that you can practice on your own. Using the “Steps at a Glance” sheet for reference, a sheet such as this will enable you to conduct scored practices.

**37. Q: What equipment do I need to teach the BehaviorTools™ courses?**

A: The BehaviorTools™ are multimedia courses, using a DVD that is to be paused at times so that instructors can discuss the material and conduct activities and practice. The DVD can be played on a computer or with a DVD player and television monitor. The screen should be large enough for the entire class to see the video.

Those using a computer may want to use an LCD projector. Instructors should also be sure to have an audio system that will allow all participants to hear the videos clearly. Instructors should test all equipment prior to teaching the class to ensure that it will work well. Some Instructors might have an older version of the course materials which used a slide show in PowerPoint that had embedded links to video clips. These were replaced with the newer, easier to use video format but any Instructor who still has the old version can call PCMA for a replacement.

**38. Q: How much space do I need to teach a BehaviorTools™ course?**

A: Instructors should arrange for a classroom or other appropriate space that will comfortably accommodate the number of participants and the audio visual equipment. There should be enough clear space in the room for participants to walk around to practice and role-play the skills. There should be one or two private spaces nearby for conducting pre and post test role-plays outside of the presence of other participants.

**39. Q: Will I get a DVD when I take an Instructor class?**

A: Instructors will receive the DVD to teach the course along with their first order of course materials. They should be sure to note on the order form that this is their first course so that there will be no charge for the DVD. The PCMA encourages Instructors at one location to share a copy of the DVD; however, if this is not practical for their teaching situation, they can request their own copy (one per instructor). If DVD's become damaged, replacements can be ordered for a fee. Instructors should take special care to not share the DVD with those who are not authorized to use it.

## **Questions About Costs**

**40. Q: What are the costs for Instructors and Practitioners?**

A: The cost to take the Instructor Course at a PCMA training facility is \$ 200.00 per person. For group trainings and off site trainings (at your facility or location), please call PCMA for an individualized cost proposal. PCMA does not routinely conduct BehaviorTools™ Practitioner courses. Practitioner course fees will be posted when they are scheduled. Basic Practitioner and Practitioner Manuals for certificates of attendance cost \$12 each. Basic Practitioner and Practitioner Manuals for certificates of competence cost \$15 each due to additional paperwork processing. It is important to order the correct type of manual for the class you are teaching, as PCMA cannot reimburse the cost of competency based certification manuals that are used for participants who are certified for attendance.

**41. Q: What are the re-certification costs for Instructors and Practitioners?**

A: On-line re-certification fees are currently \$20 for a Basic Instructor, \$30 for an Instructor, \$5 for a Basic Practitioner (competency based) and \$8 for a Practitioner (competency based). There may be additional fees for those who do not pass the re-certification exam and need to take it more than once.

**42. Q: What are the costs for re-training someone who has failed the course?**

A: Re-training packets are \$ 5 for each Practitioner. Recall that this is only necessary when someone fails to pass the course. The “fail rate” for most Instructors is less than 10%.

## **Other Questions**

**43. Q: Which populations are appropriate for BehaviorTools™ strategies?**

A: The BehaviorTools™ courses teach skills that can be used with children, adolescents, and adults. It doesn't matter if the individuals have disabilities or no disabilities and they do not have to have good verbal skills. BehaviorTools™ strategies have been very successful in foster homes, typical family homes, schools, as well as residential facilities and day programs for people with developmental disabilities and/or mental health diagnoses. BehaviorTools™ strategies can also be used effectively with friends, family members, co-workers, supervisors, employees, neighbors and everyone you meet!

**44. Q: Is a BehaviorTools™ class a course on Positive Behavior Support (PBS)?**

A: While not a course on PBS, itself, the principles and strategies taught in the BehaviorTools™ are positive behavior support strategies. The Association of Positive Behavior Support defines PBS as a set of research-based strategies used to increase quality of life and decrease problem behavior by teaching new skills and making changes in a person's environment. Positive behavior support (PBS) combines:

- valued outcomes;
- behavioral science;
- validated procedures; and
- systems change to enhance quality of life and reduce problem behaviors.

PBS strategies are positive (non-aversive), non-coercive, proactive and focus on teaching and modeling better (replacement) behaviors that are identified by assessing the function (reason) for the behavior. The BehaviorTools™ courses include these principles and strategies and can meet the needs of organizations seeking to add a PBS component to their staff training and the services they offer individuals.

**45. Q: How do the BehaviorTools™ courses fit in with PCM?**

A: The BehaviorTools™ courses are built upon the same principles and the same proactive, non-coercive approach as the Professional Crisis Management (PCM) courses. Each course can stand alone, however they are completely compatible and complimentary. Although the PCM courses include a large amount of information about prevention and non-physical behavioral strategies, the BehaviorTools™ courses cover these strategies in greater detail and in a more hands-on, interactive way than is possible given the scope and duration of a PCM class.

**46. Q: Do the BehaviorTools™ work?**

A: A large amount of outcome data was amassed on the training model that the BehaviorTools™ courses were developed from, demonstrating a wide range of positive outcomes for organizations that adopted the training. Abstracts and graphs from peer reviewed journals regarding outcomes can be found on the PCMA website under “What is the BehaviorTools™?” Since PCMA began providing the courses, we have continued to receive enthusiastic testimonials from users and pre and post test data showing consistent skill acquisition on the part of participants.

**47. Q: How many other facilities use the BehaviorTools™?**

A: The PCMA is proud to have trained and certified BehaviorTools™ Instructors in a number of states and the courses have become a standard part of staff training in many schools and other types of facilities. We are pleased to be adding more states and more facilities to the list every day! Please feel free to call PCMA for the latest information.

**48. Q: Could I speak with a current BehaviorTools™ user who works with a population similar to mine?**

A: Absolutely, simply [contact us](#) first with a request to contact a person working at a facility similar to yours and we will be happy to arrange for a telephone contact with a current customer of our services.

**49. Q: We are still comparing trainings, is it possible for a representative of PCMA to give a presentation?**

A: Yes, please [contact us](#) to schedule a presentation.