

FREQUENTLY ASKED QUESTIONS FOR STUDENTS

How can I become enrolled in the Avera Dining Assistant On-Line Training Solutions© Program?

Answer: Your employer will contact Avera Education & Staffing Solutions (AESS) by phone (605-668-8475) or email (averasolutions@avera.org). AESS staff will send your employer a link to register you as a student.

How do I begin the Avera Dining Assistant On-Line Training Solutions© Program?

Answer: A link will be emailed to your employer to access the Avera Dining Assistant On-Line Training Solutions© program. This link and its password will be active for your use for 120 days. You must complete the program within 120 days from the time AESS emails the link and password to the program. The introductory section of the program will provide guidance on how to work through the on-line modules, take quizzes and the Final Exam, and how to transmit this information to AESS. PLEASE NOTE: due to the size of the learning module files, each module may take a few moments to load.

What materials are required for the course?

Answer: The following are materials required for participation/completion of the Avera Dining Assistant On-Line Training Solutions© program:

1. Students will need to use a computer with internet and sound. Acceptable browsers include Internet Explorer 9 or newer along with the latest versions of Mozilla Firefox or Google Chrome. Internet Explorer 8 or older will not function properly with the course. Computers should also have the latest versions of Adobe Reader and Flash Player for best performance.
2. Course Syllabus
3. Avera Dining Assistant On-Line Training Solutions© Training Documentation Form

What exams are required in the Avera Dining Assistant On-Line Training Solutions© program?

Answer: At the end of each module there is quiz, which may be repeated until a minimum score of 80% is achieved. At the conclusion of all of the on-line modules, an on-line Final Exam must be taken, which may be repeated until a minimum score of 80% is achieved. It is also required for students to respond to the attestation statements in the Final Exam section declaring that they have or have not completed all of the 8 hours on on-line course requirements.

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Tell me more about the clinical component of the Avera Dining Assistant On-Line Training Solutions© Program.

Answer: Once you have successfully completed the on-line modules, on-line quizzes, the Final Exam, and have documented your scores, you are eligible to complete the 2 hour clinical practice of dining assistance with resident(s). The 2 hour clinical practice is to be precepted/supervised by a Preceptor RN (Registered Nurse) in the facility. The Preceptor RN will complete the Facility Return Demonstration Checklist included on the Avera Dining Assistant On-Line Training Solutions© Training Documentation form.

Who do I contact if I have questions regarding the material covered in the Avera Dining Assistant On-Line Training Solutions© Program?

Answer: As you are employed in a healthcare facility, the first person to talk with is the nurse in your facility identified as the Staff Development/Preceptor RN Instructor or the person responsible for enrolling you into this program. This individual will oversee your training. Should you and the Staff Development/Preceptor RN Instructor require further clarification, contact the Primary Instructor at Avera Education & Staffing Solutions at 605-668-8475 between 9:00 a.m. and 4:00 p.m. Monday – Friday. You may submit your question to averasolutions@avera.org to the attention of Dining Assistant Training Program. Every effort will be made to respond to your question as soon as possible. All questions will receive a response within 24 hours (excluding weekends or holidays).

Who do I contact if I have technical difficulties with the on-line modules?

Answer: As you are employed in a healthcare facility, the first person to talk with is the nurse in your facility identified as the Staff Development/Preceptor RN Instructor or the person responsible for enrolling you into this program. This person will assist you or will contact the appropriate individual/department in the facility that works with computers to resolve the issues you may be facing. If further technical assistance is needed specific to the web-based programming, please contact Avera Education & Staffing Solutions at 605-668-8475 between 9:00 a.m. and 4:00 p.m. Monday – Friday. You may submit your inquiry to averasolutions@avera.org to the attention of Dining Assistant Training Program. Every effort will be made to respond to your question as soon as possible. All questions will receive a response within 24 hours (excluding weekends or holidays).

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Upon completing the essential elements of the 10 hour Avera Dining Assistant On-Line Training Solutions© program, what is my next step?

Answer: The facility Staff Development/Preceptor RN Instructor will fax, email, or mail the completed Avera Dining Assistant On-Line Training Solutions© Training Documentation Form to AESS. AESS will review the documentation and, if complete, will award a certificate of completion.

When can I independently assist residents with dining?

Answer: You may not independently (under the supervision of an RN or LPN) assist a resident with dining until a certification of completion of the program has been awarded.

Do I have to renew my Dining Assistant certificate of completion?

Answer: No, however the facility is responsible to ensure you are competent to safely and effectively provide dining assistance ongoing. All questions and concerns must be discussed with your employer.