

FREQUENTLY ASKED QUESTIONS FOR PRECEPTOR RN

**How do I enroll a student in the Avera Dining Assistant On-Line Training Solutions© Program?**

*Answer:* Contact Avera Education & Staffing Solutions (AESS) by phone (605-668-8475) or email (averasolutions@avera.org). AESS staff will send you the link to register a student. Or find the link at [www.averasolutions.org](http://www.averasolutions.org) under “Register for Classes.”

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

*Answer:* A link will be emailed to the employer to access the Avera Dining Assistant On-Line Training Solutions© program. This link and its password will be active for student use for 120 days. The student is to complete the program within 120 days of receiving 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 some 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 up-to-date versions of Internet Explorer, 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 for best performance.
2. Course Syllabus
3. Avera Dining Assistant On-Line Training Solutions© Training Documentation Form

**Tell me about the required training documentation for the Avera Dining Assistant On-Line Training Solutions© program.**

*Answer:* The Avera Dining Assistant On-Line Training Solutions© Training Documentation Form is to be completed in full. At the conclusion of each on-line module of the program, the student is to complete the accompanying quiz, which may be repeated until a minimum score of 80% is achieved. The student’s score is to be viewed by the Preceptor RN and the scores are to be recorded on the Training Documentation Form. At the conclusion of all of the on-line program modules, the student is to complete the on-line Final Exam, which may be repeated until a minimum score of 80% is achieved and the score is to be recorded on the Training Documentation Form. Upon successful completion and documentation of the on-line modules, quizzes, and Final Exam, the student is eligible to complete the 2 hour clinical practice of dining assistance with resident(s), supervised by the Preceptor RN (Registered Nurse) in the facility. The Preceptor RN is to ensure the clinical portion of the Training Documentation Form is completed in full, and that the Training Documentation Form is signed and dated by both the Preceptor RN and

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the student. When all components are complete, the Preceptor RN is to fax (605-668-8483), email (averasolutions@avera.org), or mail the Training Documentation Form to AESS. AESS will review the documentation and, if complete, will award a certificate of completion for the individual student, which is to be maintained in a Dining Assistant Training file at the facility's location.

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

Answer: At the end of each module there is a 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.

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

Answer: Once the student has successfully completed the on-line modules, on-line quizzes, and the on-line Final Exam, the student is 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 must 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: The student may have questions regarding the material covered in the program. If the Staff Development/Preceptor RN requires 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 also 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: The Staff Development/Preceptor RN should assist the student to contact the appropriate individual/department in the facility that works with computers to resolve these types of issues. 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 also submit your inquiry to [averasolutions@avera.org](mailto: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 the next step?**

Answer: The Staff Development/Preceptor RN is to fax (605-668-8483) or email (averasolutions@avera.org) or mail the completed Avera Dining Assistant On-Line Training Solutions© Training Documentation Form to AESS (Avera Education & Staffing Solutions, 1000 W. 4<sup>th</sup> St, Suite 9, Yankton, SD 57078, Attention: Dining Assistant Training Program). AESS will review the documentation and, if complete, will award a certificate of completion.

**When can the student independently assist residents with dining?**

Answer: The student 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.

**Does the student need renewal of the Dining Assistant certificate of completion?**

Answer: No, however the facility is responsible to ensure that the student is competent to safely and effectively provide dining assistance ongoing. All questions and concerns are the responsibility of the employer.