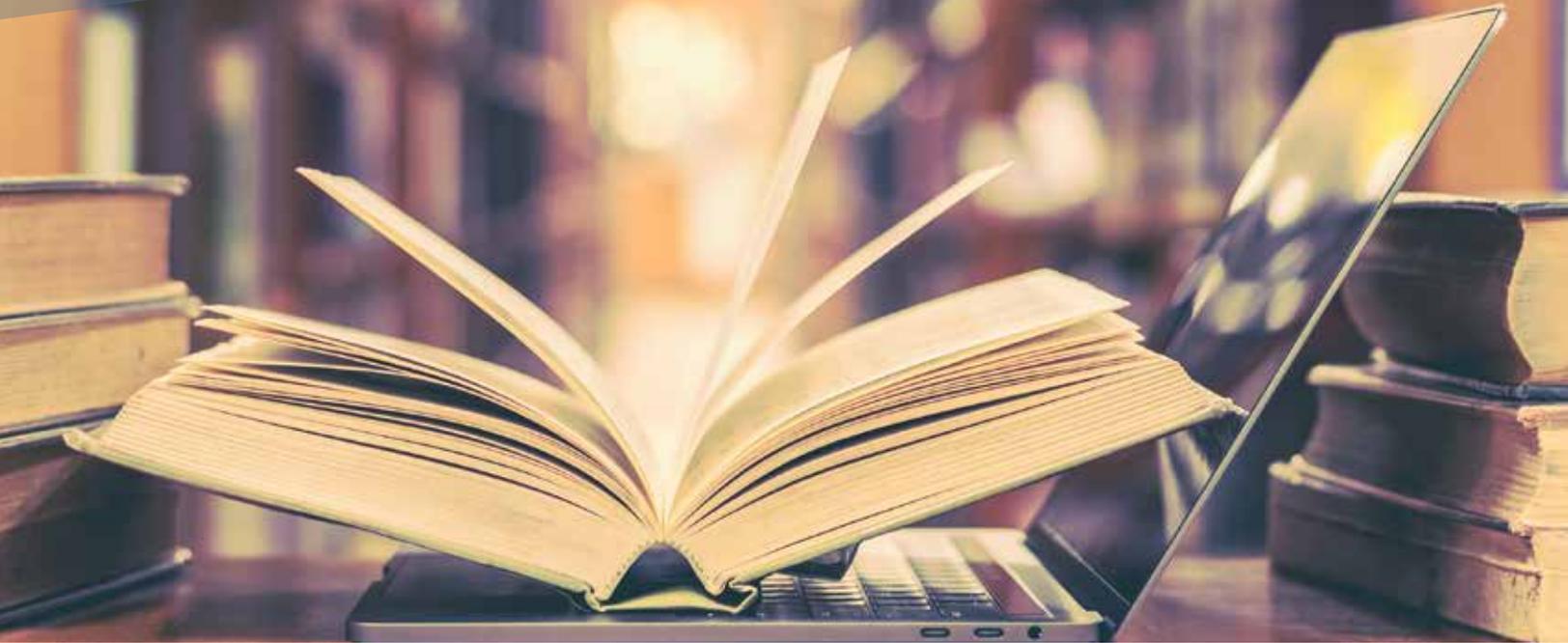




The Mandt System[®]
Blended &
E-Learning Options

Blended E-learning



WHAT IS IT?

The on-line e-learning curriculum is a PowerPoint based presentation of the three Relational and three Conceptual chapters of The Mandt System® curriculum. The chapters are presented with a combination of narration and embedded video that can be viewed and completed at an individual student self-directed pace. The way the interface has been built allows the learner to move backward and pause the presentation. It also provides them with a notes page they can print and bring to the in-person class with their Mandt System® Certified Instructor. Because there are exercises and activities that can only be partially completed on-line, **an in-person session will be necessary** to review some of the activities as well as reinforce and apply the learning.

Certification can only be completed once you, as the Instructor, are satisfied that the participant has understood how the application of Relational and Conceptual elements needs to be integrated into the unique culture of your workplace. Employees are considered certified if they successfully complete the blended on-line tests and consistently demonstrate their understanding of The Mandt System® philosophy and concepts in their daily interactions with individuals receiving services, as well as co-workers. The student may have been able to complete the test but your professional judgment on their values and attitudes remains an integral part of that certification process. Remember the exercise during your instructor training where we show you a picture of a person we love? That is the piece that has to remain at the heart of what you do is the blend...hearts and minds.

The in-person sessions can be run ahead of or following completion of the on-line components. The Technical chapters will not be available with an on-line option for obvious reasons.

HOW DOES IT WORK?

The way to access this blended option will be through the purchasing of e-learning 'seats' for your students. The seats will be bundled in groups of 'Relational' and 'Relational and Conceptual' with a volume discount applied. The seat cost for the full set of chapters 1-6 starts at \$33.99 and this will include a virtual workbook per student for use alongside the blended process. For those of you that are training and then re-certifying hundreds of students annually within your service settings, this should represent a huge cost saving in time and resources. This has been the prime driver behind our developing this resource. Pricing details can be found at the provided link on the following page of this document.

The program is web-based and has been Beta tested on PC and OSX operating systems utilizing Explorer, Safari, Firefox and Chrome. The system is being configured for running on a tablet. A demo version is available which allows you to get a sense of the structure and flow of the program and content. You will need to have speakers on the computer you are using to view.

HOW DO I PURCHASE SEATS?

You will be able to purchase seats once you are a Mandt System® Certified instructor and have access to the Mandt Resource Center. The option of purchasing seats is only available from within the Resource Center and will still require the Mandt System® Instructor to complete a course report for student certification.

The in-person session with your participants is a requirement for certification but when and how you undertake this is up to you to determine within your own organization. Some will want to do the in-person activity reviews ahead of the on-line component, some following. We recommend that you allocate a half hour per chapter for in-person review of activities. If you have your students complete the Relational chapters on-line, then our recommendation is you plan for an hour and a half for the in-person review. The Conceptual chapters completed on-line do not require an in-person but discussion with your staff may be beneficial during a team meeting or during your Technical skills training.



IMPORTANT NOTE

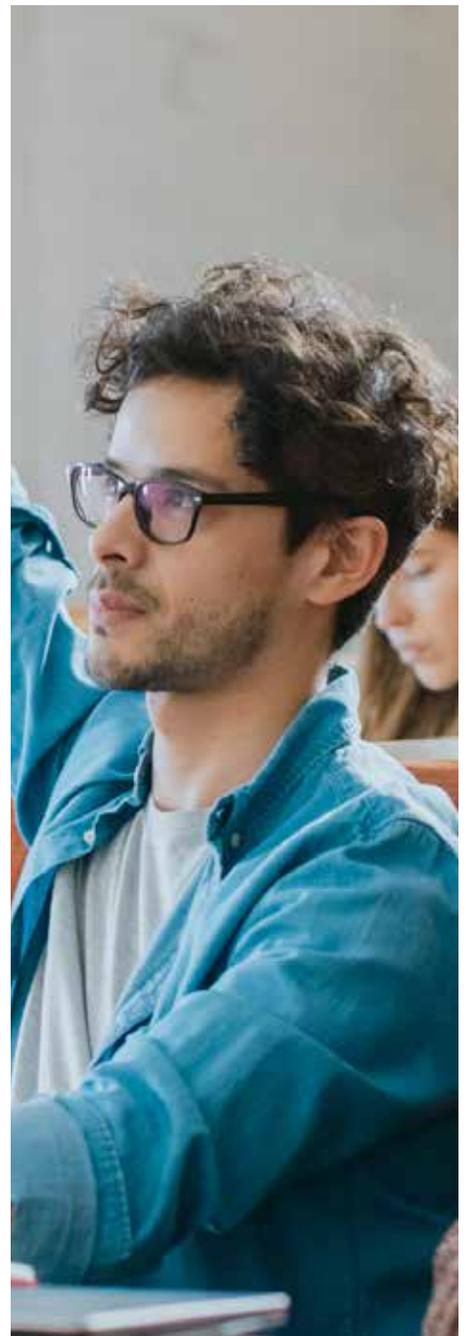
The option of Blended Learning has been developed as just that, an option. It is not intended to replace in-person events run directly with you instructing staff in The Mandt System® curriculum.

It is intended as an option for organizations with high levels of students needing to be certified and re-certified on an annual basis so that the seat cost can, for those organizations that use it, represent a significant savings on the cost of freeing up and covering staff for a 1 or 2 day event. Providing you meet the access requirements, any organization is welcome to use this resource.

Our organizational commitment to building healthy workplace relationships has led us to creating this blended model rather than a straight on-line e-learning content offering. For more information about the Blended Learning approach, the following resource is recommended reading;

<http://www.mandtsystem.com/important-information/what-is-blended-learning/>

Click on link above to access the blended management page. You will need you Instructor ID and Password to access.



FREQUENTLY ASKED QUESTIONS

- **“What is the maximum lapse time from a student completing the e-learning component and attending the in-person class?”**

We recommend that a period of no longer than 30 days lapses. Simply put, you will want the e-learning information to still be relatively fresh in the students mind and memory as you conduct some of the in-person discussion and activities.

- **“Can the e-learning component be used in conjunction with conventional in-person class such as the student doing Relational chapters on-line, coming to the in-person class and then doing a Conceptual chapter in-person before moving on to the Technical chapters?”**

The answer is, “yes.” We see the e-learning as a tool that serves to assist Mandt Certified Instructors with some of the ‘heavy lifting’ work that is associated with delivering content to staff. This type of flexibility, allowing for some ‘pick and mix’, was part of our intention with the e-learning development.

- **“Can a small group of staff sit around one computer and do the e-learning component as a collective group?”**

This is a great question and one that is more of a challenge to answer. The system has been built on the basis of one student, one workbook, one test and one certificate. While each of the students sitting around the computer would each have their own workbook, the e-learning portal only recognizes a single assigned student with a unique ID, etc. For this reason, our recommendation is that other than in extenuating circumstances, this collective approach should be avoided. As for what defines “extenuating”, we would ask you to contact us as we can walk through the scenario you are faced with and partner with to you create a win-win situation.

- **“How much does it cost?”**

The absolute most you would pay for a single seat is \$33.99, for which you receive the seat, virtual workbook and certificate. While we appreciate this figure quickly increases when you start to multiply it, we have built in a volume discount to reduce the overall cost to your organization. One of the school districts we work with calculated out a comparison between having their staff covered for the day to be able to attend a regular workshop session and the blended seat cost. They discovered their savings would be four to six times per person against a single seat cost as well as savings from not having to print and produce their own workbook material.

Thanks to those of you ‘early adopters’ for your communication, questions and ideas that are helping us to shape this offering to you and others in the coming years. It really is the case that we see ourselves as ‘partners and not just vendors’. This process reinforces that concept strongly.

- **“Can a Mandt Student Academy (MSA) purchase blended Relational seats and assign them to external students as alternative to in-person sessions?”**

No. The option to purchase and assign blended learning seats is the preserve of Mandt Certified Instructors and intended only for use in supporting the delivery on Mandt Training Curriculum to their own in-house staff.

Call 1 (800) 810 0755 for more info or
email registrar@mandtsystem.com

Re-certification Test-Out Options



ON-LINE STUDENT TEST OUT FACT SHEET

- **Who can access the On-line Student Test Out?** Any staff person who has been certified and then re-certified once via two consecutive courses using our in-person or Blended Learning models where Certified Instructors in The Mandt System® teach and complete training material with the staff. This ensures that people have internalized, as much as possible, the relationship-based approach contained in The Mandt System®.
- **Our staff have their initial certification through Blended Learning. How do they re-certify?** Their first re-certification can be done in-person with your organizations instructor or completed in the Blended E-Learning option. For their next re-certification, they can utilize the On-line Student Test Out option.
- **Do we have to re-certify staff in our organizations using the on-line program?** It is an option for you to use but not a requirement.
- **How much does it cost?** Blended E-Learning seats start at \$28.75 (see full pricing schedule on page 9.) The on-line test out option is \$6.99 – \$8.25 per seat, and the “seats” can be purchased in bundles of 10 each, or individually.
- **How does it work?** The Certified Instructor logs on to our website and clicks on the link for on-line testing. The instructor attests that the person has been re-certified at least once and gets a log-in code for the person who will take the test. The person must achieve 100% competency in order to pass the test. If they do not, they will be prompted to review the questions they miss and to retake the test.
- **How often can the person re-take the test?** Three times and then they will have to re-certify in person with the Certified Instructor.

Student Re-certification Test-Out Process Access and Options Pathway

Are your staff due to re-certify?
Have your staff re-certified before?

NO

Option 1

Student can attend full 2 or 3 day in person class

Option 2

Student can attend re-certification only in person class

Option 3

Student can complete the Blended E-learning option for their first re-certification.

YES

Option 1

Student can attend full 2 or 3 day class

Option 2

Student can attend re-certification only class

Option 3*

Student class and on-line test out

Option 4*

Student can take on-line test out only

Option 5**

Student can take paper test only (test out)

Notes:

The options to the right apply to chapters 1-9 of the Mandt curriculum.

- **Options 3–4*:** For the Option 3 and 4 on-line test, only three attempts are allowed before locking out and is a closed book test. Cost per seat is \$6.99 – \$8.25
- **Option 5**:** For Option 5, the paper test must be administered as a closed book, supervised test and student must attain 100% unassisted the first time.
- **Options, 3, 4 & 5***:** If a student gets locked out or fails the test after three attempts, they will be required to attend a full training as a new student.

ADDITIONAL RE-CERTIFICATION Q&A

- **How does the Certified Instructor find out if the person did or did not pass the test?** The Certified Instructor will receive an email with the results.
- **What chapters does this option cover?** All of the Relational, Conceptual and Technical chapters (1-9) can be tested online. This should result in a significant cost savings to the organization.
- **How do certificates get generated through this process?** If the person has additional chapters in the Technical section to complete, the Certified Instructor would teach and test those chapters and then complete a course report. They will indicate testing has been completed and an email will be sent to them with the certificate. If the person does not need re-certification in the Technical chapters, the Certified Instructor will complete the course report and the certificate will be attached to an email which sent to the Certified Instructor.
- **Does this mean that the Certified Instructor will never see the staff they are certifying except to do physical skills training?** The Mandt System® should not be thought of as a once a year event for people, but rather as a continual staff development process. At monthly staff meetings, reviews of incident reports or at every opportunity to do so, Certified Instructors should always be teaching The Mandt System®. Teaching is not a “one and done” approach; it is similar in many ways to Continuous Quality Improvement. A Mandt instructor is always teaching and reinforcing the concept that in every interaction, it is how we respond that either builds the person up or tears them down. We choose to build people up and to respond in ways that give feedback in order to help people make different choices in the future. That is the “Mandt way” of interacting.



At The Mandt System®, we see ourselves as your partner. We succeed when **you succeed.**



training

As you can see, we have options for you when training your staff. Your response maybe “yes, I am very interested but we do need to understand the costs around these options”. At The Mandt System®, we also are concerned about your return on investment and therefore, we would like to present to you our price structure along with the potential return on your investment.

The cost of having staff in classroom to complete training for 16 hours x rate of pay plus benefits for the relief staff or staff off the job tasks could be anywhere between \$15-\$35 per hour. With Blended E-learning, staff can complete their on-line portion of class time during their down time at work or at home. Their in class time will only be 2-3 hours plus the 4-6 hours for their Technical level in person training if you require the physical skills training for the staff person. Taking into account the factors detailed above, the cost per seat is an investment well worth it’s return of qualified skilled staff who are your key investment to providing excellent human services.

There are cost savings when you purchase larger quantities of the Blended E-learning options. For smaller organization, be rest assured that your unused purchased seats do not expire. We see ourselves as your partner and we succeed when you succeed.

BLENDLED LEARNING SEATS

Pricing includes a virtual copy only of the Student Workbook. If you are able to host SCORN files, there is a 30% discount available. Please see the chart below for discounted hosting prices. Also available is pricing for seats of 500 or more. Call us at (800) 810-0755 or (800) 542-9633 or email at registrar@mandtssystem to discuss pricing for 500 seats and above.

Number of Seats Purchased	RELATIONAL E-LEARNING Chapters 1 - 3 Virtual Workbook Only		RELATIONAL/CONCEPTUAL E-LEARNING Chapters 1- 6 Virtual Workbook Only	
	2021 Prices	LMS Hosting Prices	2021 Prices	LMS Hosting Prices
1 - 24	\$28.75	\$20.00	\$33.99	\$24.00
25 - 49	\$28.25	\$19.75	\$33.49	\$23.50
50 - 99	\$27.75	\$19.50	\$32.99	\$23.00
100 - 149	\$27.25	\$19.00	\$32.49	\$22.75
150 - 249	\$26.75	\$18.75	\$31.99	\$22.50
250 - 499	\$26.25	\$18.50	\$31.49	\$22.00
500+	Please call or email us for pricing			

ON-LINE TEST OUT SEATS

All Test Out seats include all chapters the staff person has been certified in from chapters 1–9.

# of Seats Purchased	US dollars	CA dollars
1-49	\$6.99 - \$8.25	\$8.99 - \$10.99
50-99	\$6.49 - \$7.75	\$8.49 - \$10.49
100-149	\$5.99 - \$7.25	\$7.99 - \$9.99
150-249	\$5.49 - \$6.75	\$7.49 - \$9.49
250-499	\$4.99 - \$6.25	\$6.99 - \$8.99
500+	\$4.49 - \$5.75	\$6.49 - \$8.49

PAPERLESS TESTING

Student level tests are to be used in combination with instructor lead training. Instructors must complete student training (in person or in a virtual environment) including the physical skills training to complete certification. All students are eligible to use paperless testing. Paperless tests are assigned and the process managed in the eLearning section of the Mandt Resource Center. Instructors will still need to complete course reports once the testing has been completed.

Paperless Testing Section(s)	US dollars	CA dollars
Relational	\$4.25	\$5.75
Relational/Conceptual	\$4.99	\$6.50
Relational/Conceptual/Technical	\$5.75	\$7.50
Relational/Technical	\$5.75	\$7.50

Call 1 (800) 810-0755 or 1 (800) 542-9633
Email us at registrar@mandtsystem.com



We are **pleased** to provide these e-learning options and products for your organization as we **partner** with you to service staff