

NEED HELP IN MEETING YOUR PROFESSIONAL DEVELOPMENT NEEDS?

O.R.F.A. SEEKS EXPRESSION OF INTEREST FOR SETTING 2008 TRAINING CALENDAR OF EVENTS – Both Regional Training Co-Hosts & In-House Training Opportunities.

The balancing of ongoing internal training and external professional development sessions to expose workers to proven industry techniques and procedures is a diligent approach to creating and maintaining an effective work environment!

The O.R.F.A. provides training opportunities that will see immediate results and operational cost savings while providing a long term plan to gain professional certification and designation for all employees. Our training helps provide for the consistent assessment and formal recognition of an individual's competence by creating and maintaining a set criteria that has been created by experienced facility focused professionals. Our courses and workshops help provide assurances to the marketplace with regard to worker competence while helping to create a highly skilled workforce that is focused on public/worker safety and protection. Our courses and workshops conclude with a measurable examination which helps employers gauge each workers level of understanding and competency to a specific skill set. O.R.F.A. training further provides confidence to frontline staff that they have succeeded in achieving an acceptable minimum level of competence to perform the required tasks being requested from them by their employer based on information accepted by their peers!

Our proven artificial ice programs are constantly under review and construction. The introduction of the Cemeterian course in 2007 has exceeded our expectations for demand, while our partnership with the Ontario Parks Association and the Sports Turf Association has focused and strengthened our collective roles as Ontario's Parks and Open Spaces Authority! We look forward to building on these partnerships with you the member being the benefactor of the relationship!

The direction of the O.R.F.A. Board of Director's to further focus on improving training opportunities for aquatic operators has resulted in a redevelopment of the Certified Aquatic Technician designation training components. We look forward to unveiling a path of professional development specifically designed for Ontario's aquatic professionals early in 2008!

Our alliances with STAR, TSSA, MOL, MHSA, Union Gas, Cimco Refrigeration, Jet Ice Ltd, Resurface, Zamboni and Frank Cowan Co. just to name a few continue to flourish as we move toward the creation and improvement of industry driven professional development opportunities.

We look forward to working with you in making Ontario's recreation facilities a safe place to work and play!

Yours truly,



Terry Piche, R.R.F.A./C.I.T
O.R.F.A. Technical Director

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How Can O.R.F.A. Help Meet Your Training Needs?

The O.R.F.A. offer's both structured Regional Training and Regional Workshops and Awareness Sessions, as well as customized training sessions to meet your specific training needs. We are currently preparing our 2008 Calendar of Training Events and offer all members the opportunity to serve as either potential Regional Training Co-Hosts or alternatively, request specific In-House Training to meet the professional development needs of your workplace.

What is a Regional Training Co-Host?

This type of training relationship has proven to work extremely well over the last several years. Traditional 28-hour training courses, which were at one time only offered at the Association's Annual Professional Development Program held at the University of Guelph, are now being delivered to all regions of the Province and beyond and a complete list can be viewed at

http://www.orfa.com/Training/2007/2007PDCatalogue_CWA.pdf

In-House Training Request

The O.R.F.A. is available to assist you with in-house training of your employees on a variety of subjects related to the recreation profession. These awareness sessions are delivered in your facility within a 4-8 hour period and are an economical and diligent method of meeting the training goals of any operation. A complete list can be viewed at http://www.orfa.com/Training/2007/2007PDCatalogue_CWA.pdf

How Are Expressions Of Interest Evaluated?

For your reference the O.R.F.A. evaluates all expressions of interest and attempts to classify each into one of the following categories:

Level One Request - The traditional partnership arrangement is the most difficult to conduct because once a site and course is selected, both the O.R.F.A. and host must wait patiently to see if minimum registrations are received before confirming that the course/session will be conducted. This type of partnership typically utilizes a host community who offers a suitable training facility at no charge. If O.R.F.A. receives a minimum number of registrations for a course/session to be conducted (usually 12-15 depending on the opportunity) then it would go ahead, or alternatively, cancellation would result if minimum numbers were not met. Should the minimum registration numbers not be met within 15 days of the proposed date, the course may be cancelled.

Level Two Request – When the host facility or community commits to guaranteeing a specific number of registrations at the set fee, it becomes more likely that the minimum numbers required in order to conduct a course/session will be achieved. It also positions the host expression of interest as a more viable location in comparison to a Level One Request.

Level Three Request - This third opportunity requires that the host community guarantee the course by providing the training area at no charge as well as a guaranteed flat fee for conducting the training in-house. The response to this type of training opportunity has been over-whelming as managers discover the benefits of providing training in their own facilities when it best fits their work schedules. The costs of sending a staff member to another location are immediately saved allowing for these funds to be reinvested into additional types of training or more employees receiving the training.

Hosts who are considering guaranteeing a course delivery are granted extended privilege as a preferred training location, but must meet the following requirements:

- Immediately identify with the O.R.F.A. office the exact number of participants from your operation. These seats will be held in trust while allowing outside registrations to be accepted.
- Within 60-days of the training date submit a complete participant name list to the O.R.F.A. offices along with a 50% deposit for the cost of the course

Level Three requests enjoy a reduced per-participant fee. Should there be an opportunity to allow for outside participation, the O.R.F.A. would collect these fees with no further compensation being allotted to the host – however, outside registrations gained and coordinated by the host may go to offset the "guaranteed fee" costs.

Frequently Asked Questions (FAQ's) About O.R.F.A. In-House Training Opportunities?

Please note: all fees are provided as EXAMPLES only! Please feel free to contact us to obtain the most recent fee schedule information for your specific training need!

Q. Why do some courses have a higher "guaranteed fee" compared to others?

A. The O.R.F.A. uses industry leaders as sub-instructors to enhance some training courses. Costs related to multiple instructors require a higher guaranteed fee rate to offset costs.

Q. How do I calculate the direct savings of hosting in-house training?

A. A guaranteed in-house training course allows the host access to a total of 15-seats in the course. By taking the set guaranteed fee and dividing by 15 a per-participant rate can be calculated specific to the course you are considering. Example: Basic Refrigeration guaranteed fee \$6,000.00 / 15 host seats = **the in-house per seat charge, in this specific case equates to \$400.00** [the 2007 regional course registration fee for members is set at \$630.00 per-registration – this is under review]. By projecting what travel, meals and accommodations might cost to send workers off-site a fairly accurate calculation of savings can be made.

Q. What if I wanted to place more than 15 of our staff in the course, do I have to pay the set registration fee of \$630.00 for each additional seat?

A. No! Each additional seat above the original 15 seats is charged at the "**in-house per seat charge**" [see example above]

Q. Do I have to pay GST on this amount?

A. Yes! Worker training is GST applicable

Q. Can I share the cost for guaranteed in-house training with neighbouring communities?

A. Yes! The O.R.F.A. encourages the pooling of training dollars by its members. Some simple rules apply. **1)** One community must take responsibility as the host site and register all participants from their operations as well as the additional registrants from the other partnering communities. **2)** All partners receive **all** the same benefits and savings of hosting in-house training; even though they may not actually be the host site.

Q. Will the O.R.F.A open our in-house training course to the general membership?

A. Maybe? The O.R.F.A. hopes that its members will continue with the original tradition of openly sharing information and experiences. The reduced guaranteed fee is set in hopes that outside registrations may be permitted. Also, by allowing outside practitioners to your training course a better learning environment is created. **1)** All courses have a maximum participant registration level. If the host fills the course to its set maximum no outside registrations would be accepted. **2)** Maximum participation levels are also governed by the training room size. It is important that you clearly identify any limitations to room size in the pre-planning host forms. **3)** A host can request a closed in-house training course for their staff only. Such requests will be considered on the availability of instructors. The O.R.F.A. will continue to utilize its resources to best serve the interests of its entire membership.

Q. What happens if I want to guarantee an in-house training session and only have 6 of my workers attend but there are 10 registrations from the outside membership. Do I still have to pay the full guaranteed rate?

A. No! Your final invoicing would be calculated by multiplying your 6-seats by the set individual rate for regional training [\$630.00] thus the maximum you would pay is \$3,780.00. However, should no outside registrations be received the O.R.F.A. will be attending your location to provide the training to your staff at the set guaranteed fee, payable by you, regardless on how many participants you have in attendance.

Note: the financial amounts used are for discussion purposes only – please contact us for an exact calculation specific to your needs.

Other Points to Consider:

- Each course/session has a set maximum number of participants to ensure that the most positive learning environment is created. As host, you can book all available seats in the course. Should this be of interest to you, we will provide you with an exact cost to fill the course. However, should you be unable to fill all seats in the course, the O.R.F.A. will market the program to our members in hopes of attracting others to your community. A true economic spin-off to your training plan!
- Our training content remains exactly the same as at the Annual Professional Development Program (28-hours) held each year at the University of Guelph. To better serve you, start and finish times are extended to fit into a 4-day course duration. The O.R.F.A. is very flexible toward setting training dates to meet your exact needs. Please feel free to discuss what times and day's best suit your operational schedule directly with the Technical Director.
- Several communities have already developed short-term training goals focused on components of the Certified Ice Technician (C.I.T.), Certified Aquatics Technician (C.A.T), and Certified Parks Technician (C.P.T.) professional designations.
- Some communities have further training goals of taking their staff into the O.R.F.A.'s Professional Designation Program. Once they have completed either the C.I.T., C.A.T., C.P.T. requirements, the successful completion of a Legal Awareness and Building Maintenance course over the next 2-years, will elevate their staff to the level of Registered Recreation Facility Operator (R.R.F.O.) or Registered Recreation Facility Supervisor (R.R.F.S.) depending on the individual years of experience in the industry.

How to Identify Your Level of Initial Interest?

To start the process, a *Notice of Expression of Interest* is submitted using the attached form to O.R.F.A. at fax: (416) 426-7385 or tpiche@orfa.com which will be followed up by the O.R.F.A. Technical Director providing a more *Detailed Application* and a discussion of the nature of the submission to ensure that all parties are aware of the terms of the training delivery and responsibilities of both the *Host* and *Delivery Agent*.

Depending on the terms of the host-submission, guaranteed registrations may be committed by the applicant, which will ensure that this training opportunity is delivered in a specific region or facility. However, limited commitments could also be made resulting in target marketing by both the Host and O.R.F.A. in vested effort to generate the minimum registrations required to offer a course. A minimum registration would range between 12-15 registrants depending on the type of course and the financial resources required for course delivery. Again, feel free to discuss your short and long term training plans with the Technical Director as we may be able to help you create a specific training plan to suit the needs of your staff. There are no limitations on how many courses you can offer in any given period. Should you wish to accelerate your staff training, we would be most pleased to assist.

Should you require any further information on these opportunities or an individually tailored breakdown for budget purposes, I invite you to contact me directly at (416) 426-7062 or (705) 864-1215 as well as at tpiche@orfa.com.

O.R.F.A Official Training Host Response Form to be completed and submitted by fax to: (416) 426-7385 or email at tpiche@orfa.com

Date: _____

Community Name: _____

Contact person: _____

Contact Information: Phone # _____

Fax # _____

Email _____

Dear Mr. Piche:

We have reviewed the received information outlining the options in hosting an O.R.F.A. training course/workshop and wish further information/discussions on the below noted courses/sessions.

Courses/Workshops Selected:

Course/Workshop Name	Preferred Dates to/from	Host Site Location (Name & Address)	Level of Request Being Submitted 1, 2 or 3	# of Guaranteed Participants

COMMENTS: