

Parents Toolshop® Leader

Standards & Practices Manual



PART II: GROUP FACILITATOR CERTIFICATION PROCESS *(Public/Private/Non-college Groups)*

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Standards & Practices Manual*

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CERTIFICATION PROCESS
(Public/Private/Non-college *Groups*)**

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Throughout this manual, you will see the following abbreviations:

GF = Group Facilitator
PTC = Parents Toolshop Consulting
TPT = *The Parents Toolshop®* (book title)
UB = Universal Blueprint®
S&P = Standards and Practices
PTLeaders = Parents Toolshop® Leaders

This *Standards and Practices Manual* is not written in stone. It is constantly being reviewed and updated as people ask questions the committee has not before answered or clarified. Rather than individually negotiate each decision, the S&P committee decides on a standard uniform policy that would be equitable to all current and future Parents Toolshop® Leaders — while maintaining and protecting the quality assurance guidelines to which the committee has a primary commitment.

This *Standards and Practices Manual* provides the most *detailed* information about Parents Toolshop instructor certification for non-college-based applicants (Private/Public). Publicity materials contain summaries and application kits are user-friendly, to assist applicants in completing a streamlined application/training process:

- Inquire to receive publicity materials that summarize the certification process
- Buy the appropriate training kit, with checklists and forms compiled into submission packets
- Follow the steps outlined in the training kit
- Submit materials to PTC
- PTC processes and issues training completion certificate

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(PUBLIC/PRIVATE/NON-COLLEGE)**

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WHAT IS A PARENTS TOOLSHOP® GROUP FACILITATOR?

There are two main types of Parents Toolshop® Leaders:

- *Advisors* who provide one-on-one consultation, coaching or counseling (See S&P Manual Part I)
- *Group Facilitators* offering parenting classes to the public or in private community settings.
 - A “Group” is a minimum of 2 non-related parents to whom the professional is presenting information. The session is not exclusively focusing on one family’s issues. To do this, the Advisor would need to complete the Group Facilitator certification training. (Read Section II.)
 - A “Facilitator” is different from a speech-giver and requires specialized skills beyond good public speaking. Group Facilitators lead interactive activities, small group discussions and practice exercises in their programs. They use questions to spark discussions, present and process information. They also are usually responsible for marketing and evaluating their programs. Traditional social service education rarely teaches these skills — but Parents Toolshop® Group Facilitator certification trains professionals to do *all* these tasks — skillfully. In fact, the Universal Blueprint® is so effective that **parent educators can use the Universal Blueprint® and model its skills to teach the process to parents.**

Group Facilitators can use their Group Facilitator certification to . . .

- Provide informal discussion groups at religious or social groups or with friends and neighbors.
- Provide short-topic or full-length programs within their current job.
- Become a parent education consultant.
- Provide small group presentations focusing on skills and topics in *The Parents Toolshop®*.
- Develop/teach religious education programs.
- Train teachers, daycare providers, and foster parents, social service professionals.
- Enhance other parenting programs that focus on special-need populations.
- Improve relationships with other adults at home and work. (Healthier relationships with *all* people are natural side-benefits of learning *The Parents Toolshop®*. It's *not* just about parenting!)

Upon completing this certification program, Parents Toolshop® Group Facilitators *will*...

- Know how to *custom-design programs* to meet the needs of diverse populations. Create new programs or enhance existing ones with effective Toolshop® techniques.
- **Increase funding** options and sponsor contracts by using Parents Toolshop® outcome-focused skill assessment and reporting tools.
- Use Toolshop® techniques to train teachers, businesses, couples — and more! The skills and resources are **universally applicable!**
- Gain access to parent educator resources not available to the public, such as presentation topic packets and visual/learning/teaching aids.
- Share your expertise with others and **become a published author!** Sell your custom-designed presentation outlines and handouts to other certified Group Facilitators — or co-author a spin-off Toolshop®™ book to earn royalties from each sale!

GROUP FACILITATOR CLASSIFICATION LEVELS

Group Facilitators are not “free agents,” with no accountability to PTC or no support and guidance from PTC. Each GF’s performance reflects on other GFs and *TPT*’s reputation, despite the scope and location of their programs. Therefore, each GF *represents* PTC, which certifies all GFs.

PTC uses “classifications” to determine what type of programming GFs are doing and whom they are representing. (Parents Toolshop Consulting, their own business, or their regular employer—in other words, who they are working for.)

All GFs, regardless of their classification, receive the same training and support. There are different expectations, however, for GFs in each classification regarding pay and reporting requirements.

All GFs can list their GF certification as part of their credentials, no matter where they are employed or the type of services they provide. They do not need to list their classification level, as this is only an internal means for PTC to categorize and track its GFs and the services and the expectations PTC and each GF have of each other.

PTC GROUP FACILITATOR CONSULTANTS

- Works for/represents Parents Toolshop Consulting when providing presentations/classes.
- Provide custom-designed presentations, topic presentations, and full-length programs based on *The Parents Toolshop* to agencies **requesting services through PTC or directly from the GF Consultant.**
- Are paid contractual consultants of PTC. Every GF indirectly *represents TPT* and PTC, but only "PTC GF Consultants" are paid contractual *consultants* for Parents Toolshop Consulting. PTC GF Consultants can also provide *TPT* programs for their regular employer and PTC, if their employer approves. GF Consultants may also be a part of the PTC Speaker Bureau. Go to <http://www.parentsToolshop.com/HTML/DownloadGFSP.htm> and select the link to the Part V: Speaker Bureau Policy section for more information.
- *TPT*'s author and PTC's president and the GF Standards & Practices (S&P) committee screens and approves all GF "Consultants" ("PTC" and "Independent").
- GF Consultants arrange their *TPT* programs through PTC or independently as a PTC representative and give a percentage of their fees to PTC.
 - If PTC arranges a program, the PTC GF Consultant gets 40% of the fee.
 - If PTC GF Consultants arrange programs using *TPT* material, they get 60% of the fee.
 - If PTC GF Consultants present/market their own material for a fee and use their affiliation with PTC as their legitimate "umbrella" business or promote PTC or *TPT*, they submit 10% of the fee.
 - If PTC GF Consultants present/market their *own* material through their *regular employer*, there's no fee split.
- PTC GF Consultants are responsible for marketing their programs in their own community. They may purchase/use PTC publicity materials and use PTC letterhead, but are responsible for costs incurred, such as phone and publicity mailing expenses. PTC GF Consultants are encouraged to involve program sponsors in producing/distributing publicity and providing meeting locations, to reduce their operating expenses. PTC will coordinate publicity for programs it contracts with a GF Consultant to provide. If the GF Consultant targets those populations served by the Speaker Bureau (i.e. schools, Child Protective Service Caseworkers), the GF Consultant must also be a part of the PTC Speaker Bureau and must provide those programs through the Speaker Bureau.
- PTC GF Consultants are not required to pay fee splits when they teach programs as employees for their regular pay. GFs are required to be classified as "PTC Consultants" and pay fee splits when they (a) do not own a private practice and (b) are paid \$20/hour or more in speaker fees and/or are making a profit using Toolshop (copyrighted) materials. PTC waives fee splits for Consultants who are paid less than \$20/hour so the minimum fees retained by the GF to still be equal to or higher than the average hourly pay for a parent educator and will cover the GF's costs of providing the program.
- PTC GF Consultants arrange their contracts and fees through PTC and report their activities, skill assessments, and participant evaluations to PTC within 30 days of the completion of their programs, along with any appropriate fee splits.
- PTC GF Consultants earn recertification fee waivers of 100% dollar-for-dollar credit on *all qualifying* purchases they make through PTC/Ambris Publishing, including all book sales for which they directly make or are indirectly responsible for (must document or report the sale/purchase made by someone else). See page 9 for more information about recertification fee waivers and sale credits.

Any GF who refers to another leader's class may receive a 10% commission of that participant's fee. Parents must name the Consultant when registering so that the leader can send the commission. GF Consultants who receive such a referral are encouraged to submit any fee splits within 30 days of the completion of their programs. It's up to the GFs involved to work out collection of any commissions.

INDEPENDENT GROUP FACILITATOR CONSULTANTS

- Works for/represents their own consulting/counseling practice or business when providing presentations/classes.
- These GFs are self-employed, **own their own consulting or counseling practice and pay their own business expenses.** They need to submit proof of business ownership (such as a copy of their Certificate of

Incorporation, issued by the applicable Secretary of State) to qualify for this classification.

- *TPT*'s author and PTC's president and the GF Standards & Practices (S&P) committee screens and approves all GF "Consultants" ("PTC" and "Independent").
- Independent GF Consultants are responsible for marketing their programs in their own community. They may purchase/use PTC publicity materials, but use their own company letterhead. They are responsible for costs incurred, such as phone and publicity mailing expenses.
- They can offer all types and levels of programming, just like "PTC GF Consultants," but since they pay more expenses, only submit a 10% fee split of speaker or program registration fees. If the Independent GF Consultants' consulting/counseling business targets those populations covered in the Speaker Bureau (i.e. schools, Child Protective Service Caseworkers), the Independent GF Consultant must also be a part of the PTC Speaker Bureau and provide those programs through the Speaker Bureau . Go to <http://www.parentsToolshop.com/HTML/DownloadGFSP.htm> and select the link to the Part V: Speaker Bureau Policy section for more information.
- Independent GF Consultants arrange their contracts and fees independently. They submit reports of their activities, skill assessments, and participant evaluations to PTC within 30 days of the completion of their programs, along with any appropriate fee splits.
- Independent GF Consultants can earn recertification fee waivers with a 100% dollar-for-dollar credit on *qualifying* purchases they make through PTC/Ambris Publishing, including all book sales for which they directly make or are indirectly responsible for (must document or report the sale/purchase made by someone else). See page 10 for more information about recertification fee waivers and sale credits.

ASSOCIATE GROUP FACILITATORS

- Works for/represents their own employer when providing presentations/classes.
- Can provide short topic presentations, topic program series, *and* full-length (10+ hours) classes **only through their employer for their regular salary**. **To offer Toolshop programs outside their regular employment or for speaker fees above \$20/hour, they must change status to "consultant" and pay appropriate fee splits.**
- Associate GFs arrange and market their programs *through their employer*. Any speaker or program fees they charge should be set primarily to cover their expenses, not to make a profit.
- **Any** Associate GF or their employer (including nonprofit organizations) who provides programs based on *The Parents Toolshop* **for profit** will give 10% of the gross speaker's fee to PTC for using its copyrighted material to make a profit.
- They report the results of their skill assessments (for full-length classes) and program evaluations (for all programs) *no later than their regular two-year recertification report*, if they are using PTC's or another pre-approved assessment tool. If the GF's assessment tool is not PTC-approved, the GF reports skill assessment and program evaluation results within 30 days of the program's end.
- PTC GF Consultants can earn recertification fee waivers with a 100% dollar-for-dollar credit on *qualifying* purchases they make through PTC/Ambris Publishing, including all book sales for which they directly make or are indirectly responsible for (must document or report the sale/purchase made by someone else). See page 10 for more information about recertification fee waivers and sale credits.

SUPPORTING GROUP FACILITATORS

- Works for/represents their own employer when providing presentations.
- Only reference the material and provide short topic programs through their own employer. They do *not* provide programs or topic series longer than 10 total hours.
- If a Supporting GF uses *TPT* as the primary resource for a program, they must use a PTC-approved participant evaluation form. They report on the programs they provided and the evaluation results using the recertification application, which is submitted every two years.

- Supporting GFs receive a 50% dollar-for-dollar credit on *qualifying* purchases they make through PTC/Ambris Publishing, including all book sales for which they directly make or are indirectly responsible for (must document or report the sale/purchase made by someone else). Since they do not provide full-length classes where participants use books, their recertification fee is lower. *If* they upgrade to Associate or Consultant, their credit changes to 100% for *qualifying* purchases during that recertification period, to count towards the higher recertification fee. See page 10 for more information about recertification fee waivers and sale credits.

Clarifications

GFs can change their classification anytime for no cost or additional training. Once GFs change their classification, they begin following the reporting requirements and schedule of that level.

If GFs develop, write and present programs that don't use TPT material, they own the copyright to these materials and programs. The speaker fees GFs earn for their programs depend on *whom* they are representing *what* material they are teaching.

Inter-Team Competition: GFs may set their own fees and may establish a practice of regular service in their "territory." The GF directory or a call to PTC can tell you where particular GFs are providing service.

If GFs receive a request to provide a program in another GF's "territory," they may:

- offer the contract to the other GF (with or without requesting a "finder's fee" for passing it on) or
- accept the contract themselves and give a "professional courtesy call" to the GF in that territory to inform them (a) they received the request (b) verify the GF in that territory had not already begun negotiations for that contract (c) inform the GF from that territory of their desire or intent to fulfill the contract.

Never should a GF actively compete with or engage in fee-bidding wars with sponsors against other GFs who regularly serve that sponsor/territory. Such active competition damages GF team relationships and can result in a GF Standards or Ethics violation.

Marketing Responsibilities: Obviously, PTC can't coordinate publicity for every Toolshop program in every community in the world — GFs know their community better than PTC does! Ultimately, each GF is responsible for his or her own marketing, which is why we are training GFs in these skills. But, PTC *can* sometimes offer additional assistance, depending on a GF's classification:

- If PTC contracts with a sponsor and matches a PTC Consultant to the program, then PTC works directly with the sponsor to coordinate/design publicity and marketing.
- If PTC Consultants arrange their *own* programs, they are responsible for working with the sponsors to publicize and market their programs. PTC can offer advice and samples.
- GFs who are representing their private businesses (Independent Consultants) or their employer (Associate and Supporting GFs), are responsible for their own publicity and marketing, since they usually have unique internal marketing procedures.
- PTC will *always* offer samples and advice to *any* GF, but it is the GF's responsibility to adapt those samples to fit their specific program and their target populations' needs.
- Any publicity that mentions the Toolshop registered brand name or for any programs based primarily on TPT should be submitted to PTC for approval prior to distribution so PTC knows how TPT is being represented to others.

GFs can market their programs in the community other than to those populations or target markets served by the Speaker Bureau. During the Group Facilitator Certification training, you will learn specific marketing strategies and learn which populations/target markets that will not be in conflict with the Speaker Bureau topics/areas. GFs can, however, receive a referral fee for any contacts that they give to PTC when a SB program contract has been fulfilled.

There are two main reasons that we require any school-based or Child Protective Service caseworker parenting programs be offered by the Speaker Bureau.

- a. We want to make sure that experienced speakers with training and expertise in these areas are assigned to present these programs so that they are consistently high quality.
- b. PTC already has procedures, marketing materials, and standardized contracts in place for these sponsors. There is a staff member who markets and arranges all contracts between the SB topic sponsors and PTC, so

THE CERTIFICATION PROCESS

* ALL steps of the Pre-certification and Certification processes are pre-approved for various CEUs. See page 4 of the INTRODUCTION section of this *Standards and Practices Manual* for details. Get it at:
<http://www.parentstoolshop.com/HTML/DownloadGFSP.htm>

SUMMARY OF THE GF CERTIFICATION PROCESS

Apply for Certification.

- a. Submit an application and Pre-certification training agreement. You can find this format:
<http://www.parentstoolshop.com/HTML/GFAPPLICATION.pdf>
- b. The S&P committee will review the application and notify the applicant within 30 days of approval.

Those who are accepted into the certification training process complete three steps:

1. Pre-certification Training (Purchase/complete the "GF Pre-Certification Kit" for \$250)

- a. Read the most current edition of *The Parents Toolshop* in its entirety
- b. Listen to the entire lunchtime audio series (included in GF Pre-Certification Kit)
- c. Complete the Pre-certification Study Guide
- d. Score 9+ (out of a possible 11 points) on the PTC parenting skill assessment
- e. Witness 4 hours of Toolshop® programming, in person or by video

2. Attend a GF Certification training (One-time fee of \$500. Video training is \$100 more.)

- a. Score at least 9 out of 11 points on a group leader skill assessment
- b. Choose a GF classification level.
- c. Sign the Group Facilitator Agreement, which includes the "Group Facilitator Code of Ethics"
- d. Begin a probationary period of up to six-months. Once the GF teaches a class/program and submits evaluations and skill assessments, he/she receives GF certification.

Note: at the completion of the GF Certification training, you will receive the complete transcripts of the audio series which was in the GF Pre-Certification Kit.

3. Recertification (\$0-\$500)

- a. Apply for recertification every two years by submitting a recertification report
- b. Report to PTC regularly, according to the guidelines of that classification level
- c. Submit the appropriate recertification fee, based on classification, minus any waiver credits (See page 9)

The following sections detail each of these three steps of GF certification.

APPLY TO PARTICIPATE IN THE TRAINING

- a. **Submit a Parents Toolshop "Group Facilitator Application"** form, which includes the Pre-certification Training Agreement. You can find this form at:
<http://www.parentstoolshop.com/HTML/GFAPPLICATION.pdf>
- b. **The S&P committee will review the application** and notify the applicant of approval within 30 days.

1. GROUP FACILITATOR PRE-CERTIFICATION: THOROUGHLY LEARN THE MATERIAL

- a. **Purchase a Group Facilitator Pre-Certification Kit (\$250)**, which contains the necessary forms and documents to complete the remaining steps. You will receive ordering details with your application approval letter.
- b. **PTC assigns a Group Facilitator liaison**, who supports applicants through the pre-certification process and reviews their submission materials.
 - (i.) Once PTC matches an applicant and liaison, the applicant and liaison receive a confirmation letter that provides the liaison's contact information and proposed deadlines for submissions.
 - (ii.) The liaison contacts the applicant within 7 *calendar* days of receiving the confirmation letter to schedule an orientation interview.
 - (iii.) The orientation interview occurs within the first 30 *calendar* days of the kit's order date.

- c. **Read the most current edition of *The Parents Toolshop* in its entirety.** Each GF needs a personal copy of *The Parents Toolshop*.
- d. **Listen to the entire lunchtime audio series** (included in the GF Pre-Certification Kit).
- e. **Complete and submit the study guide.** There are four parts to the study guide. When applicants finish reading the chapters for each part, they complete the related study guide questions and practice exercises and send them to their liaison. **Submit each part separately** at no later than one-month intervals.

When the GF liaison reviews an applicant's study guide submissions, they look at whether the applicant understands the key points of that section. There are *no scores* for accurate answers, since comprehension is the goal. If an answer shows the applicant does *not* understand a key concept, the liaison will offer recommendations and give the applicant an opportunity to re-complete the answer. When the applicant's answers show sufficient knowledge and skill of the teachings in that section, the liaison will review the next part of the study guide. ***Applicants can continue working on subsequent study guide parts while the GF Liaison is reviewing current submissions.***

- f. **Score at least 9 out of 11 points on a parenting skill assessment.** All GF applicants and graduates of full-length (10+ hours) Parents Toolshop® parenting classes complete this skill assessment. The Pre-certification Application Kit contains a diskette with three skill assessment questionnaires on it (one for parents of Tots, Tweens and Teens). They choose *one* questionnaire and answer *all* the questions on it.
- g. **Witness 4 hours of Toolshop® programming, in person or by video.** Applicants are responsible for any class fees or video purchases necessary to obtain their witnessing hours. If the workshop/class does not offer completion certificates, document the hours on the "Attendance Verification" form (in the kit or at: http://www.parentstoolshop.com/HTML/Appendix_Forms.htm)

We strongly recommend in-person attendance at a Toolshop® program to meet this requirement, as the experience is invaluable — even for those who already know effective parenting skills. Parents Toolshop classes are unique learning experiences that involve group discussions and interactive activities. If potential GFs do not experience the program, they are less prepared to effectively teach it to others.

Pre-Certification Deadlines: * ***All pre-certification deadlines are generated from the Pre-Certification Application Kit's purchase date.*** (To make generating reminders easier, all deadlines will be on the 30th of a month.) Pre-certification applicants can take up to six months to complete the pre-certification process. They may finish earlier, but their official deadline is six months from the date of their pre-certification Kit purchase. **After six months, they can apply for a one-time six-month extension for a \$50.00 fee.** If applicants do not complete the pre-certification training by the end of this extension period and want to pursue certification in the future, they will need to restart the process by paying another \$50. PTC will honor any study guides or "witnessing" hours applicants have completed, up to two years from the original kit purchase date. After two years, applicants will lose credit for any witnessing hours or training submissions.

Completion Schedule Deadlines are based on the date of the GF Application kit purchase. By the end of . . .

Month 1: Submit GF application & Study Guide Part I

Month 2: Submit Study Guide Part II

Month 3: Submit Study Guide Part III

Month 4: Submit Study Guide Part IV

Month 5: Submit Parenting Skill Assessment, Attendance verification and any outstanding paperwork. The postmark on this submission must be no later than one month before the pre-certification deadline.

Month 6: Liaison reviews and processes the paperwork and submits it by the end of the 6th month.

GF Applicants must complete/submit all the Pre-certification training steps (and have their skill assessments scored) before they attend a GF certification training. They have up to 6 months to attend a certification training — in person or by video. There is no fee for this grace period. Since PTC needs 4+ participants to conduct a certification training, there are no guarantees an in-person training will occur *in your area*, but PTC agrees to *offer* at least one in-person certification training *somewhere* within the six-month grace period. If applicants choose not to attend any training and wait *longer* than 6 months, they must apply and pay for a *one-time* extension (\$50). All applicants must attend a certification training within 2 years from the date of their kit purchase. Failure to do so will result in a status change to "terminated" (page 15) and applicants must restart the pre-certification process.

2. COMPLETE GROUP FACILITATOR CERTIFICATION: LEARN HOW TO TEACH THE MATERIAL

Applicants who have completed the pre-certification process can attend a certification training program *anywhere* one is offered. PTC offers certification training programs throughout the U.S., wherever there are at least four applicants who have completed their pre-certification requirements and are ready to attend the training. As part of the GF Certification Training registration, applicants are required to sign and return a Parents Toolshop Consulting Confidentiality Agreement.

a. Attend a Group Facilitator Certification Training (\$500) (Video option is \$100 more)

The GF training is an 18-hour workshop that takes an applicant's knowledge of *The Parents Toolshop* to a higher level. Each participant receives a *Group Facilitator Manual*, which includes information about effective discussion group leadership, a full-length class outline, sample publicity and class forms, and tips for getting started as a Parents Toolshop Group Facilitator.

The GF training teaches participants the following skills:

- How to *use* the Universal Blueprint and its tools to *model and teach* the skills to others.
- Techniques for engaging resistant participants and leading dynamic, skill-building group discussions.
- How to custom-design programs for diverse or special-needs populations.
- How to teach a full-length Parents Toolshop parenting class, since all programs based on *The Parents Toolshop* (including topic programs) are a variation of this model.
- Interactive activities GFs can use to engage participants and make learning fun.
- How to perform outcome-focused parenting skill assessments using a tool specifically designed for Parents Toolshop® classes that meets United Way evaluation criteria.
- How to build your Toolshop® practice, whether the GF plans to offer programs as a consultant or agency employee. Many nonprofit organizations broaden their service and client base by offering community-based Toolshop® programs. The steps and practices of building and marketing a private or nonprofit practice, however, are similar.
- A review of Parents Toolshop Group Facilitator ethics and policies.

During the GF certification training, each participant practices leading a group discussion or interactive activity with the other GF training participants, who play the roles of parenting class participants. (Video applicants are to submit a videotaped presentation.) Note: at the completion of the Certification training, each participant will receive the complete transcripts of the audio series which was in the GF Pre-Certification Kit.

The cost of the certification training is \$500. GFs who want a refresher course can attend for half-price. The income gained from one private class is usually \$500–\$800. The gross income from selling 20 books at retail price is \$500. The income potential, benefits, and discounts that GFs receive will often recover the cost of certification quickly.

i. Video Training Process

Comparison of training options:

- The **in-person training** is 2½ days and \$500. It may also involve travel expenses for the applicant.
- If there are 4+ applicants in a geographic area who are ready for training, PTC will provide the training at their location if the travel expenses are covered. The training tuition fee is the same, \$500/person. If there are more than 4 people from one agency, group discounts are available. Call PTC for more details (Toll-free: 1-877-748-4541)
- The **GF video training** takes up to 6 weeks. (4 weeks to watch the videos and complete the workbook (<2 videos/week) + 2 weeks to send in the practice video.) It is home-based, but video trainees get personalized training and support from a GF Certification Liaison who interviews the trainee and reviews the workbook. Therefore, the GF *video* training costs an extra \$100 for this service.

The GF Video Training Process:

- *Applicants call PTC to request permission to attend the certification training*

- **Participate in a Screening Interview with a "GF Certification Liaison"**
 - Applicants call the interviewer at a pre-set time, arranged by the applicant and liaison.
 - Sample questions:
 - Does the applicant have realistic expectations for the time commitment of the video certification schedule? (6 weeks: 2 tapes/week + interview every 2 tapes)
 - Suggest applicant schedule practice presentation now, to occur after watching videos.
 - Screening Interviewer will write a report about this interview, confirming applicant's commitment.
 - If applicants change their mind and request a refund before receiving the tapes, PTC keeps a \$25 interview fee + \$15 processing fee.
- **Approved applicants complete/sign a Training agreement**
- **Applicants return the training agreement with a \$600 training fee to authorize shipment.**
- **PTC ships the videotapes.** The 6-week completion deadline starts one week after the ship date.
- Applicants can change their mind any time in the first 14 days after receiving their tapes and receive a refund minus a \$50 interview, shipping and processing fee on returns.
- **Applicants watch the SIX videos (filmed in Dayton in March, 2001)**
 - Applicants complete a workbook while watching the video, handwriting their answers in the book.
 - Applicants pause the tape after the video group reads practice exercises, to write their own answer. Then they watch the group's discussion and jot down any reactions/comments to the discussion.
- **Applicants have a "Processing" Interview with the GF Certification Liaison after every 2 tapes**
 - Processing interviews last up to 1 hour each and address any questions the applicant may have.
 - The confirmation letter enclosed with the GF Certification videos outlines these deadline dates.
- **Applicants submit a video of their 20-30 minute practice presentation**
 - Home video quality is fine. The GF Certification Liaison is the only one viewing it.
 - The presentation involves a group of at least 4 adults, who can be friends, relatives, family, etc.
- After the practice presentation, participants complete an evaluation form, giving it to the applicant.
- Applicants submit completed workbook, practice presentation video and evaluations and GF certification forms to their GF Certification Liaison.
- The GF Certification Liaison watches the practice presentation video and completes an evaluation.
- **PTC sends a completion certificate and returns the completed workbook, practice video, and the complete transcripts of the audio series which was in the GF Pre-Certification Kit.**
- Applicant begins "initial probation." (See page 9 for details.)

b. Score at least 9 out of 11 points on the group leaders' skill assessment.

At the end of the certification training (both in-person and video), applicants complete another skill assessment that is similar to the parenting assessment they completed during pre-certification — except the situations it poses are those a parent educator might encounter. GFs apply the Universal Blueprint, its tools, and what they learned in the GF training to offer a helpful response.

c. Complete and sign a "Group Facilitator Agreement," which includes the following two parts:

Choose a Group Facilitator Classification Level (See page 1 for details)

- PTC Group Facilitator Consultant
- Independent Group Facilitator Consultant
- Associate Group Facilitator
- Supporting Group Facilitator

Sign a Code of Ethics Statement

Applicants agree to abide by the current official code of ethics provided by their professional licensure, degree or credentialing board. If applicants are not bound by such an agreement, they agree to obtain, read and abide by the current code of ethics for either the National Association of Social Workers (NASW) (read online at: <http://www.ssc.msu.edu/~sw/ethics/nasweth.html>) or the State of Ohio Counselor and Social Worker Board (read at: <http://www.state.oh.us/csw/ethics.htm>). In addition, applicants agree to uphold the following "Group Facilitator Code of Ethics."

“Group Facilitator Code of Ethics”

I agree . . .

- ✓ *I have read and promise to follow the GF guidelines outlined in the Group Facilitator Training manual (which I received at the certification training) and the current Standards & Practices Manual. I understand I don't have to teach every skill to every class, but will teach the universal principles and any additional skills/topics that meet the individual needs of the participants.*
- ✓ *To use TPT as my primary resource book and to teach the Universal Blueprint® when calling a program "Parents Toolshop." I understand I can refer to other resources if they are consistent with TPT's skills and philosophies. Despite my personal beliefs, I will accurately present information from TPT and will endorse, model, and teach the Universal Blueprint's skills, principles and guidelines.*
- ✓ *To make TPT available to participants when teaching "full-length" programs (10+ hours) that use TPT as the primary source of reference. (Indigent parents may borrow the book and illiterate parents may listen to an audiotape.)*
- ✓ *Not to reproduce (photocopy or otherwise) the book or entire chapters. I understand I can make copies of the summary pages, worksheets, and the detailed house blueprint for handouts at topic programs or at full-length classes where parents are using the book. I understand I cannot use these copies in full-length (10+ hours) Parents Toolshop classes as a replacement for the book or to avoid asking parents to read, borrow, or buy TPT.*
- ✓ *To only give Parents Toolshop certificates to parents who actively participate in and successfully complete at least 75% of the total scheduled hours of a full-length "Parents Toolshop" class in which they read or directly refer to the book as part of their learning.*
- ✓ *To be an ethical, responsible, professional representative of TPT. I understand my certification can be revoked if I violate this agreement or violate Group Facilitator policies (see the "GF Violation" section on page 12), major TPT principles, or effective group leadership practices.*

d. Begin a probationary period of up to six-months. An "Applicant" now becomes a "Probationary Group Facilitator."

- Probationary GFs have up to six months in which to solo teach at least one program that is a minimum of two hours long and covers at least three "toolsets" from *The Parents Toolshop* and is attended by at least 4 people. PTC encourages probationary GFs to video record these programs and submit them so we can offer positive encouragement and feedback before GFs "go solo".
- Upon submitting evaluations (and skill assessments if appropriate) for that program, they will receive their final Group Facilitator certification (certificate and ID badge)
- If Probationary GFs haven't submitted results at 6 months, they can apply for up to 3 six-month extensions. The first is \$50, the second is \$75 the third is \$100. After two years, their status is changed to "expired." (See page 13) "Expired" Group Facilitators may be asked to attend a certification training again at half-price and provide new probationary programs to complete their certification.
- If a probationary GF or certified GF either changes his/her mind about being a GF or "declines" their certification during the probationary period or prior to the two-year certification deadline or recertification period, their status will be listed as "terminated." (See page 13)

e. Become a Parents Toolshop® GF Affiliate to track your waiver credits.

- **If you were *not* already a PTC affiliate:** When you receive your final GF certification, you will receive your certificate and congratulatory letter. In the letter (or e-mail) are directions to sign up for the PTC Affiliate Program. After you do this, you will receive 1) a welcome letter which will include your username, password, and your GF affiliate link, and 2) a follow-up e-mail from the Affiliate Coordinator containing information on how to use your affiliate link and track your waiver credits.
- If you *were* already a PTC Affiliate: Just send an e-mail to affiliates@parentstoolshop.com and tell the Affiliate Coordinator you are a recently certified GF. Your status will be changed from "Basic Affiliate" to "Group Facilitator Affiliate," after which our system will track your waiver credits and give higher commissions once your waiver credits have been accumulated. Your GF affiliate link will be the same as the link you received by e-mail when you first became an Affiliate.

MISCELLANEOUS CERTIFICATION ISSUES

Probationary GFs are required to teach the full-length course “as-is” (in the GF manual) at least twice before custom-designing programs. Then, any program alterations or custom-designed programs using TPT as the primary curriculum base must be submitted and approved before implementation.

PTC certifies individuals, not organizations. Individuals may teach programs through their employer *and* as PTC consultants if they choose (unless they agree to give exclusive service to their employer). If they leave that employer, Parents Toolshop GF materials and certification remain the properties of the certified *individual*, who can continue offering Parents Toolshop services elsewhere.

When a college or school uses *The Parents Toolshop* for college courses, the instructor does not need to be a certified Toolshop® Group Facilitator. These instructors’ class participants, however, cannot receive Parents Toolshop® graduation certificates nor can they use the class time toward Group Facilitator pre-certification requirements. For students to be able to apply for Parents Toolshop® Group Facilitator certification, they must do one of the following:

- Receive a “graduation” certificate from a 6+-hour Toolshop® program taught by a certified Toolshop® Group Facilitator — like all other Group Facilitator applicants.
- Attend a class taught by a professor who uses *The Parents Toolshop* or other textbook primarily based on *The Parents Toolshop*, submit the necessary documentation of completion and fulfill any outstanding certification requirements. (See Part III of this S&P manual for details about college student certification requirements.)

There is no guarantee that applicants who complete the screening and training requirements will receive Group Facilitator certification. Certification is dependent on competency in the following areas:

- Knowledge of and commitment to *TPT* principles
- Mastery of the Universal Blueprint and its skills
- Effective group leadership skills

PTC assists applicants in developing these skill areas, until they meet the quality standards that are a hallmark of Parents Toolshop programming.

Certification Refusal Clause

The Standards and Practices (S&P) committee, with the guidance of the Parents Toolshop Consulting (PTC) president and/or author of the copyrighted materials to which instructors are representatives, reserves the right to deny or terminate certification to any inquirer, applicant or certified instructor that demonstrates behavior or qualities that could potentially blemish the positive reputation of PTC and/or *The Parents Toolshop* book. These include, but are not limited to, behavior or activities that the S&P committee considers, in its opinion, to be unprofessional, unethical or illegal, negative reference reports or poor financial standing with creditors, including PTC. The S&P committee may *not*, however, discriminate against any applicant or instructor due to race, culture, religion, gender or other Equal Opportunity Employer guidelines.

3. GROUP FACILITATOR RECERTIFICATION: STAY IN TOUCH

a. GFs apply for recertification every two years. *Recertification fees are as follows:*

- \$500 for PTC GF Consultants, Independent Consultants and Associate Group Facilitators (Active and Inactive).
- Supporting GFs who don’t do full-length classes and use books pay a \$125 fee.
- *GFs can receive books in exchange for their fee, to resell at the retail price.*

Earning Recertification Fee Waivers: To offset the recertification fee, there are several ways GFs can earn credits to receive up to 100% waiver of their recertification fees:

- **Serve as a Pre-certification Liaison** = \$50 waiver per applications/study guides processed. (See page 11 for details about this role.) This waiver is in *addition* to the \$25–\$50/applicant fee the liaison receives. ** Note: if liaisons face a waiver credit shortage because they didn't happen to process enough applications that re-certification period to equal \$500, but accepted whatever requests they received, they will still receive *full* waiver credits.
- **Serve on the S&P committee** = \$65 credit per quarterly meeting attended. Committee members commit to one-year terms. (See S&P manual Introduction pages 4-5 for details about this role.)
- **Give Instructor feedback for Home Studies** = \$50 credit for each Home Study reviewed with feedback given to participant on their answers.
- **In order for GFs to receive dollar-for-dollar credit on purchases of books, products for parents and parent educators or other PTC/Ambris Publishing resources**, including books used for classes and resale, they must be signed up for the PTC Affiliate program. (See Step 2e on page 9 for more information on how this works.) “Qualifying products” for waiver credits are all materials in the “Parent” and “Parent Educator” sections of the catalog at http://www.parentstoolshop.com/HTML/order_start.html. Training fees (pre-cert, certification, etc.), fee splits for classes, or class referral fees do *not* count towards waiver credits.
 - PTC GF Consultants, Independent Consultants and Associate Group Facilitators (Active and Inactive) receive 100% dollar-for-dollar credit up to their \$500 recertification fee.
 - Supporting GFs, who don't do full-length classes and use books, receive a 50% dollar-for-dollar credit up to their lower \$125 recertification fee. IF they upgrade to Associate or Consultant, they get 100% credit for those purchases, to count towards the higher recert fee.

NOTE: Parents Toolshop Consulting does not require any sales quotas. Waiver Credits on qualifying purchases are offered for GFs who are actively teaching classes as a way to offset the recertification fee.

- **GFs retain recertification fee waiver credits up to 2 years from their certification expiration date.** See page 15 for more details about GFs who let their certification expire.
- **GFs may not exchange services in lieu of purchase credits**, due to the difficulty of putting a dollar value on the service and scheduling/tracking such services.
- **PTC cannot guarantee waiver credits for qualifying purchases unless the GF is signed up for the PTC Affiliate program. To receive waiver credits for book sales/purchases *not* made directly by the GF or through the Affiliate link**, do any of the following:
 - ▶ Purchase books and resell (if purchased at bulk discount, GFs can resell for up to the retail price for a profit).
 - ▶ Place an order for someone.
 - ▶ Give order forms (or PTC brochures) with GF's name on it so GF gets credit for resulting sales.
 - ▶ Tell purchasers to give the GF's name when ordering.

PTC/Ambris Publishing cannot track or give credit for sales through bookstores that result from a GF's referral, unless the GF or buyer notifies Ambris of this purchase. PTC recommends GFs keep receipts of any sales they are responsible for beyond the GF Affiliate Program. (See Step 2e on page 9 for more info.)

Note: although we will do our best to count all qualifying purchases towards waiver credits, there is *no guarantee* that purchases made outside of the PTC Affiliate program will be honored.

Sales tax: GFs pay sales tax (when applicable) on the *price they pay* for the books. Ambris Publishing will report sales tax to the state. (The sales tax rate (%) is that which applies in PTC/Ambris' county of operations.) Since sales tax has already been paid, GFs do not need to charge, track or report sales tax.

Tax-exempt & nonprofit sales: GFs can purchase books/products tax-free if they are:

- Located outside the state of Ambris Publishing's operations *if* they order direct from the publisher
- A book store that will resell the books and charge/track/pay sales tax
- A licensed vendor who will resell the books and charge/track/pay sales tax
- Including the book as part of a parenting class fee

- An employee of a nonprofit agency. All nonprofit tax-exempt organizations should submit a “blanket certificate of exemption” with their first purchase. (Ask Ambris Publishing for this form.)

All GFs who are due to be recertified have a 30-day grace period before their certification is canceled. For example, if someone’s certification expiration date is 8/98, the due date to for submitting the recertification application is the last day of 8/98. If the GF misses this deadline, PTC will notify the GF to confirm their decision. The GF then has until the last day of 9/98 to submit the application before their GF status expires. (See the “GF Status” section on page 13).

- b. **Report to PTC regularly.** Each GF classification has different reporting guidelines (See page 1).
 - a. **Skill Assessments:** Participants of 10+ hour programs called “Parents Toolshop” or using TPT as the primary resource must complete a PTC skill assessment or other PTC-approved outcome-focused skill assessment tool.
 - b. **Program Evaluations:** Every time a GF presents a program (one-time, topic series, or full-length) based primarily on *TPT*, the participants should complete a program evaluation form (in the GF manual/binder and PTC Skill Assessment Packet) at the end of the program. GFs can use the “Program Evaluation Summary” in the PTC Skill Assessment Packet to summarize the results. At recertification, GFs can average the results of *all* the programs they provided during their certification period for their recertification report.

ADDITIONAL GROUP FACILITATOR BENEFITS

- **Bulk discounts on books/products.** 17% for 1-4 copies of TPT, 20% for 5-14 copies of any same item *or* 30% for 15-25 copies of the same item. Deeper discounts are available for larger bulk purchases. Contact Ambris Publishing to request a discount rate sheet or see the on-line ordering home page of the <http://www.ParentsToolshop.com> website for updated discount rates. **GFs can resell products at no more than the retail price.**
- **Complimentary subscription to the PTC E-newsletter.** PTC publishes an e-mail newsletter (usually quarterly). GFs who provide PTC with their e-mail address will receive a newsletter subscription for the duration of their certification period. The PTC newsletter regularly reports on any/all the following topics:
 - Introduce new GFs
 - News about active GFs (Please send your updates to us. We love hearing/sharing your news!)
 - S&P Committee news (including amendments to the S&P manual (this document).)
 - Upcoming schedules (Please send schedules of programs open to the public in advance.)
 - PTC news that affects GFs
- **Complimentary PTC e-mail address** and/or listing in the GF Directory at the PTC website (if the GF requests/approves).
- **Expanded privileges to copy certain parts of *The Parents Toolshop*.** (Limitations include not copying summary pages as a *replacement* for parents using the book.) Upon certification, each GF receives an I.D. badge that displays the GF’s certification expiration date and has a copyright permission statement from the author on the back. They may need to show their ID card for copy centers to reproduce materials.
- **Group Facilitator products/services not available to the public**, such as presentation topic packets, which include presentation guidelines and handouts on a variety of topics.
- **Potential for professional advancement.** GFs are often hired into their agency positions *because* they already have GF certification. PTC is often asked for recommendations or leads to fill parent educator positions throughout the U.S.
- **GF networking** can often result in referrals to your programs, support from other GFs, and advice from experienced GFs.
- **Permission to teach any or all programs offered by PTC** wherever and to whomever they choose. (GFs must register with PTC for the appropriate certification level.)

- **GF Resources:** PTC also has an ever expanding selection of Group Facilitators teaching aids, developed by the author and other GFs, which are optional purchases. See the product catalog (at our website: <http://www.ParentsToolshop.com>, request one from Ambris Publishing or request a GF order form (all training participants receive one).

The GF presentation poster and Interactive Activity packet are the minimum *recommended* GF purchases. It is also recommended that instructors who will be conducting full-length (10+ hour series) classes purchase the Outcome-Focused Parenting Skill Assessment tool, also. See the on-line GF catalog or GF order form in the pre-certification kit for descriptions and prices.

When you consider all the personal and professional benefits, resources, potential income, and cost of comparable training programs, the investment you make in becoming certified *more* than pays off.

GROUP FACILITATOR MONITORING

Once an applicant has completed the GF certification training, PTC reserves the right for a certified GF to observe another GF in practice, with or without prior notice, during the probationary period or after final certification.

GROUP FACILITATOR VIOLATIONS/PENALTIES

The S&P Committee establishes GF standards and penalties, reviews possible violations, and decides/administers any necessary disciplinary action.

Should “Disciplinary Probation” be necessary, it will last for a period of six (6) months. Then, a final decision will be made: either the GF’s violation is resolved and full GF status is restored or the problem is unresolved and the GF’s certification is revoked.

If revocation occurs, a GF must wait at least one year to repeat the certification process. The GF can get a 50% refund on the poster and transparency packets *if* they are in resalable condition, but not on books or materials that could be copied, like the topic packets, skill assessment tool or interactive activity packet. There is no refund on past *TPT* class or GF training fees or discounts for attending these programs for recertification.

The following actions could result in penalties, disciplinary action, or revocation of a GF’s certification:

1. Teaching a 10+ hour program called “Parents Toolshop,” but not providing books for participants to borrow or buy.

Reason: If participants don’t have access to *TPT*, they are not receiving consistent quality programming.

- GFs can only call a program “Parents Toolshop” if it is 10+ hours and participants have access to the *TPT* book. Otherwise, GFs can say it is “based on *TPT*.”
- When GFs teach a 10+ hour series that uses *TPT* as the primary reference resource, they should send a flyer to PTC within one week of the start date. The publicity flyer should indicate the instructor’s GF status and state that each participant will either use, receive, or purchase *The Parents Toolshop* book.
- Participants can borrow a book from the program sponsor or use an audiotape (if available). The GF’s sales history should show the GF has purchased enough books for participants’ use.

Action:

- First offense: verbal/written notification of violation.
- Second offense: written warning and/or disciplinary probation.
- Third offense: certification revocation.

2. Teaching full-length “Parents Toolshop” classes, but not teaching participants the Universal Blueprint.

Reason: If participants are not learning the Universal Blueprint, they aren’t learning *TPT*. If GFs feel insecure about teaching the UB, they can purchase/use the video presentation available to GFs or observe this session at a Parents Toolshop program. If GFs don’t *want* to teach the UB, they should teach a different parenting curriculum.

Action:

- First offense: verbal notice and opportunity to purchase video or attend a UB class session to review skills.
- Second offense: written warning and/or disciplinary probation.
- Third offense: certification revocation.

3. Violating any of the standards set forth in the “Group Facilitator Code of Ethics” or “Certification Refusal Clause” on page 9.

Reason: The S&P Committee wrote the “Group Facilitator Code of Ethics” to protect the positive reputation and integrity of *The Parents Toolshop* and to insure all Parents Toolshop programs will provide consistent quality programming. Poor performance by any GF can negatively affect and reflect on other GFs. When signing the “Code of Ethics,” GFs confirm their prior notice about the standards and expectations of being a GF and the penalties that can occur if they violate these policies.

Action:

- First offense: verbal/written notification of violation.
- Second offense: written warning and/or disciplinary probation.
- Third offense: certification revocation.

GF ACTIVITY STATUS CATEGORIES

The following "status" categories apply in a parallel way to training participants:

- **Inactive:** These GFs maintain certification but are not regularly providing programs or purchasing books. GFs can remain inactive for two years before losing their certification. To be recertified after this two-year deadline, they must attend the certification training again, but only pays half price.
- **Expired:** These GFs allowed their certification to expire but there were no concerns about the GF's performance while certified. If these GFs renew their certification within two years of their expiration date, they can use any waiver credits earned during their active two-year certification period. Once a GF's status changes to "expired," they will incur a \$30 reactivation fee to reinstate their certification within the two-year deadline. They may also be asked to attend a certification (half-price) or Toolshop training as a refresher prior to re-certification. If they do not renew their certification within 2 years of their expiration date, they must begin the *entire* certification process again and lose all waiver credits.
- **Terminated:** The the GF chose not to renew his/her GF certification *and* PTC had concerns about the GF's performance during his/her certification period. These GFs must *first* address and remedy the concerns about his/her performance as a GF. Then, they may be asked to complete the GF certification training again for half-price.
- **Revoked:** PTC has concerns about the GF's performance, followed through with disciplinary action set forth in this manual, and canceled the GF's certification before it was due to end. This GF may complete the GF certification process again (from the beginning) *if* he/she resolves the concerns PTC had about his/her performance, appears before the S&P committee during a private “ethical review” meeting and receives unanimous approval for reinstatement from the S&P Committee.

KEEP READING IF THE FOLLOWING SECTIONS APPLY:

Go to <http://www.parentstoolshop.com/HTML/DownloadGFSP.htm> and select the links to other sections.

- **Part I: Parents Toolshop® Advisors**
- **Part III: Certification Process for College Students**
- **Part IV: Trainer-of-Trainer Certification**
- **Appendix: (all certification forms)**

Jody Pawel, the author of The Parents Toolshop, and the Standards & Practices Committee hope this manual has answered any questions you have about being a Parents Toolshop Group Facilitator. If you have any further questions or concerns, feel free to contact the Standards & Practices Committee at Info@ParentsToolshop.com or (877) 748-4541.

We sincerely hope you choose to become a Parents Toolshop Group Facilitator. It is exciting to be a part of this valuable program and we hope you will join our team.

