TEXAS COURT CLERKS
Certification and Educational Programs
Policies and Procedures
Effective January 2024

II. Education and Training

F. Virtual "Live" Training

1. All training will be facilitated through the TCCA Zoom profile.
2. Training shall be attended from a device larger than a smart phone
3. In addition to the facilitator, all trainings shall have a designated "moderator" to assist with administrative responsibilities:
   a. Moderator is identified when requesting virtual education or identified at the beginning of the session.
   b. Moderator shall observe participants to guarantee participation, answer questions submitted through the chat function, and assist the facilitator with any other requests to enable successful flow.
   c. If the moderator recognizes issues, they will first send a "private chat" directly to the participant requesting correction. If problem persists moderator shall notify facilitator for direction.
4. Participants are expected to be visible and audible (when not appropriately muted) throughout the duration of the presentation. Participants will be appropriately dressed, and must recognize this is a work environment.
5. Participants shall fully engage by giving their undivided attention to the facilitator throughout the duration of the presentation (without multi-tasking).
6. Participants should prepare ahead of time by confirming a ZOOM account, testing its ability to function properly and downloading any necessary documents.
7. Participants should login to the presentation no later than 15 minutes prior to the scheduled start time to mitigate any potential IT issues. Facilitators will NOT be available to troubleshoot technical issues on the day of the presentation.
8. Education credit will be issued based on the attendance list maintained and submitted by the facilitator or moderator. Facilitator or Moderator is expected to complete roll call at the beginning of each new session.
9. All training shall be conducted in a "live" setting. Pre-recorded

sessions will not be considered for educational credit.

10. Pre-registration is required. Failure to do so will result in the facilitator requesting you to leave and no educational credit will be issued.

11. To save meeting bandwidth and prevent a service interruption as much as possible, participants shall not use virtual backgrounds while participating.