

# MICC DIRECT SERVICE EMPLOYEE SKILLS, QUALIFICATION AND TRAINING



Listed below are the skills/abilities preferred for the relative positions and the qualifications for every MICC position that provides direct service to participants. At the bottom of this document, you will find a catalog of the trainings that are provided to all-staff and direct-service staff.

All MICC employees are required to pass a drug screen, various background checks (Sex Offender Registry, Criminal History, Federal Exclusions List), and a driver's record check. All Direct Service staff are required to obtain their CPR/First Aid certification within 6 months of employment and maintain current certification thereafter.

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## COLLEGE PROGRAM DESCRIPTIONS

### **Advisory Program Manager, 12-month**

#### **SKILLS AND ABILITIES**

- Ability to identify and assist in solving problems using strong organizational, time management, and interpersonal skills, as well as the ability to relate to and motivate a diverse population.
- Possess personal qualities of integrity, credibility and good judgment.
- Maintain confidentiality of organizational, employee and student information.
- Demonstrate professionalism in work performance and communication with others.
- Excellent interpersonal and organizational skills, with strong oral and written communication skills.
- Understanding of mental health with strong de-escalation skills.

#### **QUALIFICATIONS – EDUCATION & EXPERIENCE**

- B.A., B.S. (Masters highly preferred) Social Work, Wellness Coaching, Occupational Therapy, Behavior Therapy, Psychology, Special Education, and School Counseling preferred.
- 1-3 years of supervision experience.
- Experience in working with young adults with learning disabilities and autism is highly desirable.
- Strong interpersonal and organizational skills, with excellent oral and written communication skills.

## Advisor, 10-month

### SKILLS AND ABILITIES

- Ability to identify and assist in solving problems using strong organizational, time management, and interpersonal skills, as well as the ability to relate to and motivate a diverse population.
- Possess personal qualities of integrity, credibility and good judgment.
- Maintain confidentiality of organizational, employee and student information.
- Demonstrate professionalism in work performance and communication with others.
- Excellent interpersonal and organizational skills, with strong oral and written communication skills.
- Understanding of mental health with strong de-escalation skills.

### QUALIFICATIONS – EDUCATION & EXPERIENCE

- B.A., B.S. (Masters highly preferred) Social Work, Occupational Therapy, Wellness Coaching, Applied Behavior Analysis, Psychology, Special Education, and School Counseling preferred.
- Experience in working with young adults with learning disabilities and autism is highly desirable.
- Strong interpersonal and organizational skills, with excellent oral and written communication skills.

## Instruction and Learning Program Manager, 12-month

### SKILLS AND ABILITIES

- Demonstrated ability to develop and implement strategic plans and organizational processes
- Ability to act decisively and expeditiously to implement plans and to operate effectively
- Possess personal qualities of integrity, credibility and good judgment
- Maintain confidentiality of organizational, employee and student information
- Demonstrate professionalism in work performance and communication with others
- Excellent interpersonal and organizational skills, with strong oral and written communication skills
- Demonstrate an advanced understanding of instructional strategies for students with autism, developmental delay, and specific learning disabilities.
- Demonstrate excellent oral and written communication skills and the ability to communicate effectively with a diverse group of colleagues, parents, families, and community members.
- Have a track record of being a team player and community minded.

### QUALIFICATIONS – EDUCATION & EXPERIENCE

- A Bachelor's degree in education, special education, social work, or related human services field or similar required or equivalent experience.
- 2+ years of teaching experience is preferred.
- Must also have 3+ years in a leadership/management role and/or in working with individuals with learning differences or autism spectrum disorders.
- Must be willing to work a flexible schedule, be positive and enthusiastic and enjoy attending and participating in a wide variety of community activities.
- Must have a current driver's license with a good driving record

## **Instructor – Independent Living Skills, 10-month**

### **SKILLS AND ABILITIES**

- Ability to identify and assist in solving problems using strong organizational, time management, and interpersonal skills, as well as the ability to relate to and motivate a diverse population.
- Possess personal qualities of integrity, credibility and good judgment.
- Maintain confidentiality of organizational, employee and student information.
- Demonstrate professionalism in work performance and communication with others.
- Excellent interpersonal and organizational skills, with strong oral and written communication skills.

### **QUALIFICATIONS – EDUCATION & EXPERIENCE**

- B.A., B.S. Education or Special Education, Youth Work, Psychology, Occupational Therapy, Therapeutic Recreation, or working toward such a degree or possess equivalent experience.
- Experience in working with young adults with learning disabilities is highly desirable.
- Strong interpersonal and organizational skills, with excellent oral and written communication skills.

## **Instructor – Healthy Living, 10-month**

### **SKILLS AND ABILITIES**

- Ability to identify and assist in solving problems using strong organizational, time management, and interpersonal skills, as well as the ability to relate to and motivate a diverse population.
- Possess personal qualities of integrity, credibility, and good judgment.
- Maintain confidentiality of organizational, employee and student information.
- Demonstrate professionalism in work performance and communication with others.
- Excellent interpersonal and organizational skills, with strong oral and written communication skills.

### **QUALIFICATIONS – EDUCATION & EXPERIENCE**

- B.A., B.S. Education or Special Education, Youth Work, Psychology, Occupational Therapy, Therapeutic Recreation, Nutrition, Personal training, or working toward such a degree or possess equivalent experience.
- Experience in working with young adults with learning disabilities is highly desirable.
- Strong interpersonal and organizational skills, with excellent oral and written communication skills.

## **Instructor – Social Emotional Learning, 10-month**

### **SKILLS AND ABILITIES**

- Identify and assist in solving problems using strong organizational, time management, and interpersonal skills, as well as relate to and motivate a diverse population.
- Possess personal qualities of integrity, credibility, and good judgment.
- Maintain confidentiality of organizational, employee and student information.
- Demonstrate professionalism in work performance and communication with others.
- Excellent interpersonal and organizational skills, with strong oral and written communication skills.

### **QUALIFICATIONS – EDUCATION & EXPERIENCE**

- B.A., B.S. Education or Special Education, Youth Work, Psychology, or working toward such a degree or possess equivalent experience.
- Experience in working with young adults with learning disabilities is highly desirable.
- Strong interpersonal and organizational skills, with excellent oral and written communication skills.

## **Lead Apartment Instructor, 12-month**

### **SKILLS AND ABILITIES**

- Ability to identify and assist in solving problems using strong organizational, time management, and interpersonal skills, as well as the ability to relate to and motivate a diverse population
- Possess personal qualities of integrity, credibility, and good judgment
- Maintain confidentiality of organizational, employee and participant information
- Demonstrate professionalism in work performance and communication with others
- Excellent interpersonal and organizational skills, with strong oral and written communication skills

### **QUALIFICATIONS – EDUCATION & EXPERIENCE**

- B.A., B.S. Education or Special Education, Youth Work, Psychology, Occupational Therapy, Therapeutic Recreation, similar field, or equivalent experience is required.
- Experience in working with young adults with learning disabilities is highly desirable.
- Strong interpersonal and organizational skills, with excellent oral and written communication skills.
- Experience giving work direction and cross programs collaboration is highly desirable.

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# SOCIAL ENGAGEMENT PROGRAM DESCRIPTIONS

## Social Engagement Program Manager, 12-month

### SKILLS AND ABILITIES

- Ability to identify and assist in solving problems using strong organizational, time management, and interpersonal skills, as well as the ability to relate to and motivate a diverse population
- Possess personal qualities of integrity, credibility and good judgment
- Maintain confidentiality of organizational, employee and participant information
- Demonstrate professionalism in work performance and communication with others
- Excellent interpersonal and organizational skills, with strong oral and written communication skills
- Current driver's license with a good driving record
- Able to pass a criminal background check and drug screening

### QUALIFICATIONS – EDUCATION & EXPERIENCE

- Bachelor's degree in therapeutic recreation, occupational therapy, recreation and leisure, education, or related human services field or equivalent experience is required
- Experience in working with adults with learning disabilities is highly desirable
- 3+ years in a leadership/management role is desirable

## Activities Supervisor, 12-month

### SKILLS AND ABILITIES

- Excellent people and leadership skills, with the ability to promote a culture of mutual respect and teamwork
- Ability to act decisively and expeditiously to implement plans and to operate effectively
- Possess personal qualities of integrity, credibility and good judgment
- Maintain confidentiality of organizational, employee and participant information
- Demonstrate professionalism in work performance and communication with others
- Excellent interpersonal and organizational skills, with strong oral and written communication skills
- Experience in planning and coordinating various types of social offerings
- Experience with mediation and leadership development programs
- Experience in creating partnerships in the community

### QUALIFICATIONS – EDUCATION & EXPERIENCE

- Bachelor's degree in therapeutic recreation, occupational therapy, recreation and leisure, education, or related human services field or similar required or equivalent experience.
- Experience in working with adults with learning disabilities is highly desirable.
- Experience in developing community education programming is desirable.
- Must be willing to work a flexible schedule, be positive and enthusiastic and enjoy attending and participating in a wide variety of social engagement activities.
- Must have a current driver's license with a good driving record and Red Cross/First Aid certification.
- Outdoor travel and adventure experience preferred.

## Instructor – Activities, 12-month

### SKILLS AND ABILITIES

- Ability to identify and assist in solving problems using strong organizational, time management, and interpersonal skills, as well as the ability to relate to and motivate a diverse population.
- Possess personal qualities of integrity, credibility, and good judgment.
- Maintain confidentiality of organizational, employee and student information.
- Demonstrate professionalism in work performance and communication with others.
- Excellent interpersonal and organizational skills, with strong oral and written communication skills.
- Positive attitude and ability to make learning fun.
- Work within given budget to plan monthly student engagement.

### QUALIFICATIONS – EDUCATION & EXPERIENCE

- B.A., B.S. in Youth Work, Parks and Recreation Administration, Social Science, Psychology, Special Education, or working toward such a degree or possess equivalent experience.
- Experience in working with young adults with ASD and/or learning differences is highly desirable.
- Strong interpersonal and organizational skills, with excellent oral and written communication skills.
- Proficient in Word, Excel, Outlook, and mobile application communication.

## Instructor – Electives, 12-month

### SKILLS AND ABILITIES

- Excellent people and leadership skills, with the ability to promote a culture of mutual respect and teamwork
- Ability to act decisively and expeditiously to implement plans and to operate effectively
- Possess personal qualities of integrity, credibility and good judgment
- Demonstrate professionalism in work performance and communication with others
- Excellent interpersonal and organizational skills, with strong oral and written communication skills
- Experience in planning and coordinating various types of curriculum offerings
- Experience with mediation and leadership development programs

### QUALIFICATIONS – EDUCATION & EXPERIENCE

- B.A., B.S. in Therapeutic Recreation, Occupational Therapy, Recreation and Leisure, Education, or related Human Services field or similar required or equivalent experience.
- Experience in working with adults with learning disabilities is highly desirable.
- Experience in developing community education programming is desirable.
- Must be willing to work a flexible schedule, be positive and enthusiastic and enjoy attending and participating in a wide variety of social engagement activities.
- Must have a current driver's license with a good driving record and Red Cross/First Aid certification.
- Experience in a teaching position preferred.

## Activities Assistant, Part-Time, 12-month

### SKILLS AND ABILITIES

- Ability to identify and assist in solving problems using strong organizational, time management, and interpersonal skills, as well as the ability to relate to and motivate a diverse population.
- Possess personal qualities of integrity, credibility and good judgment.
- Maintain confidentiality of organizational, employee and student information.
- Demonstrate professionalism in work performance and communication with others.
- Excellent interpersonal and organizational skills, with strong oral and written communication skills.
- Strong interpersonal and organizational skills, with excellent oral and written communication skills are a must.

### QUALIFICATIONS – EDUCATION & EXPERIENCE

- Experience in working with young adults with learning disabilities is highly desirable.
- Current driver's license with a good driving record and ability to drive 15-passenger van.
- Able to pass a criminal background check.

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## CAREERS PROGRAM DESCRIPTIONS

### Experiential Learning Manager, 12-month

#### SKILLS AND ABILITIES

- Experience with leading instructor teams
- Demonstrated ability to develop and implement strategic plans and organizational processes
- Excellent people and leadership skills, with the ability to promote a culture of mutual respect and teamwork
- Ability to act decisively and expeditiously to implement plans and to operate effectively
- Possess personal qualities of integrity, credibility and good judgment
- Maintain confidentiality of organizational, employee and student information
- Demonstrate professionalism in work performance and communication with others
- Excellent interpersonal and organizational skills, with strong oral and written communication skills

#### QUALIFICATIONS – EDUCATION & EXPERIENCE

- A bachelor's degree in education, special education, social work, or related human services field or similar field required
- 2+ years of teaching experience is preferred
- 3+ years in a leadership/management role and/or in working with individuals with learning differences or autism spectrum disorders preferred
- Must have a current driver's license with a good driving record

## Instructor, 12-month

### SKILLS AND ABILITIES

- Ability to identify and assist in solving problems using strong organizational, time management, and interpersonal skills.
- Ability to relate to and motivate a diverse population
- Possess personal qualities of integrity, credibility and good judgment
- Maintain confidentiality of organizational, employee and student information
- Demonstrate professionalism in work performance and communication with others
- Excellent interpersonal and organizational skills, with strong oral and written communication skills
- Confidence in developing partnerships with outside organizations and businesses

### QUALIFICATIONS – EDUCATION & EXPERIENCE

- B.A., B.S. Education or Special Education, Youth Work, Social Science, Sociology, Social Work, Psychology or related field required.
- Experience in working with young adults with learning disabilities is highly desirable.
- Strong interpersonal and organizational skills, with excellent oral and written communication skills

## Careers Services Manager, 12-month

### SKILLS AND ABILITIES

- Demonstrated ability to identify and obtain appropriate employment opportunities for individuals with learning differences and autism spectrum disorders
- Excellent people and interpersonal skills, with the ability to promote a culture of mutual respect and teamwork
- Ability to act decisively and expeditiously in support of student and graduate employment and to operate effectively
- Possess personal qualities of integrity, credibility, and good judgment
- Maintain confidentiality of organizational, employer and participant information
- Demonstrate professionalism in work performance and communication with others
- Excellent organizational skills, with strong oral and written communication skills

### QUALIFICATIONS – EDUCATION & EXPERIENCE

- Bachelor's degree in Rehabilitation Counseling, Social Work, or related field preferred.
- Minimum of 2-3 years' experience as a job developer, employment/vocational specialist, or related position, working with individuals with learning differences and autism spectrum disorders.
- Experience with each of the job responsibilities is strongly desired.
- Familiarity with the Richfield/Bloomington employment market is a plus.



## Job Developer, 12-month

### SKILLS AND ABILITIES

- Demonstrated ability to identify and obtain appropriate employment opportunities for individuals with learning differences and autism spectrum disorders.
- Excellent people and interpersonal skills, with the ability to promote a culture of mutual respect and teamwork.
- Ability to act decisively and expeditiously in support of student and graduate employment and to operate effectively.
- Possess personal qualities of integrity, credibility, and good judgment.
- Maintain confidentiality of organizational, employer and participant information.
- Demonstrate professionalism in work performance and communication with others.
- Excellent organizational skills, with strong oral and written communication skills.

### QUALIFICATIONS – EDUCATION & EXPERIENCE

- Possess a minimum of a Bachelor's degree in Education, Special Education, Social Work, or related field preferred.
- Experience as a Job Developer, Employment/Vocational Specialist, or related position, working with individuals with learning differences and Autism Spectrum Disorders preferred.
- Experience with each of the job responsibilities is strongly desired.
- Familiarity with the Richfield/Bloomington employment market is a plus.

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## COMMUNITY PROGRAM DESCRIPTIONS

### Community Advisory Program Manager, 12-month

#### SKILLS AND ABILITIES

- Ability to identify and assist in solving problems using strong organizational, time management, and interpersonal skills, as well as the ability to relate to and motivate a diverse population
- Possess personal qualities of integrity, credibility and good judgment
- Ability to maintain confidentiality of organizational, employee and student information
- Demonstrated professionalism in work performance and communication with others
- Excellent interpersonal and organizational skills, with strong oral and written communication skills

#### QUALIFICATIONS – EDUCATION & EXPERIENCE

- B.A., B.S. in Social/Human Sciences (Counseling, Social Work, Mental Health, Behavior Therapy, Special Education or similar) required.
- 3+ years experience mentoring and/or counseling individuals with ASD or other learning disabilities is required.
- Candidates with 3+ Years in education or human services management or MA in Counseling, Social Work, and/or knowledge of county waivers or case management experience are preferred.
- Current and valid driver's license is required.

## Advisor- Community, 12-month

### SKILLS AND ABILITIES

- Ability to identify and assist in solving problems using strong organizational, time management, and interpersonal skills, as well as the ability to relate to and motivate a diverse population.
- Possess personal qualities of integrity, credibility and good judgment.
- Ability to maintain confidentiality of organizational, employee and student information.
- Demonstrated professionalism in work performance and communication with others.
- Excellent interpersonal and organizational skills, with strong oral and written communication skills.
- Ability to drive and valid driver's license is required for this position.

### QUALIFICATIONS – EDUCATION & EXPERIENCE

- B.A., B.S. in Social/Human Sciences (Counseling, Social Work, Mental Health, Behavior Analysis/Therapy, Special Education or similar) required.
- 3+ Years' experience mentoring and/or providing direct services to individuals with ASD or other learning disabilities is preferred.
- Knowledge and skills to support and/or refer those with mental health concerns preferred.

## Wellness and ILS Program Supervisor, 12-month

### SKILLS AND ABILITIES

- Ability to identify and assist in solving problems using strong organizational, time management, and interpersonal skills, as well as the ability to relate to and motivate a diverse population
- Skilled in the use of complex scheduling and shared calendar administration using current technologies and management tools
- Possess personal qualities of integrity, credibility and good judgment
- Ability to maintain confidentiality of organizational, employee and participant information
- Demonstrated professionalism in work performance and communication with others
- Excellent interpersonal and organizational skills, with strong oral and written communication skills

### QUALIFICATIONS – EDUCATION & EXPERIENCE

- B.A., B.S. in Education, Human Services, Health Sciences or similar is required.
- 2+ years experience in direct services in supervisory or management role is required.
- Previous experience providing services to adult individuals with ASD or learning disabilities is desired.

## Wellness Educator

### SKILLS AND ABILITIES

- Ability to identify and assist in solving problems using strong organizational, time management, and interpersonal skills, as well as the ability to relate to and motivate a diverse population
- Possess personal qualities of integrity, credibility and good judgment
- Maintain confidentiality of organizational, employee and student information
- Demonstrate professionalism in work performance and communication with others
- Excellent interpersonal and organizational skills, with strong oral and written communication skills

### QUALIFICATIONS – EDUCATION & EXPERIENCE

- B.A., B.S. Education or Special Education, Youth Work, Psychology, Occupational Therapy, Therapeutic Recreation, Nutrition, Personal training, or working toward such a degree or possess equivalent experience.
- Experience in working with adults with learning disabilities and/or previous experience educating, coaching, or providing 1:1 services is highly desirable.
- Strong interpersonal and organizational skills, with excellent oral and written communication skills.

## Independent Living Skills Educator

### SKILLS AND ABILITIES

- Ability to identify and assist in solving problems using strong organizational, time management, and interpersonal skills, as well as the ability to relate to and motivate a diverse population
- Possess personal qualities of integrity, credibility and good judgment
- Maintain confidentiality of organizational, employee and student information
- Demonstrate professionalism in work performance and communication with others
- Excellent interpersonal and organizational skills, with strong oral and written communication skills

### QUALIFICATIONS – EDUCATION & EXPERIENCE

- B.A., B.S. Education or Special Education, Youth Work, Psychology, Occupational Therapy, Therapeutic Recreation, or working toward such a degree or possess equivalent experience.
- Experience in working with adults with learning disabilities and/or previous experience educating, coaching, or providing 1:1 services is highly desirable.
- Strong interpersonal and organizational skills, with excellent oral and written communication skills.

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# TRAINING

All MICC Employees complete this list of Mandatory trainings below. MICC also provides monthly trainings hosted or sponsored by our Autism Committee. The Autism Committee trainings are focused on expanding our direct service staff knowledge on all things Autism Spectrum Disorder. Our direct service staff also receive additional monthly trainings on topics that are pertinent to our participants served and requested by staff.

## Anti Harassment Training includes:

- MICC's policy on discrimination, harassment and retaliation
- Information on reporting and investigating claims of discrimination or harassment
- 7 micro learning lessons from Grovo focusing on;
  - What Sexual Harassment Really Looks Like
  - The Impact of Sexual Harassment
  - Why Sexual Harassment Happens
  - How to Recognize Sexual Harassment
  - How to Intervene Against Sexual Harassment When You See It
  - What To Say to the Target of Sexual Harassment
  - What to Say to Someone Who Commits Sexual Harassment

## Autism Training includes information on:

- "Autism 101"- Basic information on Autism
  - Autism 101 occurs annually. Monthly trainings are presented to staff on various topics affecting the ASD community and direct-support workers.
- Current trends in ASD Research and Community
- Best strategies and supports for those affected by ASD
- Comorbidities of ASD and how it affects the individuals we serve

## Compliance Training includes:

- Documents contained within the Paylocity New Hire Onboarding module:
  - Conflict of Interest (*signature*)
  - Employee handbook (*signature*) – Rights of personnel, Confidentiality, Corporate Compliance
  - Code of Conduct Policy (*signature*) – Professional behavior, Employee interactions with participants, Violations of the Code of Conduct, Annual acknowledgment
- **Mandated Reporter Training.** This online module covers:
  - Mandated Reporting of suspected abuse or suspected neglect
  - Maltreatment
  - The Vulnerable Adults Act
  - Common Entry Point
- *See the Employee Onboarding policy and Onboarding Manual for more details on Onboarding and the New Hire process.*

**CPR Training** in American Heart Association CPR instruction for adults, which includes:

- Hands-on training in CPR techniques,
- Expert protocols for dealing with situations involving obstructed airways,
- Proper automated external defibrillator (AED) usage
- Airway adjunct insertion.

**Cultural Competency and Diversity Training** includes information on:

- Cultural competency and diversity
- Dimensions of diversity
- Cultural perspective
- Workplace inclusion
- Cross culture communication

**Disability Awareness and Person Centered Training** includes information on:

- Disability awareness
- Unique needs of the person served
- Participant confidentiality
- Promoting wellness of the person served
- Americans with Disabilities Act (ADA)
- Person Centered Approach and the MN Olmstead Plan
- Rights of the person served
- Reasonable Accommodations
- Assistive Technology

**Employee Development & Management Training** includes information on MICC's:

- Performance management process
- Performance management scale
- Employee performance competencies
- Manager performance competencies
- Leadership performance competencies

**Employee Evaluation Training for Managers** includes information on:

- Benefits and goals of employee evaluation
- The process of performance evaluation
- Evaluation communication styles
- Corrective feedback

## **Finance Training** includes information on:

- General financial information
- Schedule of Authorization
- Credit Cards, Invoices and Petty Cash
- Expense reimbursements

## **First Aid Training** for adults, which includes proper medical procedures for:

- Confronting heart attacks and strokes,
- Asthma and other breathing issues,
- Diabetic emergencies
- A host of other common injuries and trauma.

## **Health and Safety Training** includes information on:

- Reducing physical risks
- Identifying and reporting Critical Incidents
- Emergency Response Team
- Emergency Action Plans for Hazardous Materials Spills, Utility Failures, Crime Response, Bomb threats, Active Shooter and Emergency Medical Response
- Blood borne pathogens
- Universal precautions
- Infection control
- Workplace Violence including types of behaviors or actions that constitute workplace violence and action to take in response.

## **Medication Monitoring Training** includes information on:

- Medication Monitoring policy details
- Employee's role in medication monitoring
- Medication procedures, including documentation and what constitutes a medication error

## **MICC Introduction & Brand Overview Training** will:

- Share the mission, vision, and truths of MICC.
- Give you an understanding of our brand and brand guidelines.
- Provide general information on the organization and its programs.
- Detail information to take into consideration when speaking to the public about MICC.

## **Participant Behavior Support Training** includes information on:

- Resource team
- Positive Interventions
- Participant restrictions, seclusion and restraint
- Classroom management
- Student Handbook training

## **Participant Case Note and Documentation Training** includes information on:

- Participants Case Note and Documentation policy overview
- What to document and the associated timeframes
- Incident/Accident Reporting procedures

## **Seizure Training** includes information on:

- General seizure recognition
- Seizure first-aid
- overcoming myths surrounding epilepsy

## **Technology Training** includes information on:

- Establish the requirements for the acceptable, appropriate and responsible use of MICC's technology, electronic communications and the Internet (including Wi-Fi)
- Identify the key technology systems in place at MICC
- Know where to access the policies and procedures for each individual system
- Use MICC technology safely and securely within the policies in place
- Email, Remote Desktop and Document servers
- Phone and Photocopier
- Internet and Software systems

## **Transportation Training** includes information on:

- Defensive Driving
- Winter Driving guidelines
- Accident procedures, mileage procedures, keys, reserving vehicles and more