



Work Study Program Guidelines Manual

General Information:

The SANS Work Study Program is part of SANS' "Other" Mission: Community, Free Resources, Research, & Charity. It's another way that SANS gives back to the cyber security community by providing educational opportunities to students that may not otherwise be able to attend.

A SANS facilitator is a selected applicant who assists SANS staff and instructors at training events held around the world. A facilitator accepts the experience of long hours and hard work in exchange for the opportunity to obtain SANS training and certification at a discounted tuition rate (international events may assess the current applicable VAT/TAX).

If selected, the facilitator will receive the following:

- Courseware, classroom training, complimentary mp3 files - <https://www.sans.org/courses/> Courseware from a different course other than the facilitator's assigned course will not be substituted.
- OnDemand- If available for the five or six-day course you have been selected to facilitate. Not all courses are offered in the OnDemand format. If your course OnDemand is not offered at the time of the event, you cannot substitute another OnDemand course in its place. OnDemand is available seven days after the event in your account dashboard for four months.
- GIAC Certification- If GIAC Certification is available for the course, it will be added to your registration at no additional cost. The certification exam will be posted to your SANS account dashboard seven days following the event.

Application review and selection process begins approximately eight to ten weeks prior to the event's start date. A facilitator is accepted for a specific course based on event and course needs. There is a possibility we may not have a need to staff facilitator until a month prior to event start.

Please add workstudy@sans.org to ensure all communications are received.

When selected, an email with a Work Study Contract will be sent to an applicant. Facilitator assignment will not be confirmed until a signed copy of the contract is returned to SANS. When the contract is received, SANS will send you further instructions by email on how to register and pay for your enrollment as a Work Study Participant.

Based on the size of the event, facilitators will execute the following processes with a professional, cheerful, and helpful attitude:

- Set-up and tear-down of classrooms
- Assist with Registration and courseware distribution

- Room monitor/instructor's aide for assigned courses, SANS@ Night Talk, and Bonus Sessions
- Provide another level of feedback on improvements to the students' experience

TRAINING EVENT GUIDELINES

Work Schedule and Check-in Procedures

During conference events, facilitators work with the instructor, the onsite manager, other facilitators, and SANS staff members.

Facilitator Responsibilities:

- Work safely and keep safety in mind during set-up day and while performing daily duties
- Report for onsite training and set-up as instructed, one day prior to the start of the course (facilitators will be notified of the specific time and location). EMEA and APAC facilitators will follow reporting instructions sent from their event managers.
- Working hours may be from 6:00am - 9:30pm (class hours are typically 9am - 5pm with three breaks). Some boot camp classes run from 8:00am – 7:00pm.
- Facilitators are assigned to monitor a SANS@Night Talk and Bonus sessions
- Be on-time! Call if you will be late. Provide your mobile phone number on your contract.
- Do not leave your classroom unattended. Check with the instructor before stepping out.
- Provide security for SANS and instructor's equipment.
- Check with your instructor for special requests before class begins.
- Check badges. Allow only registered students and SANS staff into your classroom. Direct non-students to the SANS Registration desk.
- Report special needs to the onsite manager (or your contact) for changes in air conditioning, audio, visual, lighting, equipment, or venue.
- Facilitators will sign-in at the morning startup meeting and work until dismissed by the onsite manager. You will be informed of the next day's starting time each evening.

Performance and Accountability:

- Follow directions from SANS Staff and Instructors
- Dependably carry out and complete all facilitator duties
- Actively and willingly participate in class without being disruptive
- Conscientiously secure instructor equipment and your classroom by checking badges
- Abide by the language in the Work Study contract and Non-disclosure agreement
- Display a cooperative, professional attitude
- Work well with others and be eager to serve
- Be pro-active in anticipating classroom needs
- Act as an ambassador for SANS and protect the SANS brand at all times

Dress Code:

- Facilitators are representing the SANS brand and are expected to dress business casual (No t-shirts except during set up, shorts, jeans with holes, hoodies, sweatshirts, yoga pants, flip-flops, or sandals). You may be asked to change any offensive clothing or cover body art at the discretion of the event manager.
- Bring a light jacket/sweater as the classrooms are intentionally kept cooler than normal

Meals and Breaks:

- Eat breakfast before arriving in the morning
- Bring a filled water bottle to class to stay hydrated
- Facilitators are on duty during breaks - don't be the first in line for snacks
- Work as a team with the other facilitators in covering break duties
- Monitor badges and direct students who appear lost
- Smoking is allowed only in designated areas
- No gum chewing, please!

FACILITATOR TASKS***Set-up – First Day***

The Facilitator's first assignment is to be prepared by reviewing the event contract and all training documents supplied prior to reporting on the first day.

Set up day will require unloading of shipping pallets of books and registration materials. Some tasks require a lot of walking and the ability to lift up to 50 lbs.

Facilitators will assist SANS staff members to track, sort and organize shipments of event materials in preparation for student registration. Ask questions if directions are unclear. First day tasks will require facilitators to:

- Arrive promptly at the pre-designated time and location
- Organize signage for the event
- Attend onsite facilitator training conducted at events
- Unpack, inventory, and organize SANS shirts for distribution during registration
- Unpack, inventory, and organize courseware for insertion into book bags
- Build SANS book bags (courseware, handouts and promotional items) for student pick up
- Organize a courseware distribution center for students to pick up their book bag and shirt.
- Register students for the conference:

- Build badge/lanyard for students as they arrive
- Instruct students to verify their contact information and complete the Emergency Contact Card
- Invite attendees to attend the Welcome to SANS and Keynote presentation
- Direct attendees to sign up for the Lunch-n-Learn presentations
- At Courseware distribution:
 - Retrieve the correct book bag/courseware material
 - Retrieve a SANS Shirt for the size indicated on the card

Class Attendance

Every effort is made by SANS staff to keep facilitators in the classroom for their course. The facilitator's duty is to assist their instructor, especially when there is no other teaching assistant. Nonetheless, since it is possible that you may be called out of your classroom, SANS provides you with OnDemand (when available) online training as part of your facilitator package. This valuable addition to your training is available for four months after the event via your SANS account dashboard.

After the daily start up meeting, facilitators will:

- Pick up the Instructor Notes/Daily Announcements, media, handouts and take them to your classroom
- Arrive to your classroom before the doors open to the students and place the "This space reserved for facilitator" sign at the seat nearest the door
- Place media on the instructor's chair and push it back under the table and place handouts on their table.
- Place name tents at each seat and Sharpie pens at each table
- Check on the needs of your instructor
- Monitor the student badges as they arrive; If they do not have one, send them to the registration desk
- Students may only attend the class if they have registered/paid for it. Politely direct the student to the correct classroom or to the registration desk if they appear unsure
- Report any needs/discrepancies to the onsite manager
- Close the door when the class begins and take your seat nearest the door for monitoring potential disruptions or distractions. Do not leave the door unattended.
- Report audio, visual, air conditioning, or equipment problems to the appropriate SANS employee on your contact card

Tear down/Pack-up – Last Day

- Complete last day pack-up duties with the instructor of your class. The instructor officially dismisses you from the classroom. Pack-up is typically on the last day of your course unless there is a night course or CTF event scheduled in your room any procedures just like you did previous nights
- Assist with the tear down of power strips, network, and audio-visual equipment cables
- Assist with miscellaneous items - loading, wrapping, and transporting to hotel shipping
- Inquire of any unfinished tasks. You will be dismissed by the onsite manager.
- You may plan your departure after 6:00pm

In Case of Emergency

- The onsite manager has been given your emergency contact information. For your safety, be proactive in providing other pertinent medical information.
- If an emergency occurs in your classroom or adjacent areas, use the Emergency instructions on your contact card and then immediately inform SANS staff of the issue.

FINAL WORDS

Thank you for your interest and participation in SANS Institute's Work Study Program. Your hard work and determination are valuable assets to us at SANS.

We trust you will have a good experience, and should you wish to be considered to facilitate at another SANS event, the process is two-fold:

- Obtain a high rating at this event by exhibiting dedicated, professional service
- Submit an application to the Work Study Program for the next event you are interested in: <https://www.sans.org/work-study/#application>

SANS Institute Work Study Program

Website: <https://www.sans.org/work-study/>

Email: workstudy@sans.org