



Frequently Asked Questions: SMCHD Food Safety Class

1. **What platform is this class offered through?**
 - a. SMCHD's virtual Food Safety classes are offered through Google Meets.
2. **How will I receive the class invite/information?**
 - a. An invitation/reminder to join the virtual class will be emailed approximately 2 business days prior to the event. This invitation will include a link to join the meeting in Google Meets.
 - b. Please note: Each person registered will need to join the class individually, using a separate device/computer to receive credit for attending/participating in this course.
3. **I am not sure which class I can attend - Can I sign up for multiple classes?**
 - a. No. A person may only sign up for one class at a time. If you need to change the date of a class you are signed up for, please contact our office via email to smchd.env@maryland.gov or by phone to 301-475-4321 to cancel or change your registered date.
4. **How many people will be allowed to sign up for the class? Is there a deadline to register prior to the class date?**
 - a. At this time, there is no limit to the total number of attendees.
 - b. Class registration will close 2 days prior to the scheduled date of the class, once the class invitation is sent out to attendees (please see FAQ #1).
5. **Is there a class offered in Spanish or for those who speak English as a second language (ESL)? *¿Se ofrece una clase en español o para aquellos que hablan inglés como segundo idioma (ESL)?***
 - a. No. At this time, there is not a Food Safety Class available in Spanish or for ESL. *No. En este momento, no hay una clase de seguridad alimentaria disponible en español o para ESL.*
6. **Are there any materials needed for the class prior to logging in on the date of the class?**
 - a. No additional materials are needed in advance. All information will be provided by SMCHD during the course.
7. **How will I be notified if the class schedule changes? Will a make-up session be offered?**
 - a. Registered participants will be notified of schedule changes via email. If a class is cancelled, SMCHD will make every effort to offer a make-up date.

- 8. What if I have trouble joining the Google Meet for class? Will technical support be available?**
- a. At this time there is no “technical support” available for the class participants.
- 9. Can I use the phone-in option to participate in this class or do I need a monitor/computer screen?**
- a. No. Logging in on a computer is required. This class includes question polling and a quiz that cannot be done via the google phone-in option. Participation and attendance are monitored via individual computer logins for course credit. Individuals joining by phone will not receive credit for participation.
- 10. Will there be an exam or other interactive parts of the class?**
- a. Yes. There are several interactive portions of the class. Individual participation in polls and quizzes are required to receive course credit/the training certificate.
- 11. Will I get a certificate and how/when will I receive it?**
- a. Yes. A certificate will be emailed to each individual that participates in the entire class. The certificate is good for 2 years and will meet the training requirements for Gold Star eligibility.
- 12. Will the class be recorded and can I get a copy of the recording?**
- a. No. At this time, attending the live virtual class is the only way to earn the training certificate.
- 13. Can I view this training with others?**
- a. No. To receive a certificate/course credit, each participant must provide a separate valid email at the time of registration, and join the meeting individually. Individual participation is required to earn the training certificate.