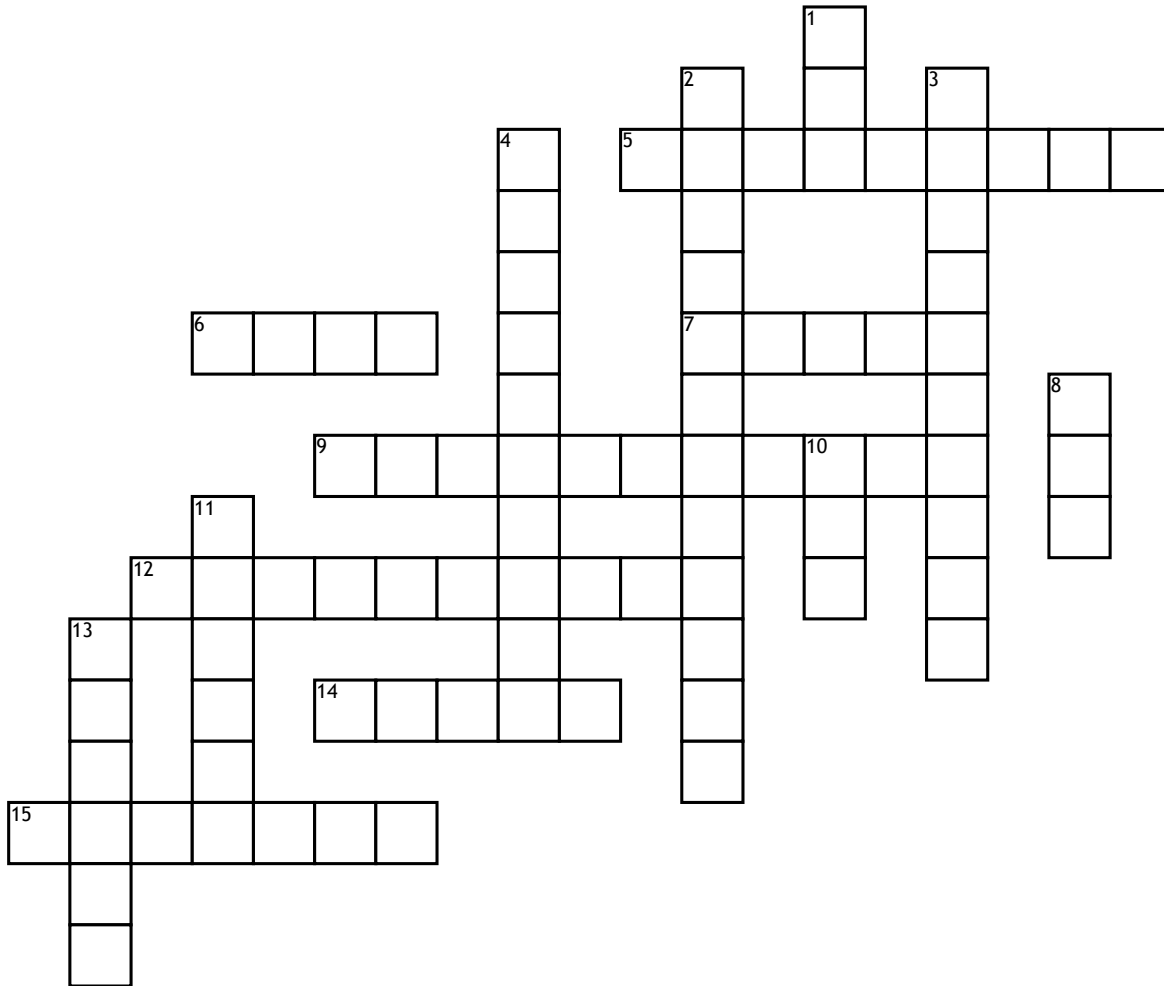# Training SOPs

Across

5. Failure to pass new hire final examinations or certification makes the CSR not hirable for a minimum of _____

6. Meet with the instructor within _____ days of the observation

7. Following the observation, identify elements in the strengths and opportunities for growth categories. recommend _____ in each area

9. Members of the Black Turtle and Pearl subcontractor training delivery teams will send their questions to CCO._____._____@gdit.com for questions about training materials, script, ta and job aid questions.

12. Black Turtle and Pearl locate the DTR in their respective _____ sites under the Forms library.

14. It is important _____ to use a previously saved version of the Daily Training Report

15. Failure to pass new hire final examinations or certification makes the CSR not hirable for a minimum of _____

Down

1. Use the _____ to track attendance, class progress, as well as behavioral issues.

2. Record _____ feedback in the delta column, not negative comments or dislikes

3. Evaluate instructors on the following categories: instructor knowledge, administrative skills, classroom management, _____, and training skills

4. The trainer enters the _____ to verify the CSR passed certification

8. Instructors complete one _____ per month

10. Each CSR receives _____ opportunities to pass two consecutive calls

11. A CSR certification takes approximately _____ minutes

13. Trainers _____ certify their own classes