



Online Elevator Continuing Education Course Requirements

Training providers who wish to apply to offer an online elevator continuing education course must meet the requirements for a live online course, as well as complete the requirements of the Department's Application for Approval or Revision of an Elevator and Other Conveyances Continuing Education Training Course (**Form SH-115**), and Elevator and Other Conveyances Continuing Education Course Curriculum (**Form SH-118**). These two forms can be found under "Continuing Education" on the Department of Labor's website: <https://dol.ny.gov/elevator-licensing-information>.

The following are criteria to demonstrate capability to offer a live online course. All seven items must be described and met.

1. Attendance

The training providers must describe how they will verify that each student is present at all times during the course. Each student must be verified through a government-issued photo identification. The training software must be capable of recording log-in and log-out times, and such records must be kept for a minimum of three years.

2. Lectures

Describe how lectures will be given live according to scheduled dates and times. Previously recorded lectures from the training provider in any format (streaming, DVDs, etc.) are not permitted. Short third-party instructional videos are allowed if the cumulative video run-time is an hour or less, and the videos do not take up more than half of the time dedicated to each topic. Students are not allowed to complete the course at their own leisure.

3. Student Interaction

Describe how the online training software allows for live student interaction. Students must be able to view the instructor and the teaching aides (slides, videos, projectors, etc.) on their computer screen while the course is held. At a minimum, all the students in the course must be able to hear each other during the group discussion forum portion of the course. Other assistive technologies like screen-sharing, drawing and annotations are recommended to help promote student learning. **Each student's comprehension and involvement in the online course must be validated through one or both of the following methods:**

- i) online polls and/or quizzes that detail individual responses from the students.
- ii) two-way video interaction, with the ability for the instructor to visually see all the students in the course in real time.

4. System Technology Requirements

The training provider must disclose a list of all minimum hardware, software, and connectivity requirements to the students prior to the course registration. A copy of this list must be provided to the Department as part of the application package. Headsets/mics are recommended for use by all students to minimize noise interference during the course. It is important for the training provider to deliver good audio and visual feed to the students without requiring unusually high connectivity speeds and/or expensive, dedicated hardware.

5. Technical Support

Describe how you will provide technical support to the students for the online course. Specifically, this includes the means of communication (website, phone, email, etc.), expected turn-around time and the types of support. At minimum, live technical support must be available shortly before, and during the course so that students can be assisted immediately.

6. Online Course Demonstration

As part of the approval procedure, the training provider must perform a live demonstration for the Department prior to course approval. The setting for this demonstration must mimic the actual, finalized version of the online course. This demonstration should, at minimum, include sign-on procedures, audio-visual capabilities and course interactive tools.

7. Department Audits

Training providers offering online courses must provide the Department with a fully functioning attendee account with the associated username and password that is valid during all scheduled courses, without cost, so that the Department can audit the training content and website functionality. This attendee account must be set up by the time the course is accepted by the Department.