



210-466-1050

WWW.IMCOMACADEMY.COM

ELEARNING COURSES





eLearning Courses

Army FCC Online – Central Enrollment Registry (CER)

Description: This course discusses how Army FCC Online provides parents and potential patrons with up-to-date information about FCC homes. This course will guide Central Enrollment Staff through the process of how to use Army FCC Online as a search tool to explore Family Child Care availability at each installation. CER staff members will learn to navigate Army FCC Online to showcase to parents the quality and uniqueness of each Provider's home.

Target Audience: All FCC Providers (independent contractors) and CYSS Family Child Care staff, to include: FCC Directors, FCC Training and Curriculum Specialist and Central Enrollment Registry clerks. Other CYSS managers, trainers, specialists and lead Child and Youth Program Assistants (CYPAs) as well as any FMWR managers who would like to learn more about the Army FCC Online.

Prerequisites: Family and MWR Orientation Course

Hours of Pre-work/Homework: None

Duration: 2 hours

IACET CEUs: 0.3

ACE Recommended Credits: In the lower division baccalaureate/associate degree category, 1 semester hour in Business Administration (1/08)(1/11).

****NOTE**** In order to obtain the 1 hour ACE credit recommendation, students must complete ALL three FCC Online courses (Directors, Providers & CER). Please contact the FMWR Academy for a certificate reflecting completion of all courses.

Army FCC Online – Directors

Description: This course discusses how Army FCC Online provides parents and potential patrons with up-to-date information about FCC homes, helping to maximize enrollment through a website tool that FCC Directors can help Providers become successful at marketing their FCC homes and manage their vacancies.

Target Audience: All FCC Providers (independent contractors) and CYSS Family Child Care staff, to include: FCC Directors, FCC Training and Curriculum Specialists and Central Enrollment Registry clerks.

Prerequisites: Family and MWR Orientation Course

Hours of Pre-work/Homework: None

Duration: 4 hours



eLearning Courses

IACET CEUs: 0.8

ACE Recommended Credits: In the lower division baccalaureate/associate degree category, 1 semester hour in Business Administration (1/08)(1/11).

****NOTE**** In order to obtain the 1 hour ACE credit recommendation, students must complete ALL three FCC Online courses (Directors, Providers & CER). Please contact the FMWR Academy for a certificate reflecting completion of all courses.

Army FCC Online – Providers

Description: This course discusses how Army FCC Online provides parents and potential patrons with up-to-date information about FCC homes. This course will assist FCC Providers in developing and uploading their Provider Profile in Army FCC Online. Provider Profiles will be designed to showcase the quality and uniqueness of each Providers' home helping Providers successfully market their home business and manage vacancies through a website tool.

Target Audience: All FCC Providers (independent contractors) and CYSS Family Child Care staff, to include FCC Directors, FCC Training and Curriculum Specialists and Central Enrollment Registry clerks. Other CYSS managers, trainers, specialist, and lead Child and Youth Program Assistants (CYPAs); as well as any FMWR managers who would like to learn more about the Army FCC online.

Prerequisites: Family and MWR Orientation Course

Hours of Pre-work/Homework: None

Duration: 2 hours

IACET CEUs: 0.4

ACE Recommended Credits: In the lower division baccalaureate/associate degree category, 1 semester hour in Business Administration (1/08)(1/11).

****NOTE**** In order to obtain the 1 hour ACE credit recommendation, students must complete ALL three FCC Online courses (Directors, Providers & CER). Please contact the FMWR Academy for a certificate reflecting completion of all courses.

Army Family and MWR Applied Financial Planning – Breakeven Analysis

Description: This course consists of 1 module. Students will be introduced to breakeven analysis as a management tool and learn how to calculate the breakeven point using both the formula and box method. Students will also be introduced to contribution margin and how it is used to determine either the dollars required or the number of units that need to be sold to break even. Throughout this course, stu-



eLearning Courses

must complete ALL four of the Applied Financial Planning Online Courses (Breakeven, Forecasting, Retail Sales Accountability and Income Statement Analysis). Please contact the FMWR Academy for a certificate reflecting completion of all courses.

Army Family and MWR Applied Financial Planning – Income Statement Analysis

Description: This course consists of 3 modules that will introduce the student to the process of reviewing the income statement and analyzing data to diagnose trends in Sales, Other Operating Income, Other Income, Total Revenue, Cost of Goods Sold, Labor Cost, Other Operating Expenses, Other Expenses, Depreciation, and Net Income. Throughout this course, students will be given the opportunity to practice analysis skills by analyzing data for various programs at the fictitious Fort Anywhere installation. Given operating data and a scenario, students will be asked to identify the trend, determine possible causes, and suggest management action.

Target Audience: Family and MWR Activity / Program Managers.

Prerequisites: None

Hours of Pre-work/Homework: None

Duration: 14 hours

IACET CEUs: 3.4

ACE Recommended Credits: In the lower division baccalaureate/associate or upper division baccalaureate degree category, 2 semester hours in Financial Management (1/06) (9/09).

****NOTE**** In order to obtain the 2 hour ACE credit recommendation, students must complete ALL four of the Applied Financial Planning Online Courses (Breakeven, Forecasting, Retail Sales Accountability and Income Statement Analysis). Please contact the FMWR Academy for a certificate reflecting completion of all courses.

Army Family and MWR Applied Financial Planning – Retail Sales Accountability

Description: This course consists of 1 module that will introduce the student to methods used to control resale inventory. Throughout this course, students will be given the opportunity to practice inventory analysis skills by analyzing data for various programs at the fictitious Fort Anywhere installation. Given operating data and a scenario, students will be asked to identify the trend, determine possible causes, and suggest management action.

Target Audience: Family and MWR Activity / Program Managers.

Prerequisites: None



eLearning Courses

dents will be given the opportunity to practice breakeven analysis skills through a variety of scenarios.

Target Audience: Family and MWR Activity / Program Managers.

Prerequisites: Family and MWR Orientation Course
Operation Excellence – Customer Service Training,
Part 1 – Foundation (Online)
Operation Excellence – Classroom Customer Service Training,
Part 2 - Application

Hours of Pre-work/Homework: None

Duration: Five (5) hours.

IACET CEUs: 0.4

ACE Recommended Credits: In the lower division baccalaureate/associate or upper division baccalaureate degree category, 2 semester hours in Financial Management (1/06)(9/09).

****NOTE**** In order to obtain the 2 hour ACE credit recommendation, students must complete ALL four of the Applied Financial Planning Online Courses (Breakeven, Forecasting, Retail Sales Accountability and Income Statement Analysis). Please contact the FMWR Academy for a certificate reflecting completion of all courses.

Army Family and MWR Applied Financial Planning – Forecasting

Description: This course consists of 2 modules. Students will be given an overview of forecasting and how it is used in financial planning. Students will also learn the process and techniques involved in preparing a forecast and will be given the opportunity to practice forecasting.

Target Audience: Family and MWR Activity / Program Managers.

Prerequisites: None

Hours of Pre-work/Homework: None

Duration: 5.5 Hours

IACET CEUs: 0.8

ACE Recommended Credits: In the lower division baccalaureate/associate or upper division baccalaureate degree category, 2 semester hours in Financial Management (1/06)(9/09).

****NOTE**** In order to obtain the 2 hour ACE credit recommendation, students



Hours of Pre-work/Homework: None

Duration: 3 hours

IACET CEUs: 0.4

ACE Recommended Credits: In the lower division baccalaureate/associate or upper division baccalaureate degree category, 2 semester hours in Financial Management (1/06)(9/09).

****NOTE**** In order to obtain the 2 hour ACE credit recommendation, students must complete ALL four of the Applied Financial Planning Online Courses (Breakeven, Forecasting, Retail Sales Accountability and Income Statement Analysis). Please contact the FMWR Academy for a certificate reflecting completion of all courses.

Basic Non-Appropriated Funds (NAF) Contracting

Description: This course is designed to provide information on Government contracting as part of the acquisition process, the rules of Appropriated and Non-appropriated Fund contracting, areas of responsibilities in NAF contracting, NAF procurement processes for small (simplified) purchasing, NAF contracting methods, NAF contracting administrative matters, simplified purchasing, NAF contracting administration, and forms used for contracting.

This is a self-paced course. A pre-course requirement for Army personnel applying for the NAF Acquisition Management classroom course. Other Family and MWR program managers also take this course to understand basic contracting procedures, terms, and regulatory guidance.

Target Audience: NAF Contracting personnel. Other military service branches NAF employees can take this course.

Prerequisites: None

Hours of Pre-work/Homework: None

Duration: 80 hours (2 weeks)

IACET CEUs: 3.0

ACE Recommended Credits: In the lower division baccalaureate/associate degree category, 2 semester hours in Acquisition, General Business, Procurement, or Purchasing (1/06)(9/09).



eLearning Courses

Bowling Basics

Description: Bowling Basics provides information on the origin and history of bowling, bowling center structures, bowling basics and bowling center safety. Bowling basics provides information to include how to select and hold the ball, why bowling shoes are important, and how to begin your approach before you release the ball.

Target Audience: Bowling Business Managers

Prerequisites: Family and MWR Orientation Course

Hours of Pre-work/Homework: None

Duration: 4 hours

IACET CEUs: 0.3

ACE Recommended Credits: None

Child and Youth Management System (CYMS)

Description: The MWR CYMS (Child and Youth Management System) course provides an overview of what CYMS is, who uses CYMS and why CYMS is important to CYM and the Army mission. Module one provides students with information on CYMS functions to include navigation techniques using the CYMS menu bar, function buttons, and hot buttons. It also details useful keys and shortcuts to performing daily functions within CYMS. Module two consists of interactive simulations on entering a household, issuing a PASS, enrolling children in classes and running CYMS reports. The knowledge checks test your skills in performing these functions.

Target Audience: Family and MWR Staff who uses CYMS software.

Prerequisites: None

Hours of Pre-work/Homework: None

Duration: 4 hours

IACET CEUs: 0.4

ACE Recommended Credits: None



eLearning Courses

Commercial Sponsorship

Description: The MWR Commercial Sponsorship Course is aimed at giving FMWR Commercial Sponsorship professionals the skills they need to run a successful sponsorship program. This eight module course covers all aspects of commercial sponsorship in FMWR from history and regulations to pricing methods to writing successful proposals.

Target Audience: Commercial Sponsorship Program Managers and Marketing Staff

Prerequisites: None

Hours of Pre-work/Homework: None

Duration: 15 hours

IACET CEUs: 1.4

ACE Recommended Credits: In the lower division baccalaureate/associate degree category, 2 semester hours in Hospitality Management or Marketing and Sales (9/09).

CYSS Space Census – CDC

Description: The CYS Space Census: CDC course provides information on the CYS Space Census in general and the CDC Space Census in particular. By taking the course, learners gain a better understanding of the Space Census and learn how to complete a successful Space Census for Child Development programs. The Space Census includes four types of calculations: Actual Capacity, Adjusted Design Capacity, Operational Space Capacity, and Compensatory Space Capacity. This course provides plenty of coaching and hands-on practice completing the various Space Census worksheets. The course contains four modules, with a total 11 lessons, each requiring 30-45 minutes to complete.

Target Audience: CYSS Directors and others with an interest in; or need to know how to conduct a space census.

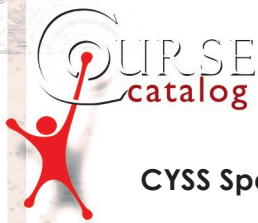
Prerequisites: None

Hours of Pre-work/Homework: None

Duration: 6-8 hours

IACET CEUs: 1.1

ACE Recommended Credits: None



eLearning Courses

CYSS Space Census – Coordinators

Description: The CYS Space Census: Coordinators course provides information on the CYS Space Census in general, and overviews of the individual CDC, FCC and SA/Y/Teen Center Space Censuses. The course also examines the roles and responsibilities of the CYS Coordinator and the CYS Space Census Team. By taking the course, learners gain a better understanding of each program Space Census and the CYS Coordinator's role in leading the CYS team through the Space Census process, evaluating the resulting data, and making program decisions based on the results. This course provides plenty of coaching and hands-on practice completing the various Space Census worksheets. The course contains two modules, with a total 9 lessons, each requiring 30-45 minutes to complete.

Target Audience: CYSS Coordinators, Directors, Managers and other with an interest in; or need to know how to conduct a space census.

Prerequisites: None

Hours of Pre-work/Homework: None

Duration: 5-7 hours

IACET CEUs: 1.0

ACE Recommended Credits: None

CYSS Space Census – FCC

Description: The CYS Space Census: FCC course provides information on the CYS Space Census in general and the FCC Space Census in particular. By taking the course, learners gain a better understanding of the Space Census and learn how to complete a successful Space Census for Family Child Care programs. The Space Census includes four types of calculations: System & Cumulative Capacity, Actual Capacity, Operational Space Capacity, and Target Space Capacity. This course provides plenty of coaching and hands-on practice completing the various Space Census worksheets. The course contains three modules, with a total 9 lessons, each requiring 30-45 minutes to complete.

Target Audience: CYSS Directors, Managers and others with an interest in; or need to know how to conduct a space census.

Prerequisites: None

Hours of Pre-work/Homework: None

Duration: 5-7 hours

IACET CEUs: 0.8



ACE Recommended Credits: None

CYSS Space Census – SA/MS/T

Description: The CYS Space Census: SA/MS/T course provides information on the CYS Space Census in general and the SA/MS/T Space Census in particular. By taking the course, learners gain a better understanding of the Space Census and learn how to complete a successful Space Census for School Age, Middle School and Teen programs. The Space Census includes four types of calculations: Actual Capacity, Adjusted Design Capacity, Operational Space Capacity, and Compensatory Space Capacity. This course provides plenty of coaching and hands-on practice completing the various Space Census worksheets. The course contains four modules, with a total 12 lessons, each requiring 30-45 minutes to complete.

Target Audience: CYSS Directors and others with an interest in; or need to know how to conduct a space census.

Prerequisites: None

Hours of Pre-work/Homework: None

Duration: 7-9 hours

IACET CEUs: 0.4

ACE Recommended Credits: None

CYSS Mobilization and Contingency

Description: This online course teaches CYSS staff how to ensure continued care and supervision for children and youth during deployments, natural disasters, and emergencies. Based on the highly-regarded MAC Workbook and consultation with a variety of experts, the CYSS Mobilization and Contingency Course is designed as a practical exercise for developing an actual Mobilization and Contingency (MAC) Plan. A student interactively analyzes the local Garrison environment, develops a plan, then learns how to monitor, implement, and evaluate it. Expanded course information includes prevention and containment strategies for a pandemic outbreak.

Target Audience: CYSS Management Personnel

Prerequisites: None

Hours of Pre-work/Homework: Individualized research (All students are required to submit a CYSS MAC plan upon completion of the course to receive full course completion credit.)



eLearning Courses

Duration: 4 hours

IACET CEUs: 1.5

ACE Recommended Credits: In the lower division baccalaureate/associate degree category, 1 semester hour in Business Administration (1/08)(1/11).

Family and MWR Basic Management Course (Version 3.0)

Description: Successful management of an installation Family and MWR program requires a new Family and MWR manager to possess a basic knowledge of Army Family and MWR philosophy, policies, and procedures. This course will familiarize the new Family and MWR manager with this basic knowledge. It has been targeted for all new Family and MWR managers/employees who have fiscal and program management responsibilities and are assigned to a management position for the first time. If you are new to the U.S. Army and to Family and MWR management responsibilities, this course is essential in helping you understand your work environment.

This course is designated as a mandatory Family & MWR Functional Training course. The Army Regulation AR 215-1 and the Army Civilian Training, Education, and Development Systems (ACTEDS) Plan for Career Field 51 (MWR), require enrollment within the first year of assignment to a management position.

Target Audience: Family and MWR Managers

Prerequisites: None

Hours of Pre-work/Homework: None

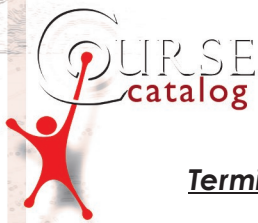
Duration: 86 hours online (20 hours internet/web reference work)

IACET CEUs: (To be determined)

ACE Recommended Credits: In the lower division baccalaureate/associate degree category, 3 semester hours in Human Resources, Business Administration, or Management (9/04)(1/08)(1/11).

Family and MWR – DS (Delivery Systems)

Description: The Family and MWR Delivery System (DS) is designed to foster the delivery of integrated, customer-focused programs geared to each Garrison's unique needs. By understanding customers and offering programming to meet their needs, Family and MWR-DS can increase patron opportunities in a cost-effective manner, while making more efficient use of facilities and incorporating non-facility based programming. This course will provide Family and MWR employees with an understanding of Family and MWR-DS and its benefits to the organization.



eLearning Courses

Terminal Learning Objectives:

1. Define Family and MWR-DS and describe its purpose.
2. Identify factors impacting Family and MWR delivery.
3. Analyze the eight KRAs.
4. Examine the implementation steps of the Family and MWR-DS Process.
5. Recognize the employee concerns and examine factors to encourage the acceptance of change within the garrison.

Target Audience: All Family and MWR employees at all levels of the organization, including Recreation, Business, Lodging, Child, Youth and School Services; ACS; or any Family and MWR Support Service.

Prerequisites: None

Hours of Pre-work/Homework: None

Duration: 1 hour

IACET CEUs: None

ACE Recommended Credits: None

Family and MWR Orientation

Description: The Family and MWR Orientation course is a requirement for everyone in Family and MWR to complete. Anyone who is interested in participating in any of the Academy classroom courses is required to have completed this course online. If you are new to the U.S. Army and to Family and MWR, this course is essential in helping you understand your work environment. If you have been working in this environment for some time already, you may find interesting tidbits in the modules that you may not have known previously.

The four modules offered in the Orientation course provide a very good overview of both the U.S. Army and the Non-appropriated Funds Instrumentality (NAFI) known as "Family and Morale, Welfare and Recreation (MWR)". No pass / fail scoring is tracked as part of student transcripts with this course.

Target Audience: All Family and MWR Employees

Prerequisites: None

Hours of Pre-work/Homework: None

Duration: 4 hours

IACET CEUs: None



eLearning Courses

ACE Recommended Credits: None

FMWR Budgeting and APF Support

Description: This course consists of 2 modules. All managers - whether in child development, arts and crafts, clubs, golf, or any of the myriad of FMWR activities - must prepare budgets that forecast and document the requirements to operate their program. Students will be introduced to the NAF budgeting process to include the elements of NAF budget submissions, approval process and NAF budgetary constraints. Students will also gain an overall knowledge of APF budgeting and execution cycle, how APF flows under UFM and identify the Management Decision Packages (MDEPs) that fund FMWR programs. In the second module students will learn how to determine budget requirements, prepare the Manager's Budget Narrative, quantify the budget requirements and determine the funding source for those requirements.

Target Audience: Family and MWR Managers

Prerequisites: None

Hours of Pre-work/Homework: None

Duration: 3 hours

IACET CEUs: 1.7

ACE Recommended Credits: In the lower division baccalaureate/associate degree category, 2 semester hours in Budget Management (9/09).

****NOTE**** In order to obtain 2.0 Semester hours, users are required to complete this course and FMWR Budgeting in the NAF System Family & Morale, Welfare, and Recreation (FMWR) Budgeting in the Non-appropriated Fund (NAF) System and FMWR Budgeting in the Appropriated Fund (APF) Support (ACE Title).

FMWR Budgeting in the NAF System

Description: This course consists of 2 modules. Students will be introduced to the use of FMBS to complete the three budget inputs (AOB, CPMC, and APF/NAF 5-Year Plan) required of operating managers. Students will gain an overall knowledge of how to identify the operating areas that must be forecasted to complete the AOB, calculate the value of specific revenues and expenses, and describe how to enter revenues and expenses into the AOB portion of the FMBS. Students will also be able to describe how to enter data into the CPMC budget and the Five-Year Financial Plan.

Target Audience: Family and MWR Managers

Prerequisites: None



eLearning Courses

Hours of Pre-work/Homework: None

Duration: 3 hours

IACET CEUs: 2.0

ACE Recommended Credits: In the lower division baccalaureate/associate degree category, 2 semester hours in Budget Management (9/09).

****NOTE**** In order to obtain 2.0 Semester hours, users are required to complete this course and FMWR Budgeting in the NAF System Family & Morale, Welfare, and Recreation (FMWR) Budgeting in the Non-appropriated Fund (NAF) System and FMWR Budgeting in the Appropriated Fund (APF) Support (ACE Title).

Food Nutrition

Description: This is an ONLINE course. This is an ONLINE classroom course, you MUST have a valid email address and your supervisor (for them to approve you) listed in your profile in order to take this course.

Importance of good Nutrition is on the front burner of our nation. This is a self-paced online training and the main goal for the Culinary Nutrition Course is to offset the complexity of nutrition by making it fun and interesting. During this course, we guarantee that you will be enjoying nutrition instead of dreading it! We will not make you a prisoner to the old ways of counting, recording, analyzing and...well...basically needing a Master's of Science to understand the course! Course Learning Objectives/Outline: This course is broken into six major parts called modules. Each module will cover topics such as: USDA Dietary Guidelines, Carbohydrates and Sugars, Fats and Oils, Protein and Vegetarianism, Vitamins and Minerals, and Exercise and Wellness. At the end of each module, there is a quiz. Some modules will include a project. Some modules will include a project.

In order to complete this course you will receive your login id and password for the chefcertification.com site from the Family and MWR Academy course manager.

If you do not receive a login within one week please contact the Family and MWR Academy mwracademy@conus.army.mil

Student will have 90 days to complete the course.

Student must receive 80% or better on each module quiz.

Student must complete all course projects as outlined within the course.

Student must complete a Final Learning Statement at the end of this course.

Target Audience: This course is targeted at Business Program Managers dealing



eLearning Courses

with food service and Chefs and Cooks and some areas for CYSS, ACS, and Recreation Programs, NF3 - NF5 or equivalent.

Prerequisites: Family and MWR Orientation Course (Online)
Operation Excellence - Customer Service Training,
Part 1 - Foundation (Online)
Basic High School Math Skills are required.

Hours of Pre-work/Homework: No pre-work / 3 hours homework.

Duration: 8 hours

IACET CEUs: 33 ACF CEH provide by Ingrain Inc, DBA Chef certification.com

ACE Recommended Credits: None

Food Safety ServSafe® Employee

Description: (Employee Level-Food Safety)

This is an ONLINE course, you MUST have a valid email address and your supervisor (For them to approve you) listed in your profile in order to take this course.

The National Restaurant Association (NRA) ServSafe® Food Handler Program delivers consistent food safety training to EMPLOYEES of Family and MWR. The program is designed for frontline employees who serve food and beverage(not a progressive course).

The program covers five key areas:

- Basic Food Safety
- Personal Hygiene
- Cross-contamination & Allergens
- Time & temperature
- Cleaning & Sanitation

The program consists of an online course and assessment.

The online course is interactive, covering the critical food safety information, preparing the student for a 40 question, non-proctored assessment; resulting in the ServSafe® Food Handlers Certificate.

The five key areas must be completed prior to taking the assessment.

In addition, the assessment must be completed within 90 days of starting the course.

You must pass with a score of 75 % or greater to pass this program.



eLearning Courses

Your progress will be monitored through monthly reports and e-mails.

Registering for the course:

1. In order to register for this course, you must have a valid e-mail in your Academy profile.
2. Upon registering for this program, you will receive your log-in and password for the ServSafe® site from the MG Robert M. Joyce Family and MWR Academy Course Manager.
3. If you do not receive a log-in within one week, please contact the MG Robert M. Joyce Family and MWR Academy by the following methods:

Telephone: 210-466-1050

E-mail: imcom.academy@us.army.mil

Once you receive your log-in information:

1. Go to www.servsafe.com
2. Access our ServSafe® course by entering your User ID and Password on the right side of the page.

You must have a valid email showing on your profile in order to take this course.

Target Audience: This is not a progressive course; it is designed for frontline employees that serve food and beverages to our customers.

Prerequisites: None

Hours of Pre-work/Homework: None

Duration: 60-90 minutes

IACET CEUs: None

ACE Recommended Credits: None

Food Safety ServSafe® Manager and Chef

Description: Managers / Chefs / Sous Chefs / Cooks / CYSS Directors

This is an ONLINE course, you MUST have a valid email address and your supervisor (for them to approve you) listed in your profile in order to take this course.

This course meets the standards set forth the TB Med 530 for a 4 year training certification.



eLearning Courses

****NOTE****

If you have taken this course in the last 3 years, please enroll in the annual "Food Sanitation Refresher" course (online).

For Server and other food handlers, please see the "Food Safety Serv Safe® Employee Course".

ServSafe® Food Protection Managers Course provides critical knowledge and tools of food safety for managers and their role to enable them to share the knowledge with every employee. The program is designed for managers, chefs, sous chefs, cooks, and CYSS directors, not frontline employees (not a progressive course).

The concepts managers will understand upon completion of the course includes:

- Sanitation: managers will learn the dangers of food-borne illness, how to prevent it and the keys to food safety. They'll see where contamination starts, the components for good personal hygiene, and how every employee can be a safe food handler.
- The Flow of Food through the Operation: managers will discover how to prevent cross-contamination, and how to utilize time and temperature control effectively. They'll get the inside story on safe receiving, food storage, preparation and serving, and cooling and reheating. They'll also learn how taking active managerial control of critical food-borne illness risk factors makes all the difference for a safe operation.
- Sanitary Facilities and Pest Management: managers will cover all aspects of cleaning and sanitation in a practical, applicable manner. They'll also learn about pest management, and how to keep pests out of the operation.

Finally, managers will cover the way to keep employee training ongoing, to keep food safety working in every location.

The program consists of an online course and assessment.

The online course is interactive, covering the critical food safety information, preparing the student for a 60 question, non-proctored assessment; resulting in the ServSafe® Manager Certificate.

The assessment must be completed within 90 days of starting the course.

You must pass with a score of 75 % or greater to pass this program.

Your progress will be monitored through monthly reports and e-mails.



eLearning Courses

Registering for the course:

1. In order to register for this course, you must have a valid e-mail in your Academy profile.
2. Upon registering for this program, you will receive your log-in and password for the ServSafe® site from the MG Robert M. Joyce Family and MWR Academy Course Manager.
3. If you do not receive a log-in within one week, please contact the MG Robert M. Joyce Family and MWR Academy by the following methods:

Telephone: 210-466-1050

E-mail: imcom.academy@us.army.mil

Once you receive your log-in information:

1. Go to www.servsafe.com
2. Access our ServSafe® course by entering your User ID and Password on the right side of the page.

You must have a valid email showing on your profile in order to take this course.

Target Audience: This is not a progressive course, it is designed for Managers, Chefs, Sous Chefs and CYSS Directors and Cooks.

Prerequisites: None

Hours of Pre-work/Homework: None

Duration: 8 hours

IACET CEUs: None

ACE Recommended Credits: None

ServSafe Alcohol®

Description: This is an ONLINE course, you MUST have a valid email address and your supervisor (for them to approve you) listed in your profile in order to take this course.

This ONLINE course is offered through the NRA and meets the requirement set forth in the AR 215-1, 10-8d, as initial and annual training.

With this online training includes the latest studies, you will receive critical knowledge on alcohol law and responsibilities, recognizing and preventing intoxication,



eLearning Courses

checking identification and dealing with difficult situations.

The course integrates audio and video, role-play activities, interactive exercises and includes a practice test to help prepare students for the certification examination.

What lessons will ServSafe Alcohol® deliver:

- Alcohol Law and Your Responsibility
 - Your Responsibility as a Seller or Server of Alcohol
 - The Role of the Liquor Authority
 - Laws Restricting Alcohol Service
- Recognizing and Preventing Intoxication
 - Alcohol and the Body
 - Factors that Affect Blood Alcohol Content (BAC)
 - Assessing Intoxication: Counting Drinks
 - Assessing Intoxication: Observing Guests for Signs of Intoxication
 - The Importance of Observation and Communication
 - Preventing Guests from Becoming Intoxicated
- Checking Identification
 - Acceptable Forms of Identification
 - Verifying Identification
 - The Proper Procedure for Checking IDs
 - Dealing with a Fake ID
- Handling Difficult Situations
 - Handling Intoxicated Guests: Stopping Service
 - Handling Intoxicated Guests: Arriving and Departing
 - Handling Potentially Violent Situations and Illegal Activities
 - Documenting Incidents

This online training in alcohol safety that allows the student to learn consistent and critical alcohol safety information, and must be completed in 90 days.

You must have a score of 75 or better in order to pass this course.

Students Progress will be monitored through monthly reports and emails.

In order to complete this course you will receive your login id and password for the ServSafe® site from the MWR Academy Course Manager.

If you do not receive a login within one week please contact the MWR Academy



eLearning Courses

mwracademy@conus.army.mil

Once, you receive your login information, you will need to go to www.servsafe.com and access your ServSafe® course by entering your user id and password into the boxes located on the right-hand side of the page.

Target Audience: Food and Beverage Managers, Bar Managers, Bartenders and anyone that may serve alcohol in their operations.

Prerequisites: None

Hours of Pre-work/Homework: None

Duration: 4 hours

IACET CEUs: None

ACE Recommended Credits: None

Food Sanitation Refresher

Description: This is REFRESHER course and not a replacement for the standard National Restaurant Association (NRA) ServSafe® course or similar course provided by your Garrison / Installation in safe food handling.

This course is to be used annually to meet continuing educational requirements for Food and Beverage/CYSS Manager, Chefs and Cooks in compliance with TB Med 530.

****NOTE****If you need initial 4 year Sanitation training, please enroll in "Food Safety ServSafe® Manager and Chef".

Managers need to know food safety and the critical importance of its role.

Terminal Learning Objectives: this course will review proven sanitation policies and techniques:

- Importance of Food Safety
- Allergens
- The Flow of Food Through the Operation
- Roles and Responsibilities for Safe Food Handling
- Recognizing the Threats and Concerns
- Hygiene, Work Habits and Terms
- Time and Temperature
- Clean and Sanitize
- Keeping Food Safe
- Catering and Field Feeding
- Serving the Food
- Shellfish



eLearning Courses

****Note**** Your transcript must reflect a valid certificate of completion issued by the NRA or like source prior to enrollment.

If you have taken and successfully a food sanitation course through your Garrison/ Installation or other approved provider, you may add this training as a User-Added Learning Event and have it verified by your supervisor so it will reflect on your transcript.

Target Audience: This course is targeted at those who have had initial Sanitation Training and need to annually to meet continuing educational requirements for Food and Beverage/CYSS employees in compliance with TB Med 530.

Prerequisites: Family & MWR Orientation Course (Online)
Operation Excellence - Customer Service Training,
Part 1 - Foundation (Online)
NRA ServSafe® Food Sanitation Course or approved like training

Hours of Pre-work/Homework: None

Duration: 4 hours

IACET CEUs: None

ACE Recommended Credits: None

IMETS User Training

Description: This training explains how to use IMETS, a web-based software system that provides an automated MWR manning document. The manning document is available in near-real time and assists in managing and tracking the MWR workforce. This training provides plenty of coaching and hands-on practice using the software. There are 16 lessons, each requiring about 10-15 minutes to complete.

Target Audience: Garrison IMETS Administrators and any Family and MWR Program Manager who wants to learn about how the Family and MWR Manning document is managed.

Prerequisites: None

Hours of Pre-work/Homework: None

Duration: 4 hours

IACET CEUs: 0.4

ACE Recommended Credits: None



Introduction to Better Opportunity for Single Soldiers (BOSS)

Description: This training provides a brief overview of MWR and a more in-depth view of the BOSS Program. It discusses history, mission, components, administration, budget, marketing, and the organization of BOSS. At the end of this course, learners will have a better understanding of the basics of BOSS and how BOSS relates within the Family and MWR organization.

Target Audience: Senior Enlisted Advisors, BOSS Presidents, Family and MWR Advisors, BOSS representatives.

Prerequisites: None

Hours of Pre-work/Homework: None

Duration: 40 hours

IACET CEUs: (To be determined)

ACE Recommended Credits: In the lower division baccalaureate / associate degree category, 2 semester hours in Business Administration (1/11).

Marketing Plans for Activity Managers (Short Version – No Assignment)

Description: Marketing Plans for Activity Managers (Short Version - no assignments)

Target Audience: Family and MWR Activity Managers

Prerequisites: None

Hours of Pre-work/Homework: None

Duration: 6 hours

IACET CEUs: None

ACE Recommended Credits: None

NRPA – Inclusive Recreation Training Series

Description: This Curriculum is made up of two (2) online courses offered by the Academy in partnership with the National Recreation and Park Association (NRPA).

Students who enroll in this curriculum will be required to complete :



eLearning Courses

1. NRPA - Introduction to Inclusive Recreation

2. Next Steps: Inclusive Recreation Planning

Course one (1) must be completed first. Please note that the course is hosted online through the NRPA's website. Upon enrollment requests, students will be email specific instruction on how to access the courses.

Upon completion of the course, students are required to provide a copy of their certificate of completion for both courses to the Academy.

****ATTENTION****

If you enroll in this curriculum, you do not need to enroll in the courses listed separately in the course catalog.

Target Audience:

Prerequisites: None

Hours of Pre-work/Homework:

Duration:

IACET CEUs: None

ACE Recommended Credits: None

NRPA – Introduction to Inclusive Recreation

Description: In partnership with the National Recreation and Parks Association (NRPA) the Academy is pleased to provide Family & MWR personnel an introduction to Inclusive Recreation.

Inclusive recreation is essential to the community and those involved. Know the fundamental information needed to understand the purpose, best practices, and long-term benefits of inclusive recreation. This course will cover the Americans with Disabilities Act (ADA), and the history and definitions of inclusive recreation.

You will also receive a strong introduction to effective behavior management and learn the roles staff will play in implementing this new initiative.

Once your enrollment request has been approved you will be provided with directions on how to access the course through the NRPA web site.

Target Audience:

Prerequisites: None



eLearning Courses

Hours of Pre-work/Homework:

Duration:

IACET CEUs: None

ACE Recommended Credits: None

NRPA – Next Steps: Inclusive Recreation Planning

Description: The Family & MWR Academy is please to provide this professional development opportunity in partnership with NRPA. Students who enroll in the course will receive instructions on how to access the course through NRPA's site.

Creating a successful inclusive-recreation service is essential to any community. Learn how to plan and develop your service, and get the support from your administration to better assist your whole community. This course will review the Americans with Disabilities Act (ADA) and definitions, and will also give you an introduction to program adaptation, best practices, funding sources, training your staff, and engaging your community. When finished, you will have a program plan to begin implementation

Once your enrollment request has been approved you will be provided with directions on how to access the course through the NRPA web site.

Target Audience:

Prerequisites: None

Hours of Pre-work/Homework:

Duration:

IACET CEUs: None

ACE Recommended Credits: None

Operation Excellence – Customer Service Training, Part 1 – Foundation

Description: Operation Excellence is Family and MWR's standardized customer service training. Family and MWR is committed to providing to providing service excellence to our Soldiers and Families that matches the quality of their service and sacrifice. This course is part one of a two-part training program. Once you complete the online training, you will be scheduled to take a follow-on classroom course locally at your garrison.



eLearning Courses

****NOTICE**** This course contains streaming video in all modules. We have received reports that the video is being blocked at some installations. If you are unable to load the videos contained in the course, please contact imcom.academy@us.army.mil

Target Audience: All Family and MWR employees at all levels of the organization, including Recreation, Business, Lodging, Child, Youth and School Services; ACS; or any Family and MWR Support Service.

Prerequisites: None

Hours of Pre-work/Homework: None

Duration: 4 hours

IACET CEUs: 0.4

ACE Recommended Credits: None

School Liaison Support Officer's

Description: This course is designed to familiarize the new School Liaison Officer with the responsibilities of the position. You will navigate through 4 modules with learning experiences to start you on your way discovering how to support the mobile military student.

Target Audience: Installation School Liaison Officers

Prerequisites: None

Hours of Pre-work/Homework: 1-2 hours

Duration: Self-paced

IACET CEUs: None

ACE Recommended Credits: None

School Support Services – Experiences

Description: School Support Services - Experiences

Target Audience: Installation School Liaison Officers

Prerequisites: None

Hours of Pre-work/Homework: 1-3 hours



eLearning Courses

Duration: Self-paced

IACET CEUs: None

ACE Recommended Credits: None

School Support Services – The Army Community

Description: This module is titled The Army Community. It is designed to familiarize you with the aspects of the Army environment that you must be able to navigate in order to be an effective School Liaison Officer.

Target Audience: Installation School Liaison Officers

Prerequisites: None

Hours of Pre-work/Homework: 1-3 hours

Duration: Self-paced

IACET CEUs: None

ACE Recommended Credits: None

School Support Services – The Basics

Description: School Support Services – The Basics

Target Audience: Installation School Liaison Officers

Prerequisites: None

Hours of Pre-work/Homework: 1-3 hours

Duration: Self-paced

IACET CEUs: None

ACE Recommended Credits: None

School Support Services – The School Community

Description: School Support Services – The School Community

Target Audience: Installation School Liaison Officers

Prerequisites: None