NOW AVAILABLE:
INTERNATIONAL RIDE OPERATOR CERTIFICATION ONLINE TRAINING

Over the last few weeks, our industry has been hit hard by the coronavirus crisis. At a time when seasonal parks, family entertainment centers, and mobile operators are usually hiring and training in anticipation of spring opening, coronavirus has necessarily caused a change of plans. Social distancing has impacted all of our clients, and the entire industry greatly, as it has significantly impaired the ability to hire and train.

In an effort to assist you, our clients, as much as possible in this difficult time, International Ride Training LLC is pleased to offer the International Ride Operator Certification Online Training Course. This course provides a virtual solution for training ride operators, remotely and efficiently, on the iROC Ten Critical Components. While it is not, and could never be, a substitute for on-the-job training at individual ride locations, we hope this online training will help streamline the on-boarding and training process as we emerge from self-quarantine and begin working toward re-opening.

International Ride Training will be hosting two webinars on **Thursday, April 2 at 11:00 a.m. EST** and **Friday, April 3 at 4:00 p.m. EST** to introduce our clients to the iROC Online Program. If you are interested in participating in this program, we hope you can join us. You will find login information in the cover email accompanying this letter. If you cannot attend either session, please let us know and we will do our best to arrange an individual web conference.

We know that you likely have questions about this new service. Below, we've answered some of the more obvious questions that might be in your mind. We're more than happy to answer any others during the webinars or feel free to call us or drop us an email.

Who Can Use The iROC Online Training And How Much Does It Cost?

The iROC Online Training Program is available to all iROC facilities. The program will be available indefinitely as an ongoing facet of the iROC program. There is no additional charge for this training.

Further, until June 1, 2020, we are happy also to extend access to this online platform to clients of International Ride Training that currently do not participate in the iROC program. While non-iROC clients will not receive the full benefits of the iROC program (i.e. certification audits, instructor materials, self-auditing app access, etc.), we want, regardless of program subscription, to offer whatever assistance we can during this incredibly difficult time for the industry.

What Is Included in the iROC Online Training?

The on-line training is a self-taught program incorporating streaming video, documentation, and a training exam. It is web-based and may be taken on any computer or mobile device with internet access. The program introduces operators to the Ten Critical Components, one at a time to ensure

clarity and comprehension of each standard of performance. Each Critical Component includes a streaming video to demonstrate and illustrate the standard, a two to four page section of the Operator Resource Manual to review for more detailed information on the Critical Component being taught, and a few test questions to gauge comprehension. In total, the iROC Online exam contains 59 questions, with a minimum score of 51 correct answers (85%) required to pass.

How Is Access and Record Keeping Handled?

Participating IRT clients will have the direct ability to grant employee access to the iROC Online Training whenever necessary. Further, each client facility will receive access to a dedicated site containing real-time automated records of each employee that completed the training, whether the employee received a passing or failing score on the exam, and a time card indicating the times each employees started and finished the online program.

Will My Employees Be iROC Certified After Taking The Online Course?

For iROC Clients, we emphasize that the Online Training will not, in and of itself, certify ride operators. iROC Certification will be completed only after on-site training at an assigned ride is complete. After the operator has completed these two steps successfully, instructors may award the Ride Operator trainee the International Ride Operator Certification.

How Long Does The iROC Online Course Take To Complete?

We expect that the training will take no more than about 2 hours 30 minutes to complete (this time may be shorter depending on the ride operator and their experience level). The table below shows approximate training time for each section of the iROC Online Training Program:
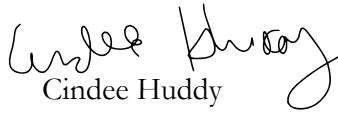
Critical Component	Video Review	Review Operator Resource Manual	Quiz	Total
Professionalism	6:45	5:00	5:00	16:45
Engagement	3:30	3:00	5:00	11:30
Rider Screening	7:08	5:00	5:00	17:08
Loading	5:30	3:00	5:00	13:30
Unloading	3:11	3:00	5:00	11:11
Area Access	1:52	3:00	5:00	9:52
Restraint Device Security Verification	6:55	5:00	5:00	16:55
Operator/Attendant Communication	7:45	5:00	5:00	17:45
Operator/Attendant Safe Zones	2:45	3:00	5:00	10:45
Pre-Dispatch Safety Check	4:30	3:00	5:00	12:30
Preparedness	3:45	3:00	5:00	11:45
APPROXIMATE TOTAL				**2:30:00**

We sincerely hope that you find the new iROC Online Training Program useful, particularly during this difficult time. As always, International Ride Training is here to support you and your operators. If there is anything else we can do to assist, please do not hesitate to reach out.

Best wishes to all of you and your families,

Erik Beard
Managing Member/
General Counsel

Cindee Huddy
Managing Member

Patty Beazley
Managing Member