

# Additional Services and Support

## Testing and fulfillment

Our program services team is devoted to the timely processing of tests and focused on providing you with the course materials you need when you need them. With *Coaching Principles* and *Sport First Aid* courses, tests are taken online and scored electronically. Coaches receive immediate feedback on test results.

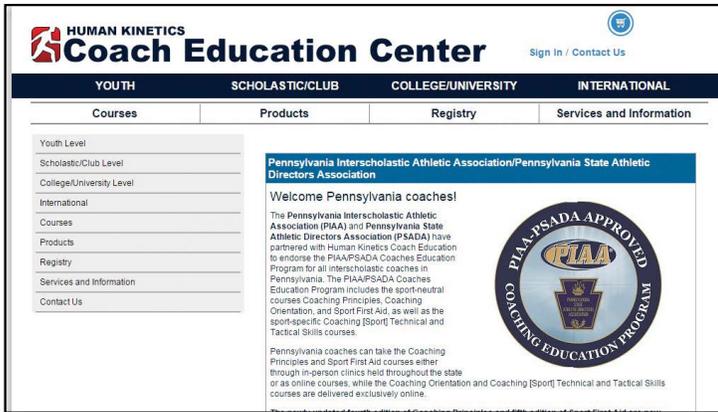
## Online compliance-tracking tools

As an instructor or administrator, you have access to the [National Coaches Registry \(NCR\)](#) to verify coaches' certifications. In addition to the site's individual coach look-up feature, you have the ability to run comprehensive reports of all coaches trained and certified through PIAA/PSADA down to the school district level. Through the NCR, you have the means to measure compliance with just a few key strokes.

Coaches who pass our courses are entered in the NCR. Each coach's record contains information on courses taken and passed and completion dates. Coaches can print course completion certificates and transcripts directly from the NCR.

## Customized organization web page

The [PIAA/PSADA](#) page at [www.HumanKineticsCoachEducationCenter.com](http://www.HumanKineticsCoachEducationCenter.com) directs coaches exactly where to go for purchasing and taking online courses.



The screenshot shows the Human Kinetics Coach Education Center website. The header includes the logo and navigation links for 'Sign In / Contact Us'. Below the header are four main navigation tabs: YOUTH, SCHOLASTIC/CLUB, COLLEGE/UNIVERSITY, and INTERNATIONAL. Under each tab, there are sub-links for Courses, Products, Registry, and Services and Information. A sidebar on the left contains a menu with the same categories. The main content area displays a welcome message for Pennsylvania coaches, mentioning the Pennsylvania Interscholastic Athletic Association (PIAA) and the Pennsylvania State Athletic Directors Association (PSADA). A circular logo for the PIAA/PSADA Approved Coaching Education Program is also visible.

## Free hot-topic webinars

Webinars are a convenient communication and teaching tool that eliminate travel costs and time out of the office. In conjunction with PIAA/PSADA, Human Kinetics will host a [series of webinars](#) covering a variety of topics that will assist you with the implementation and maintenance of your coaching education program. Your coaches will also benefit from hot-topic webinars addressing:

- Sportsmanship, bullying, and social media
- NCAA eligibility requirements
- Athlete-centered coaching
- Specialization vs. multi-sport participation

## Instructor Profile: Marc Schaffer, Athletic Trainer

**Marc Schaffer, MS, LAT, ATC**, is a licensed athletic trainer employed by CPRS Physical Therapy and serving Manheim Central School District, who recently was certified as an instructor for both *Coaching Principles* and *Sport First Aid*, and who recently taught his first clinics.

To become an instructor, Marc was required to take the courses he planned to teach. "Taking the two courses allowed me to absorb the material and see how the exams were written and delivered," said Marc. "Having gone through everything myself, I was better able to instruct my coaches," added Marc. "Overall, the instructor-training process was simple."

To help ease into the role of instructor, Marc relied on the experience veteran instructors. "The day before my first clinic, I helped a long-time instructor co-teach his course to see how he taught the course, and I took some ideas from him," said Marc. "I also contacted Jerry Reeder at Human Kinetics for tips on how to teach the course." Jerry is not only a 15-year Human Kinetics Coach Education staff member, but also a seasoned *Coaching Principles* and *Sport First Aid* instructor dating back to the mid-90s. Marc advises other new instructors to use co-teaching as a way to help the course run more efficiently and provide coaches in attendance with different viewpoints brought by instructors with varying real-world experiences.

Coaches who attended Marc's *Sport First Aid* clinic appreciated learning the first aid information, but it was the open dialogue throughout the course that made the experience especially valuable. "As athletic trainer at the school, I was able to answer their specific questions as we discussed different first-aid scenarios and make sure they all know how to handle any situation that may arise at our school."

In addition to teaching the *Sport First Aid* course, Marc teaches the *Coaching Principles* course, mainly as a way to assist his athletic director. "I decided to get certified in *Coaching Principles* as well so I could be available to teach both courses should my AD need someone to teach both on short notice," says Marc. "You could say it makes an instructor more 'marketable' having both certifications. An AD only needs to find one instructor."

Marc encourages others in his profession to become certified instructors. "Considering the ease by which an athletic director or athletic trainer can become an instructor and the assistance available from veteran instructors in preparing to teach the courses, I enthusiastically recommend others become certified instructors."