



## **NOVA Faculty Standards of Excellence:**

The National Organization for Victim Assistance (NOVA) is committed to upholding excellence in the field of victim advocacy and crisis response by providing trauma-informed training, education and credentialing to all victim assistance and allied professionals. Our training programs are created to promote a standard of knowledge among those interacting with victims/survivors of trauma and to ensure each victim/survivor receives a level of care and respect that empowers and promotes their wellbeing.

As a result, NOVA staff and contracted faculty members are expected to adhere to the following guidelines when instructing in NOVA training and programs:

- **Provide trauma-informed, up-to-date and well researched content.** Instructors will provide engaging educational content that meets current best practices in the field, reflects the most recent data and is obtained through experience- or evidence-based means. This is a quickly changing field and it is highly recommended that instructors revisit presentations at least once a year to confirm that data, language and practices are still current.
- **Promote Anti-Opressive practices.** There is no topic free from systemic oppressive forces. NOVA asks that all instructors reflect on how topics are influenced by privilege/oppression and incorporate this lens into their work.
- **Meet standard levels of professionalism.** Instructors and moderators will plan to dress in business casual attire for all in-person and virtual training, unless instructed otherwise. When providing a virtual training, instructors and moderators will take the time to set up an appropriate space and background (i.e. not sitting in the bed, bathroom or closet) in which they will provide the presentation.
- **Take responsibility for materials and personal organization.** In addition to updated educational content, dates and titles should also be edited by the instructor, as needed. All materials, including handouts, poll questions or any other special requests, should be provided by the date requested. This includes requests for additional attendee data and information that instructors may require for their own records. Finally, please check the date(s) and note the time zone of the training to mark your calendar correctly upon acceptance of the training invitation.

By becoming a NOVA instructor, you are joining a wonderful faculty of nationally-recognized subject matter experts, all dedicated to upholding trauma-informed practice across a spectrum of professions. Thank you for your work and dedication to the fields of victim advocacy and crisis response, and the victims/survivors of whom they serve.

## **NOVA Training Management Standards**

NOVA recognizes the key role program managers and moderators play in the quality of training development and delivery. As a result, we have an additional set of expectations which all program managers and moderators will follow:

- **Provide clear instructions, requirements and learning objectives to instructors.** It is the responsibility of the program managers to ensure all instructors are provided adequate information regarding the training. This includes, confirming dates/times and project deadlines (within the initial invitation and with at least one reminder), conveying information about the intended audience, and making all requirements for instruction clear. Furthermore, it is up to the program manager to establish that all instructors understand the necessary learning objectives for each relevant training topic.
- **Set up instructors for success by being responsive and supportive.** It is expected that NOVA program managers will respond to all inquiries or requests in a timely manner. Supportive practices also include providing technology assistance to all instructors, including a technology orientation prior to the training and all necessary troubleshooting required during the presentation. As a result, all program managers must ensure they are familiar with all technology required.
- **Provide relevant payment information and pay honorariums and per diems in a timely manner.** Upon invitation, all instructors must be made aware of the honorarium and per diem provided, as well as, the payment expected payment dates and deadlines.
- **Advise all instructors of recording and sharing material procedures ahead of the training to provide an opportunity for instructors to accept or decline.** NOVA records all online trainings, unless requested otherwise. With the exception of National Advocacy Leadership Center (NALC) webinars, trainings are posted for 90 days on the NOVA website and will

then be removed. NALC webinar recordings are available to NOVA Premier Members for one year. In addition, many of our attendees appreciate a copy of the slide deck for notes. To share a PDF of slides with participants is up to the instructor's discretion. Program managers and moderators will make a PDF of the slides available should the instructor agree to this.

NOVA is proud to provide quality trauma-informed training to a wide variety of victim assistance professionals. Clear communication and organization are key to ensuring and meeting our standard of excellent educational content. Through NOVA's Training Standards, we hope to better support and equip our training participants with the tools needed for success and improve the services provided to survivors of trauma.