

# **California Creativity Regional Director – Challenge Master Communications Guidelines**

Version 1.0, 12/5/2016

Effective: 12/5/2016

## **Purpose of the Guidelines**

Regular communication between Regional Directors (RDs) and Affiliate Challenge Masters (ACMs) is required to help ensure consistent implementation of the Destination Imagination program throughout California and to create a level playing field for all teams.

## **Timeline and overview**

- RD assigns Regional Challenge Masters (RCMs) no later than November 1
- Affiliate Challenge Masters (ACMs) contacts RCMs
  - If RCM does not respond, ACM notifies RD
- Affiliate Challenges Director (ACD) informs RDs and ACMs of the date and time for General RCM training
- RD notifies their RCMs of the date, time, and place for the General RCM training
- RCMs who cannot attend the live training contact their ACM to make alternate arrangements to be trained
- RDs record attendance at the General Training and send it to the ACD who shares it with ACMs
- ACMs contact RCMs who were absent to make alternate arrangements for the RCM to be trained, e.g. by listening to the recording of the training
  - RCMs confirm completing training requirement to their ACM
  - If the ACM does not receive confirmation they will notify the RD
- ACMs will confirm with RDs that any new RCMs are being properly trained
- ACMs will notify RDs when RCMs have completed the required training which includes attending the Challenge specific training
- ACMs will notify the RD of any RCMs that are not following the DI forum for their Challenge
- Any concerns that an ACM has about an RCM will be shared with the RD
- Any concerns that an RD has about an RCM will be shared with the ACM
- RDs will provide feedback to each ACM about the performance of their RCMs following the Regional Tournament.

## **Initial Contact between ACMs and RCMs**

RDs are responsible for designating the Regional Challenge Masters (RCMs) for their Region. Once RCMs have been identified, ACMs should make three attempts within

a two week time period to connect with their Regional Challenge Masters via email and, if necessary, by phone. If the RCM does not respond, the Affiliate Challenge Master is required to notify the Regional Director immediately.

### **Training of Regional Challenge Masters**

Regional Challenge Masters (RCMs) are required to attend two trainings: General Training and Challenge Specific Training. General Training is normally scheduled for the second Saturday in December. ACMs will schedule Challenge Specific trainings to occur after the General Training but no later than two weeks prior to the first Regional Appraiser Training. Challenge Specific training generally occurs in early to mid January.

The Affiliate Challenges Director will notify RDs of the date and time of the General Training. RDs will notify the RCMs of the date, time, and place where they will meet to participate in the General Training. RDs will take attendance at the training and immediately following the training will send this to the Affiliate Challenges Director who will compile it to share with the ACMs.

The General Training and the Challenge Specific trainings are recorded. If an RCM is unable to attend any training, they should notify their ACM and RD as soon as possible. The RCM is responsible to watch the recorded training as soon as reasonably practicable and notify their ACM and RD when they have completed this. They should contact their ACM if they have any questions or concerns about what they have seen in the training. Only after the RCM has participated in both trainings, either live or via the recording, may their ACM mark them as having been trained in the CalDI registration database.

If the RCM has not reported they have listened to the recording of a training within a week after the training, the ACM shall notify the RD.

ACMs are required to report to the Regional Director as soon as possible when the Regional Challenge Master has completed training. Regional Directors should contact any ACMs who do not contact them.

### **Training of new RCMs**

In addition to the requirements that apply to all RCMs, new RCMs need additional training. Most of this training is the responsibility of the RD and fellow RCMs in the Region. In addition, the ACM should contact all new RCMs for their Challenge, preferably by phone or in person, to ensure that they are receiving the training and information they need to fulfill their basic responsibilities and that they have access to all of the resources they need. The ACM must be satisfied that a new RCM is prepared to fulfill their responsibilities before marking them as trained in the CalDI

registration database. After talking to the new RCM, the ACM should contact the RD to verify this is the case.

### **RCM monitoring of DI Forums**

DI uses on-line “forums” for discussion about the current year's Challenges. It is expected that all California ACMs and RCMs will follow the discussion in the forum for their Challenge on a regular basis, and they are encouraged to participate in the discussions. The forum provides a platform to communicate and network with the International Challenge Masters (ICMs), RCMs and ACMs from around the world, and other Tournament Officials. ICMs share information about the interpretation of this year's Challenge, administration of the Challenge, and answer questions by RCMs and ACMs. If the ACM believes the RCM is not keeping track of the forum, they will notify the RD.

The ICMs post a Challenge Summary as soon as possible after February 15. Challenge Masters are required to have a working knowledge and understanding of the Clarification Summary for their Challenge to ensure the Challenge is being appraised fairly and consistently throughout California.

The forum has restricted access and requires registration. The Regional Challenge Master should notify their ACM as soon as they are named if they are not able to access their forum. The ACM would share this information with the Affiliate Director.

### **General Concerns about RCMs**

If the ACM has concerns about the RCM, they should contact the RD immediately to discuss the situation. Likewise, the RD should contact the RCM if they have any concerns about an RCM.

### **Following the Regional Tournament**

ACMs are required to mark their RCMs as experienced in the CalDI registration database after they have fulfilled their responsibilities at a Regional Tournament. ACMs will also provide feedback and make a recommendation concerning the RCMs suitability to return in this role next year. Since ACMs do not, in general, attend Regional Tournaments, the RD should provide feedback to each ACM about the performance of their RCMs at the tournament. If the ACM has not heard from the RD within a week of the Regional Tournament they should contact the RD to request the information.

### **Contact for Guidelines interpretation, help, and problem resolution**

The Affiliate Challenges Director should be contacted with any questions related to these Guidelines.

### **Implementation procedures**

These Guidelines will be published on the California Destination Imagination web site. It will be presented at Affiliate Challenge Master and Regional Director meetings. Once a year it will be reviewed and distributed to all ACMs and RDs.

### **Related policies and references for further information**

1. CalDI registration database: <https://register.caldi.org>
2. Affiliate Challenge Masters Policy and Procedures
3. Appraiser Policy
4. RCM and Appraiser Training Policy

### **Revision History**

Version	Date	Changes
1.0	12/5/2016	Issued by Affiliate Challenges Director with input from RDs and ACMs