

# 2008

## ICAC Training & Technical Assistance Program Guide to Training Programs



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Office of Juvenile Justice & Delinquency Prevention  
Internet Crimes Against Children Task Force  
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## About the ICAC Training & Technical Assistance Program

The ICAC Training & Technical Assistance Program is federally funded through the Department of Justice, Office of Juvenile Justice and Delinquency Prevention. The Program's course offerings are conducted under a cooperative agreement between Fox Valley Technical College and the Office of Juvenile Justice and Delinquency Prevention (OJJDP) under Grant #2005-MC-CX-K032.

The ICAC Task Force Program was created to help State and local law enforcement agencies enhance their investigative response to offenders who use the Internet, online communication systems, or other computer technology to sexually exploit children. The program is currently composed of 59 Regional Task Force agencies and is funded by the United States Department of Justice, Office of Juvenile Justice and Delinquency Prevention.

The Training & Technical Assistance Program was established to assist these Task Force agencies with training and technical assistance in support of their Internet Crimes Against Children initiatives.

## Regional & Specialized Training

The ICAC Training & Technical Assistance Program currently offers four Regional and two Specialized Training Programs. These training programs are scheduled based on the availability of federal grant funds. The dates and locations are selected by the ICAC Training & Technical Assistance Program's Director and are determined by need, training previously conducted in that region of the country, and affordability of the location selected.

### Regional Training

#### ICAC Investigative Techniques Training Program (ICAC-IT)

This training program is designed for newly assigned investigators working in the field of investigating Internet crimes against children. This course includes 2-1/2 days of on-line training utilizing hands-on computer instruction. Students apply the tools and techniques provided during the course while online via a high-speed Internet connection.

**Target audience:** This training is open to state, local and federal law enforcement investigators. Length of program is 4 ½ days. Maximum class size: 30 students.

#### ICAC Undercover Chat Investigations Training Program (ICAC-UC)

This is an intensive training program for experienced ICAC investigators designed to provide them with the latest tools and techniques necessary to combat online child exploitation. This program involves a combination of online activities utilizing hands-on computer instruction and presentations by ICAC experts who routinely investigate and prosecute some of the nation's most complex and high-profile cases. Length of program is 4 ½ days. Maximum class size: 30 students.

**Target audience:** This training is open to state, local and federal law enforcement investigators.

**Course Pre-requisite:** Students must successfully pass the ICAC-UC Pre-test prior to registering for this class. Students also must be a registered ICAC Collaboration Portal user and hold an active IDN Toolkit license.

### **ICAC Unit Supervisor Training Program (ICAC-US)**

This program is designed for ICAC unit commanders and supervisors from ICAC Task Force and affiliated law enforcement agencies. This training program provides students with an overview of managerial, investigative and early intervention strategies to more effectively protect children in their area of responsibility. Experts in the field of Internet exploitation will review emerging technologies and update participants on current investigative and prosecutorial issues associated with supervising an ICAC unit. Program Managers from OJJDP will also provide participants with an overview of available resources and ICAC Program reporting requirements.

**Target audience:** This training is open to ICAC unit commanders and supervisors from ICAC Task Force and affiliated law enforcement agencies. Length of program is 4 ½ days. Maximum class size: 48 students.

### **ICAC-Trial Advocacy for Prosecutors Training Program (ICAC-TAP)**

This training program is a trial advocacy course involving computer-facilitated crimes against children. It is for experienced prosecutors and is focused on examining the distinct phases of a trial and the relevant issues, challenges, tactics, strategies, and the law that enhance the skills and knowledge of prosecutors in these cases. This course presents significant training on the authentication of technical evidence; how to prepare and organize your case, the selection of jurors, motions practice in computer cases involving crimes against children, the presentation of expert and fact testimony, cross-examination of defendants and their experts as well as how to conduct effective opening statements and closing arguments, among other topics in trial advocacy in such cases. Post-verdict motions and sentencing issues are discussed and analyzed in this course. It is highly recommended that students attend PCO-PRO I offered by FVTC's Child Protection Division before applying to attend this course. This course is heavily influenced by the investigative protocols and standards of the Department of Justice, Office of Juvenile Justice and Delinquency Prevention, Internet Crimes Against Children Task Force.

**Target audience:** This training is open to local, state and federal prosecutors responsible for prosecuting ICAC related cases. Length of program is 4 ½ days. Maximum class size: 30 students.

### **Specialized Training**

The ICAC Training & Technical Assistance Program offers Specialized Training on an “as needed” basis. The programs listed below are the current offering of Specialized Training.

### **ICAC Child Sex Offender Accountability Training Program (ICAC-CSO)**

This technology-based training program is designed for law enforcement investigators, probation/parole officers and prosecutors responsible for monitoring or investigating the activities of convicted child sex offenders. This program encourages a team approach to training in an effort to form and strengthen relationships between ICAC Task Force agencies and probation/parole officers in their jurisdiction. Students learn various strategies designed to assist them in the detection and collection of evidence through hands-on activities in the classroom utilizing software and investigative tools and techniques to ensure that convicted sex offenders comply with the law and the terms of their probation and parole.

**Target audience:** This training is open to law enforcement investigators, probation/parole officers and prosecutors; team based training is strongly encouraged. This class is currently being evaluated for course length and size. Please visit our web site for additional information.

### **ICAC CyberTip Management Training Program**

This course will provide an in-depth review of the National Center for Missing and Exploited Children's CyberTipline Program. Participants will learn how CyberTip reports are received, processed, and disseminated by NCMEC Analysts. Attendees will spend one-on-one time with NCMEC analysts in an interactive and open environment geared towards providing a clear understanding of the inner workings of the CyberTipline. They will observe and interact with the Analysts as they process a variety of Electronic Service Provider and public reports. In addition, this training program will instruct participants on CyberTipline Download Manager, the software application that enhances and streamlines the process of downloading and organizing CyberTipline reports. This class imparts the skills necessary to use the software application developed for use with the NCMEC's VPN.

**Target audience:** This training is open to local, state and federal law enforcement investigators and analysts who have primary responsibility for handling CyberTips within their Task Force or agency. Length of program is 2 ½ days. Maximum class size: 25 students.

**Course Pre-requisite:** Students must be a registered ICAC Collaboration Portal user and hold an active IDN Toolkit license.

### **Registration Process**

State and local agency participants registering for Regional and Specialized Training & Technical Assistance Program classes must obtain authorization from their Regional ICAC Task Force prior to registering for these training programs and be a member of either a Task Force or Affiliate Agency for that Task Force. Please visit our web site for a listing of regional ICAC Task Force agencies at [http://www.icactraining.org/TF\\_Contacts.htm](http://www.icactraining.org/TF_Contacts.htm).

Federal participants must obtain authorization from the ICAC Training & Technical Assistance Program prior to registering.

An ICAC Task Force in whose region a training program is scheduled will be offered up to 5 of the 30 available seats in the class. The remaining seats will be filled on a "first come, first serve" basis, 1 per Task Force until all seats are filled. Upon reaching the registration deadline, any remaining seats will be filled by Task Force members who have submitted registration forms beyond the designated allocation.

Registration for these programs will be completed using our Program's web-based registration system. These programs will be made public and posted to our web site. Students meeting these requirements are encouraged to register for all class dates/locations they can potentially attend for a particular course as our classes fill up quickly. We do not automatically "register" you for any classes for which you do not directly apply.

**PLEASE NOTE:** Students are not automatically enrolled in a class even though an e-mail is received notifying the participant that they have successfully registered. We go through a selection process to ensure our classes are filled on an equitable basis under our current policies.

## Student Selection Process

Participants must be approved by their agency to attend as well as approved by the regional ICAC Task Force in whose region their agency is located. Student selections are based on recommendations from the Task Force Commander, experience working in this field as reported at the time of registration and the student's completion of any pre-requisite requirements for each course. Starting January 1, 2008, only Task Force or Affiliate agency members will be approved to attend Regional and Specialized training.

## Course Costs

The tuition, student materials, instructional cost, and single occupancy lodging will be provided by the ICAC Training & Technical Assistance Program through funding received from the Office of Juvenile Justice and Delinquency Prevention (OJJDP). The participant is responsible for transportation, meals, parking, and other incidental expenses (see individual program listings on our website at [www.icactraining.org](http://www.icactraining.org) for detailed information about costs covered). A confirmation letter will be e-mailed to all participants pending approval within 2 weeks of the class registration deadline. Transportation arrangements should **NOT** be made until after confirmation letters are received. The agency of a "no-show" participant will be billed \$1,100 for the cost of the vacant training seat. In addition, any participant that is absent without approval during the training will be billed \$1,100 for the vacant seat and any lodging costs incurred by our Program.

Federal Employees: The ICAC Training & Technical Assistance will pay for tuition, student materials, and instructional costs for Federal employees who obtain the appropriate approvals and wish to attend this training. However, current program guidelines prohibit us from expending grant funds to pay lodging expenses for Federal employees.

## Attendance Requirements

Daily attendance is mandatory for all courses. Students must complete 90% of every class they are approved to attend in order to receive credit for attending that course. Students who do not complete the required 90% of the program and do not obtain the required approvals to be absent will not be allowed to attend any future ICAC Training & Technical Assistance Program training. Attendance for students who do not complete the required 90% of the program but do obtain the required approvals to be absent will be considered on a case by case basis.

## Cancellation / Substitution Policy

Registration may be cancelled at any time prior to the class registration deadline without consequence. If the registrant has been notified of their acceptance in a class and wishes to cancel after that date, cancellation must be made no later than 5:00 pm eastern time ten days before the program start date for this class to avoid being charged a cancellation fee. This will give our office an opportunity to fill the vacant seat prior to the class start date and avoid any unnecessary costs to our program. Substitute attendees are not allowed.

If you are interested in finding out further details or wish to register for one of our Regional training programs, please visit our Web site at: [www.icactraining.org](http://www.icactraining.org)

## Technical Assistance Training

Technical assistance training may be provided in the form of any of the Regional Training Programs offered or in the form of other assistance to address specific problems or needs depending on available funding.

## Agency Eligibility to Request Training

The requesting agency must be a regional ICAC Task Force or an Affiliate Agency to an existing regional Task Force agency. Requests made by Federal partner agencies or international agencies will be considered in situations where all costs are covered by that requesting agency. While the ICAC Training & Technical Assistance Program's mandate is to provide assistance and resources to the ICAC Task Force and its Affiliate Agencies, there may be situations where providing training to Federal partner agencies and international agencies benefits the ICAC Task Force Program.

## Request Submission Process

Requests for technical assistance training must be submitted utilizing the form provided a minimum of 75 days prior to the date of the training event. The request must be e-mailed to ICAC Training & Technical Assistance Program to the attention of Leila Harrington at the following email address [Leila.harrington@unh.edu](mailto:Leila.harrington@unh.edu).

## Request Review Process

The request will be evaluated by the ICAC Task Force Training Committee's Technical Assistance Review Team. The team consists of representation from the ICAC Training & Technical Assistance Program and the ICAC Task Force Program Training Committee. They will review the request and recommend further action. To include:

- Approving the request as written
- Approving the request with certain conditions being met within an acceptable timeline
- Delaying approval pending revisions
- Denying the request with justification provided

The requesting agency will be asked to provide assistance with carrying out the technical assistance request. Agency responsiveness and the extent to which the requesting agency is able to assist with the tasks outlined below will impact the ability to fulfill the request in a timely manner.

- Working with the ICAC Training & Technical Assistance Program team to review the process and help ensure that we achieve the mutual objectives to deliver high quality training. The team includes:
  - The Program Specialist in New Hampshire
  - The Technical Advisor for the course
  - The On-site Training Coordinator for the course
- Marketing the class and recruiting participants who meet the pre-requisites (if any) and are best suited for the training being provided.
- Locating a hotel at the government rate if needed.
- Securing a training facility site.
- Working with the IT person/Internet Service Provider for the training facility site and ICAC Training & Technical Assistance team to ensure the Internet and computer requirements are met. (See [Appendix C](#))
- Securing audio visual equipment.

- Reproducing student materials.
- Reviewing student registration information and approving students on a timely basis.
- Assist with providing onsite logistics with the hotel and the training facility site.
- Provide instructor ground transportation if necessary.
- Provide other assistance as needed.

### **Request Submission & Review Schedule**

The ICAC Task Force Training Committee's Technical Assistance Review Team shall review the requests by the 15<sup>th</sup> day of each month and provide a response by the end of the month. Any incomplete requests will be tabled until the following month.

### **Request Review Criteria**

The following categories have been identified to assist the Review Team in determining the suitability of a technical assistance request:

- A written explanation of the need for training along with any special conditions that will further support the approval of your request.
- Requesting agency's ability to support the training with resources they have at their disposal.
- Regional Task Force commander recommendation.
- Timeliness of the request.
- Appropriate training facility/lodging accommodations and rates (See [Appendix F](#))
- Instructor availability.
- Financial contribution on the part of the requesting agency.
- Prior experience working with the Task Force requesting training.

### **Procedural Forms**

- Submission of technical assistance training request form (Please download from [http://www.icactraining.org/Request\\_for\\_TA.doc](http://www.icactraining.org/Request_for_TA.doc) to complete. See [Appendix B](#) for a sample)
- For computer-based training, review of and ability to comply with ICAC training facility Internet requirements (See [Appendix C](#))
- Review of and ability to comply with ICAC Training Room Set-up (See [Appendix C](#))
- Submission of ICAC site visit hotel evaluation form (Please download from [http://www.icactraining.org/ICAC\\_Site\\_eval.doc](http://www.icactraining.org/ICAC_Site_eval.doc)).
- Review of estimated training costs and identification of cost categories to be assumed by requesting agency.
  - ICAC-IT Training Program (See [Appendix D](#))
  - ICAC-UC Training Program (See [Appendix E](#))
- Review of Guide to Planning a Successful Technical Assistance Training Program (See [Appendix F](#))

### **Registration Process**

State and local agency participants registering for Technical Assistance training classes must obtain authorization from their Regional ICAC Task Force prior to registering for these training programs and be a member of either a Task Force or Affiliate Agency for that Task Force. Please visit our web site for a listing of regional ICAC Task Force agencies at [http://www.icactraining.org/TF\\_Contacts.htm](http://www.icactraining.org/TF_Contacts.htm).

Federal participants must obtain authorization from the ICAC Training & Technical Assistance Program prior to registering.

Only state and local host agency Task Force and Affiliate Agency members will be allowed to register for Technical Assistance Training unless prior approval is obtained from the hosting agency.

Registration for these programs will be completed using our Program's web-based registration system. These programs will not be made public on our web site. It is the hosting agencies responsibility to recruit participants and fill the class with eligible students.

**PLEASE NOTE:** Students are not automatically enrolled in a class even though an e-mail is received notifying the participant that they have successfully registered. We go through a selection process to ensure our classes are filled on an equitable basis under our current policies.

### Student Selection Process

Participants must be approved by their agency to attend as well as nominated by the regional ICAC Task Force in whose jurisdiction their agency is located. Student selections are based on recommendations from the Task Force Commander, experience working in this field as reported at the time of registration and the student's completion of any pre-requisite requirements for each course. Only Task Force or Affiliate agency members will be approved to attend Technical Assistance training in 2008.

### Course Costs

The hosting agency will determine what participant costs are covered for students attending Technical Assistance training.

A confirmation letter will be e-mailed to all participants pending approval within 2 weeks of the class registration deadline. Transportation arrangements should **NOT** be made until after confirmation letters are received. The agency of a "no-show" participant will be billed \$1,100 for the cost of the vacant training seat. In addition, any participant that is absent without approval during the training will be billed \$1,100 for the vacant seat and any lodging costs incurred by our Program.

**Federal Employees:** The hosting agency may choose to pay for tuition, student materials, and instructional costs for Federal employees who obtain the appropriate approvals and wish to attend this training. However, current ICAC Program guidelines prohibit us from expending grant funds to pay lodging expenses for Federal employees.

### Attendance Requirements

Daily attendance is mandatory for all courses. Students must complete 90% of every class they are approved to attend in order to receive credit for attending that course. Students who do not complete the required 90% of the program and do not obtain the required approvals to be absent will not be allowed to attend any future ICAC Training & Technical Assistance Program training. Attendance for students who do not complete the required 90% of the program but do obtain the required approvals to be absent will be considered on a case by case basis.

### Cancellation / Substitution Policy

Registration may be cancelled at any time prior to the class registration deadline without consequence. If the registrant has been notified of their acceptance in a class and wishes to cancel after that date, cancellation must be made no later than 5:00 pm eastern time ten days before the program start date for this class to avoid being charged a cancellation fee. This will give our office an opportunity to fill the

vacant seat prior to the class start date and avoid any unnecessary costs to our program. Substitute attendees are not allowed.

## **ICAC Resources**

The ICAC Training & Technical Assistance Program is continually working to make resources and tools available to assist local, state and federal law enforcement with their investigations related to technology crimes against children.

## **ICAC Collaboration Portal**

The ICAC Collaboration Portal is an information sharing environment designed to facilitate communications between law enforcement, prosecutors and other engaged in the mission of protecting children. All users must agree to adhere to the ICAC Data Network Access and Use Agreement. It is made available to active members of law enforcement, prosecution, or qualifying members of other criminal justice agencies. A user must be in good standing with their agency or organization and authorized to investigate or assist in ICAC or child exploitation matters. Requests to use the Portal will be managed by our online registration system. Please download the document at the following URL for additional information with regard to obtaining access to the Portal [http://www.icactraining.org/idn/idn\\_portal\\_use.pdf](http://www.icactraining.org/idn/idn_portal_use.pdf).

## **ICAC Task Force E-mail Distribution List**

The purpose of the ICAC Task Force e-mail distribution list is to provide an easy-to-use means for individuals affiliated with the ICAC Task Force to communicate with each other in an effort to share knowledge and tap into the resources that the Task Force has to offer on a national level.

Initially, all primary and alternate Regional Task Force Working Group members are signed up to receive e-mail messages distributed through the list. These primary and alternate Working Group members are responsible for nominating individuals from their jurisdiction who they wish to subscribe to the list. Detailed information with regard to subscribing to the List can be found on our web site at <http://www.icactraining.org/Resources.htm>. Please note, this is a closed list; you must be nominated by your Regional Task Force Working Group member if you wish to subscribe. Please review the ICAC Task Force E-mail List Guidelines which can be found on our web site for additional information.

## **Appendix A: Common Terms Defined**

### **Regional ICAC Task Force Agency**

A Regional Task Force is an ICAC law enforcement agency designated by OJJDP to act as a Regional Task Force agency.

### **Affiliate Task Force Agency**

An Affiliate Agency is a law enforcement agency that is working in partnership with a Regional Task Force and has agreed in writing to adhere to ICAC Operational and Investigative Standards.

### **Federal Partners**

Federal partners are Federal law enforcement investigators and prosecutors assigned to conduct ICAC investigations to include:

- FBI Innocent Images Agents
- ICE Agents
- Postal Inspection Service Agents
- United States Attorneys and Assistant United States Attorneys

### **International Partners**

International partners are international law enforcement investigators and prosecutors assigned to conduct Internet related crimes against children investigations.

## Appendix B: Request for Technical Assistance Training Sample Form

You may obtain an electronic copy of this form at: [http://www.icactraining.org/Request\\_for\\_TA.doc](http://www.icactraining.org/Request_for_TA.doc)



### INTERNET CRIMES AGAINST CHILDREN TASK FORCE TRAINING & TECHNICAL ASSISTANCE PROGRAM

Brad Russ  
Director  
Phone: 603.862.7031  
Brad.Russ@UNH.edu

Fox Valley Technical College  
c/o University of New Hampshire  
10 West Edge Drive, Rm. 106  
Durham, NH 03824  
Fax: 603.862.2477  
877.798.7682  
[www.icactraining.org](http://www.icactraining.org)

#### Request for Technical Assistance Training

**Please complete this request electronically and e-mail to: [Leila.Harrington@unh.edu](mailto:Leila.Harrington@unh.edu)**

Please refer to the *ICAC Training & Technical Assistance Program Guide to Training Programs* booklet for additional information that will assist you in completing this form.

Request Submission Date: \_\_\_\_\_

Requesting Agency Name: \_\_\_\_\_

Requester's Name: \_\_\_\_\_

My Agency is a:      Regional Task Force Agency      Affiliate Task Force Agency  
                           Federal Partner Agency            Other Agency

If Other, describe agency type: \_\_\_\_\_

If requesting agency is not a regional ICAC Task Force, please provide the name of the Task Force in whose Task Force region your agency is located: \_\_\_\_\_

State your overall objective for this training; what are you trying to accomplish?

Objective narrative: \_\_\_\_\_

Provide your justification; specify your needs.

Justification narrative: \_\_\_\_\_

Requests for training must be submitted at least 75 days prior to your proposed training date(s).  
Requests must be received by the 15<sup>th</sup> day of the month to allow for Training & Technical Assistance Program review.

Proposed Training Date(s): \_\_\_\_\_

Proposed Training Times Daily: \_\_\_\_\_

# of Total Hours of Training Requested: \_\_\_\_\_

Maximum Number of Students: \_\_\_\_\_

Minimum Number of Students: \_\_\_\_\_

Proposed Training Address (include city/state): \_\_\_\_\_



*ICAC Training & TA Program Request for Training*

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**Requesting Agency Contributions Toward Training**

Can you provide financial support for training?  Yes  No

If Yes, how much? \_\_\_\_\_

Do you plan to pay for your students' lodging?  Yes  No

If Yes, have you found a hotel that is near the training site that will offer you the Government rate?  Yes  No

Please indicate below which of the categories you plan to coordinate as described in the Guide to Training Programs:

Category	Yes	No, But Plan To	No, Need Assistance
We have secured a Training facility:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We have secured a computer lab:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We have the required AV Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We have secured Internet access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We have arranged for Catering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We will reproduce the class materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We have the required student supplies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Requesting agency additional comments: \_\_\_\_\_

**Requesting Agency Acknowledgement**

I have read and agree to the terms and conditions with regard to technical assistance training as outlined in the *ICAC Training & Technical Assistance Program Guide to Training Programs* booklet.  Yes  No

Agency Acknowledging Authority (include title, first and last name): \_\_\_\_\_

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*For Training & TA Program Use*

**Staff Comments:** \_\_\_\_\_

**Training Committee Review Team Comments:** \_\_\_\_\_

## Appendix C: Computer-based Training Facility Requirements

The following information is considered to be the minimum requirements for conducting ICAC Training computer courses. If any of these requirements cannot be met, those particular requirement(s) must be specified, in writing, at the time a proposal is submitted.

### Internet Requirements

- **High-speed Internet connection:** The mobile lab consists of a network of a maximum of 35 computers which must have the ability to connect to the Internet. An Internet connection must be available in the training room hosting the mobile lab and provide approximately 1 to 1.5 Mbps of dedicated download/upload speeds (dial-up, basic DSL, or basic cable connections do not provide this amount of bandwidth and are therefore not acceptable).<sup>1</sup> Having to share this bandwidth with others in the hotel/training facility does NOT meet the “dedicated” requirement. Additionally, this connection must have been tested and known to be working in the room where our lab will be used. If these conditions cannot be met, the amount of bandwidth that can be provided for download and upload speeds, and whether it will be dedicated for our use, must be specified, in writing, at the time a proposal is submitted. Connection must be available in training room by Sunday at 12:00 noon for testing purposes.
- **Public IP Addresses:** Site must provide between 5 and 35 globally unique IP addresses for proper lab operation. Private IP addresses are not acceptable. The range of IP addresses to be provided must be submitted to us, in writing, at the time a proposal is submitted. (In “Techno-speak” this means RFC-1918 addressing is not acceptable and only public IP addresses will provide the necessary addressing for the lab to operate properly.)
- **Unfiltered, non-restricted Internet access:** Firewalls, proxy servers, or other products designed to limit or otherwise block access to certain sites and prohibit certain activities, such as Internet Relay Chat, should not be in place. If in use: 1) they should be configured to allow such activity for our use and for the duration of our class; or, 2) we must be informed of these limitations, in writing, at the time a proposal is submitted.

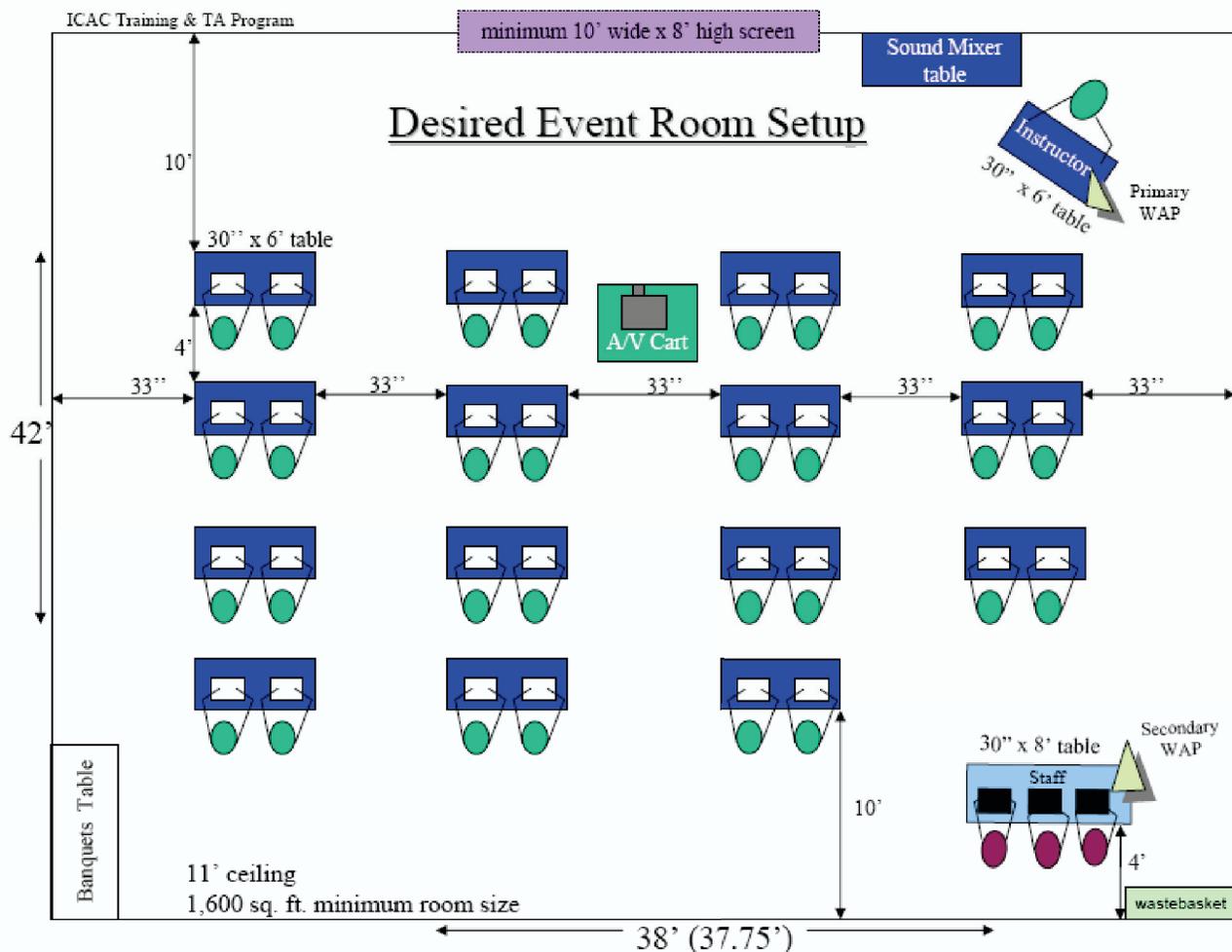
### Training Room Set-up

- **A secure meeting room:** The equipment used for the mobile training lab is expensive. The hotel/agency must provide a training room that can be secured during lunch breaks and each night.
- At least one flip chart
- Projector – sized to fit the meeting space
- Audio Visual Cart for projector
- Ability to dim lights in separate sections of the room
- Projection screen—minimum 10 foot wide by 8 foot high is preferred.
- 11 foot ceiling in the training room

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<sup>1</sup> Some facilities receive their communication services (e.g., telephone service) through T1 lines. The existence of a T1 line at your facility does not automatically mean an Internet connection is available through that T1 line. Contact the company providing your communication/Internet services if you are unsure about your facility’s bandwidth capabilities. You may provide them with a copy of this document for clarity if necessary; or, you may have them call us directly with questions.

- 24-hour hold on the meeting space. Set-up on Sunday by 12:00 noon, Monday-Thursday, 8:00 a.m.-5:00 p.m. and Friday, 8:00 a.m.-12:00 noon
- 2, dedicated, 20 AMP circuits for the lab and associated support equipment (A dedicated circuit is one that will be in use by our lab only – we need 2 to meet NEC safety regulations.). Room must have a minimum of 6 electrical outlets throughout the training room to support a minimum of 9 surge protectors and additional extension cords when necessary.
- Ability to communicate with the hotel’s Internet technical support on Sunday to test the system and ensure connectivity.
- We will be providing our own wired or wireless network of laptop computers with power strips and extension cords.
- Need the hotel’s audio-visual person on site Sunday to ensure all equipment is working properly.
- A large room and enough tables and chairs to seat 35 people comfortably.
  - There must be enough room to walk behind the students while they are seated at the tables plus room for refreshment tables and the 9 shipping boxes used to transport the mobile lab or another secure room (4’ X 6’) for storing the 6 boxes must be available. Minimum desired dimensions for the meeting room are:
    - Using 6’ tables – 38’ wide X 42’ deep
  - The diagram represents the preferred arrangement of tables and projection screen.



## Appendix D: Estimated Cost to Conduct an ICAC-IT Training Program

Assumptions: ICAC-IT course, 30 students, 4 1/2 Day Class, ship ICAC mobile lab, ship 8 boxes of manuals & on-site materials

		Notes	Average cost	Cost for ICAC to supply item
<b>Instructor Labor (MANDATORY)</b>				
Training On-Site Coordinator	1 @ .5 prep, 6 on-site days, actual/reasonable travel = avg 7.5 days		450.00	3,375.00
7 Instructors	3 @ .5 prep, 1 on-site day, actual/reasonable travel = avg 2.5 days		442.00	3,315.00
(note: no labor charge for NCMEC instructor)	4 @ .5 prep, 2 on-site days, actual/reasonable travel = avg 3.5 days			6,188.00
				<b>12,878.00</b>
<b>Instructor Per Diem (MANDATORY)</b>				
Training On-Site Coordinator	varies by state/city = \$39 is standard rate, \$ shown is average		49.00	367.50
7 Instructors	1 @ 6 on-site days, actual/reasonable travel = avg 7.5 days		49.00	367.50
(note: no per diem for NCMEC instructor)	3 @ .5 prep, 1 on-site day, actual/reasonable travel = avg 2.5 days			686.00
	4 @ .5 prep, 2 on-site days, actual/reasonable travel = avg 3.5 days			<b>1,421.00</b>
<b>Instructor Airfare (avg) (MANDATORY)</b>				
Training On-Site Coordinator	varies by destination, lead time in booking flights		650.00	650.00
7 Instructors			650.00	4,550.00
(note: no airfare for NCMEC instructor)				<b>5,200.00</b>
<b>Instructor Lodging (Gov't rate avg) (MANDATORY)</b>				
Training On-Site Coordinator	varies by state/city = \$60 is standard rate, \$ shown is average		94.00	658.00
8 Instructors	1 @ 6 on-site days, actual/reasonable travel = 7 nights lodging		94.00	752.00
(note: lodging is paid for NCMEC instructor)	4 @ 1 on-site day, actual/reasonable travel = 2 nights lodging			1,128.00
	4 @ 2 on-site day, actual/reasonable travel = 3 nights lodging			2,538.00
Taxes (state, city, occupancy)	taxes vary by state & city = assuming an average of 12%		12%	304.56
				<b>2,842.56</b>
<b>Student Lodging (Gov't rate avg) (OPTIONAL if agency chooses to have students pay own or attendees are primarily commuters)</b>				
Students	varies by state/city = \$60 is standard rate, \$ shown is average		94.00	11,750.00
Taxes (state, city, occupancy)	# varies by location, assuming 25 students with lodging for 5 night each			1,410.00
	taxes vary by state & city = assuming an average of 12%			<b>13,160.00</b>
<b>Meeting Room Space (MANDATORY but agency may be able to secure a facility at no cost)</b>				
minimum 1600 sq feet on 24 hour hold	varies by site - complimentary vs charge by day - number shown is average weekly		3,000.00	<b>3,000.00</b>
<b>A/V Equipment (MANDATORY but agency may own required equipment and thereby be able to eliminate this cost)</b>				
flipchart/easel/markers, lavelier mike, sound	varies by site, charged per item/per day - number shown is average weekly		1,250.00	<b>1,250.00</b>
<b>Internet Access (MANDATORY but agency may be able to provide required access and thereby be able to eliminate this cost)</b>				
T1 line, no firewalls, 5-35 IP address	varies by site - complimentary vs charge by day - number shown is average weekly		2,500.00	<b>2,500.00</b>
<b>Catering (MANDATORY but if training is done in a facility other than a hotel, costs will be drastically reduced)</b>				
continental breakfast, cold beverages pm break	varies by site - ala carte vs package deal, number shown is an average		2,500.00	2,500.00
sales tax	% varies by state - average used		10%	250.00
service charge	% varies by site - industry average shown		20%	500.00
				<b>3,250.00</b>
<b>Manuals - notebooks/inserts/cd (MANDATORY but agency may choose to reproduce required materials at a reduced cost)</b>				
30 students, 1 for on-site, 2 for instructors = 33	average cost - varies by course, varies by the instructor		30.00	<b>990.00</b>
<b>Student Supplies (MANDATORY but agency may choose to provide alternative USB drives at a reduced cost)</b>				
thumbdrive w/ICAC logo (each)	varies by vendor, by quantity ordered		21.00	<b>630.00</b>
<b>Handout Materials (1st item is OPTIONAL, items 2 &amp; 3 are MANDATORY)</b>				
FVTC Resource CD & Federal Resource CD	order in 300-500 lots of 2 cds in notebook sleeve, average cost .75/unit		0.75	22.50
FVTC Training Schedule Brochure	approximate cost per brochure		1.00	30.00
NCJRS Portable Guides	3 versions per class		0.40	36.00
				<b>88.50</b>
<b>Shipping (dependant upon above selections)</b>				
8 Boxes - to the site	containing manuals, giveaways, handouts, on-site rep materials - aim for 2-Day		30.00	240.00
1 Box returned to ICAC	containing evaluations, extra materials - via Standard Overnight		30.00	30.00
9 cases - Mobile Computer Lab - to site & return	aim to ship via 2-Day to site and back to ICAC		225.00	2,025.00
				<b>2,295.00</b>
	Cost per Class			<b>\$49,505.06</b>
	Cost per Student			<b>\$1,650.17</b>

## Appendix E: Estimated Cost to Conduct an ICAC-UC Training Program

Assumptions: ICAC-UC course, 30 students, ship ICAC mobile lab, ship 8 boxes of manuals & on-site materials.

		Average cost	Cost for ICAC to supply item
<b>Notes</b>			
<b>Instructor Labor (MANDATORY)</b>			
Training On-Site Coordinator	1 @ .5 prep, 6 on-site days, actual/reasonable travel = avg 7.5 days	425.00	3,187.50
5 Instructors	2 @ .5 prep, 1 on-site day, actual/reasonable travel = avg 2.5 days	375.00	1,875.00
	3 @ .5 prep, 4 on-site days, actual/reasonable travel = avg 5.5 days		6,187.50
			11,250.00
<b>Instructor Per Diem (MANDATORY)</b>			
Training On-Site Coordinator	varies by state/city = \$39 is standard rate, \$ shown is average	52.00	390.00
5 Instructors	1 @ 6 on-site days, actual/reasonable travel = avg 7.5 days	52.00	260.00
	2 @ 1 on-site day, actual/reasonable travel = avg 2.5 days		858.00
	3 @ 4 on-site days, actual/reasonable travel = avg 5.5 days		1,508.00
<b>Instructor Airfare (avg) (MANDATORY)</b>			
Training On-Site Coordinator	varies by destination, lead time in booking flights	650.00	650.00
5 Instructors		650.00	3,250.00
			3,900.00
<b>Instructor Lodging (Gov't rate avg) (MANDATORY)</b>			
Training On-Site Coordinator	varies by state/city = \$60 is standard rate, \$ shown is average	85.00	595.00
5 Instructors	1 @ 6 on-site days, actual/reasonable travel = 7 nights lodging	85.00	340.00
	2 @ 1 on-site day, actual/reasonable travel = 2 nights lodging		1,275.00
	2 @ 3 on-site day, actual/reasonable travel = 5 nights lodging		2,210.00
Taxes (state, city, occupancy)	taxes vary by state & city = assuming an average of 12%	12%	265.20
			2,475.20
<b>Student Lodging (Gov't rate avg) (OPTIONAL if agency chooses to have students pay own or attendees are primarily commuters)</b>			
Students	varies by state/city = \$60 is standard rate, \$ shown is average	85.00	10,625.00
Taxes (state, city, occupancy)	# varies by location, assuming 25 students with lodging for 5 night each	12%	1,275.00
	taxes vary by state & city = assuming an average of 12%		11,900.00
<b>Meeting Room Space (MANDATORY but agency may be able to secure a facility at no cost)</b>			
minimum 1600 sq feet on 24 hour hold	varies by site - complimentary vs charge by day - number shown is average weekly	3,000.00	3,000.00
<b>A/V Equipment (MANDATORY but agency may own required equipment and thereby be able to eliminate this cost)</b>			
flipchart/easel/markers, lavelier mike, sound	varies by site, charged per item/per day - number shown is average weekly	1,250.00	1,250.00
<b>Internet Access (MANDATORY but agency may be able to provide required access and thereby be able to eliminate this cost)</b>			
T1 line, no firewalls, 5-35 IP address	varies by site - complimentary vs charge by day - number shown is average weekly	2,500.00	2,500.00
<b>Catering (MANDATORY but if training is done in a facility other than a hotel, costs will be drastically reduced)</b>			
continental breakfast, cold beverages pm break	varies by site - ala carte vs package deal, number shown is an average	2,500.00	2,500.00
sales tax	% varies by state - average used	10%	250.00
service charge	% varies by site - industry average shown	20%	500.00
			3,250.00
<b>Manuals - notebooks/inserts/cd (MANDATORY but agency may choose to reproduce required materials at a reduced cost)</b>			
30 students, 1 for on-site, 2 for instructors = 33	average cost - varies by course, varies by the instructor	30.00	990.00
<b>Student Supplies (MANDATORY but agency may choose to provide alternative USB drives at a reduced cost)</b>			
pen w/ICAC logo (each)	varies by vendor, by quantity ordered	2.75	82.50
<b>Handout Materials (1st item is OPTIONAL, items 2 &amp; 3 are MANDATORY)</b>			
FVTC Resource CD & Federal Resource CD	order in 300-500 lots of 2 cds in notebook sleeve, average cost .75/unit	0.75	22.50
FVTC Training Schedule Brochure	approximate cost per brochure	1.00	30.00
NCJRS Portable Guides	3 versions per class	0.40	36.00
			88.50
<b>Shipping (dependant upon above selections)</b>			
3 Boxes - to the site	containing manuals, giveaways, handouts, on-site rep materials - aim for 2-Day	30.00	90.00
1 Box returned to ICAC	containing evaluations, extra materials - via Standard Overnight	30.00	30.00
9 cases - Mobile Computer Lab - to site & return	aim to ship via 2-Day to site and back to ICAC	225.00	2,025.00
			2,145.00
	Cost per class		\$44,339.20
	Cost per Student		\$1,477.97

## Appendix F: Guide to Planning a Successful Technical Assistance Training Program

We are pleased to provide you with this guide to assist you in planning a successful Technical Assistance training program for your jurisdiction. As always, our staff stands ready to work with you. In an effort to walk you through this process, we have provided you with a number of documents that we believe will assist you in conducting a training program that meets the needs of your Task Force and your Affiliate Agencies.

### Facility

The first step is to identify the training program you believe is most appropriate for the audience and one that meets the training objectives for your Task Force. As you know, many of our programs are 4 ½ days in length and are limited to 30 people because of the intensive hands-on components that require the use of computers. I would like to point out that students typically focus their comments in post training evaluations in three areas: 1) the training environment, 2) the training content, and 3) the instructor's ability to convey the information in a meaningful and engaging manner. Consequently, I would stress that you find a comfortable and professional environment to conduct the training program, and that you take into account the needs of the student with respect to the training facility, lodging, and proximity to restaurants. If you plan on using your own training facility, that will certainly help cut costs, but in an effort to ensure that it meets the technical specifications necessary to conduct our courses, please refer to [Appendix C: Computer-based Training Facility Requirements](#) of this document.

In most cases students will not be flying in for training. But, if that is the case, you need to take into account that they will not have a vehicle and you should make arrangements for them to be transported to and from your training facility if the training is not taking place at the same hotel at which the students are staying.

### Lodging

In many instances, students may be commuting to the training on a daily basis. However, if forced to travel long distances, they may require lodging. We would strongly recommend that you identify a facility that offers the government rate (and that is in fact a requirement if you are going to be paying for lodging using federal funding). Please refer to the following web site for the current list of government lodging/per diem rates:

[http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentId=17943&contentType=GSA\\_BASIC](http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentId=17943&contentType=GSA_BASIC)

While it is most convenient to conduct the training at the same hotel students are staying at, it may not be the most cost effective approach. Once again, if you use an outside training facility you should take into account the ability of students to travel between the two locations given traffic. Generally speaking, lodging for the students should be no higher than the government rate, especially if it is funded with federal grant dollars. If you intend to use a hotel to conduct training, you should work with ICAC Training & Technical Assistance Program and the hotel's technology staff to ensure that they can meet the technical specifications outlined in [Appendix C: Computer-based Training Facility Requirements](#) of this document. As you may or may not know, hotels will often promise more than they can deliver.

### Instructors

When conducting an ICAC Technical Assistance training program, we require that you utilize ICAC Training & Technical Assistance Program approved instructors. Many Task Force agencies have

approved instructors who can be used to teach in the training program at no cost to the Task Force. However, in those instances where instructors are being brought in from other Task Force agencies from around the county, they are generally compensated for their labor and expenses. We would therefore request reimbursement for those costs and will strive to keep them as low as possible.

Once again, with respect to lodging for the instructors, we would require a government rate and hope to minimize the need for rental cars wherever possible as those costs are passed on to you also. We also require an On-site Training Coordinator to monitor the program throughout the week, and to ensure that any technical, instructor or student issues are handled in a consistent manner. They also often teach one of the blocks on ICAC resources.

### **Equipment**

With sufficient notice, the ICAC Training & Technical Assistance Program can provide one of our mobile computer labs and the AV equipment necessary for conducting a class. Task Force agencies are certainly free to use their own equipment however, we will need to review the specifications for the computer hardware to ensure that the software to conduct the training is properly supported. You can certainly utilize your own AV equipment, but you need to know that most courses have audio as well as a video component to the presentations, and speakers, as well as connection to a house sound system will be necessary.

### **Catering**

Whether conducting the training at a hotel or an off-site facility, it certainly increases student satisfaction with the training program if you provide refreshments both in the morning and in the afternoon. Please keep in mind that students are only allowed one hour for lunch. Thus, distances to restaurants and traffic issues should certainly be taken into consideration when selecting your training location. In some instances, it may make sense to have lunch brought into the facility and, if necessary, charge a nominal fee for that service.

### **Student Supplies**

The ICAC Training & Technical Assistance Program can print manuals, ship, and provide student supplies for your training program and pass that cost onto you. You are certainly free to reproduce your own materials and purchase your own supplies in an effort to save costs.

### **Estimating Your Course Costs**

A typical computer-based regional training program costs in the vicinity of \$45,000 - \$50,000. However, nearly half of that cost is associated with lodging for students, the meeting room space, AV equipment, Internet access and catering. If you are able to utilize your own computer lab and locate a training facility at little or no cost, you should be able to reduce a typical 30 person, 4 ½ day training program by about half the cost. The majority of that cost is associated with the labor and expenses for instructors.

On the financial spreadsheet included in this package you can ([Appendix D](#) and [Appendix E](#)) you can see that we have taken an average for airfare and instructor labor, but once you complete each category you should get a pretty good representation of what your course cost would be. It is critical that a conference call take place between you and the individuals who have primary responsibility for these training programs in our office to ensure that the academic, technical and logistical issues are resolved well in advance of your planned training program.