

## SHINE Volunteer Counselor Training Chart

This chart has been provided to assist you in keeping track of the scope and sequence of SHINE training. Please record dates and locations of your training and check off each step as you complete it.

Training Steps	Training Subject	Training Format	Dates	Location
<b>Required Training Opportunities</b>				
1	Orientation	Local Webinar		
2	Medicare & You Publication	Self-Study	1 Week Prior to Basic 1	
3	Basic Training Section 1	3-Days Classroom		
4	Medicare Disability	Online Self-Study	Online Classes To Be Completed Between Basic Training Section 1 and Section 2 Classes and prior to Mentoring	<a href="http://floridashine.org">http://floridashine.org</a> Under "Volunteer Counselor Training"
5	Medicare Rights & Protections	Online Self-Study		<a href="http://floridashine.org">http://floridashine.org</a> Under "Volunteer Counselor Training"
6	Fraud & Abuse	Online Self-Study		<a href="http://floridashine.org">http://floridashine.org</a> Under "Volunteer Counselor Training"
7	Medicare Complaints	Online Self-Study		<a href="http://floridashine.org">http://floridashine.org</a> Under "Volunteer Counselor Training"
8	Confidentiality & Security	Online Self-Study		<a href="http://floridashine.org">http://floridashine.org</a> Under "Volunteer Counselor Training"
9	Client Contact Forms	Online Self-Study		<a href="http://floridashine.org">http://floridashine.org</a> Under "Volunteer Counselor Training"
10	Online Self-Study Quizzes	Print and Submit at Basic Training Section 2		At Completion of Online Self-Study Course
11	Basic Training Section 2	2-Days Classroom		
12	Basic Training Exam	Online Exam	Within 1 Week of Training	Email Invitation Sent after Completion of Basic Training Section 2
<b>One-On-One Additional Requirement</b>				
13	Mentoring With SHINE Certified Mentor	Mentoring Sessions		Your Local Area Agency on Aging (AAA)
<b>Optional Training Opportunities</b>				
14	Presentation Skills	1-Day Classroom		
15	Long Term Care Specialist	1-Day Classroom		
16	Mentor Training	Video		