**Treasurers/Commissioners of the Revenue**

**Joint Summer Courses**

**August 6-8, 2023**

**All Events are at the Hotel 24 South, Staunton unless otherwise noted**

TAV is offering three courses; CRAV is offering one courses.

All courses are open to members of both associations***.***

**Sunday August 6**

3:00 p.m. – 5:00 p.m. **TAV Board Meeting**

3:00 p.m. – 5:00 p.m. **CRAV Board Meeting**

 **6:30 p.m. – 8:30 p.m. Dinner and Social at Baja Bean Company**

**Monday, August 7**

8:00 a.m. – 9:00 a.m.Registration

**Course Schedule**

**August 7, 2023**

8:00 – 9:00 a.m. Breakfast included

9:00 a.m. – 5:00 p.m. All Courses

Noon – 1:00 p.m. Hot Lunch (provided)

**August 8, 2023**

8:00 – 9:00 a.m. Breakfast included

9:00 a.m. – 12:00 p.m. Courses continue

12:30 p.m. – 3:00 p.m. **Roles & Responsibilities of the Treasurer course** continues

**NOTE:** With the exception of the **Roles & Responsibilities of the Treasurer** all courses end **before** lunch on Tuesday.

  **A Box** **Lunch is only provided to those taking the R&R Treasurer course.**

**Breakfast is included on Monday and Tuesday**

**with refreshment breaks throughout the day on Monday and morning only on Tuesday.**

**Special Meals: If you need a special meal (vegan, vegetarian, gluten free, or have a food**

**allergy), please make sure you request it when you register on-line.**

**To Register for a Course**

**Registration Deadline for all courses:** **28 July 2023**

**Course enrollment is limited, so enroll early!**

The *Customer Service*, *Roles & Responsibilities of the Treasurer*, and *Spanish for Government Officials* courses are all open to members of the **Commissioners of the Revenue Association of Virginia**; CRAV pay the same registration fee as TAV members.

**TAV members** may take the CRAV course, *Conflict Resolution*.

The numbers under the “Credit” column indicate the number of continuing education credits each course is worth for ***TAV members only*** with the higher number representing taking/passing the exam.

**Course Credit Fee (non-member) Instructors**

**Spanish for Government 10-12 $185 ($235) Patricia Strait, Ph.D.**

**Officials**

**Roles & Responsibilities 10-12 $185 ($235) Fred Parker, MGT, Washington Co.**

**of the Treasurer**

**Customer Service 8-10 $185 ($235) Scott Miller, MGT, Hanover County**

 **Scott Grindstaff, MGT, Henry County**

**Conflict Resolution 8-10 $185 Todd Divers, MCR, Charlottesville**

 **Liz Hamlett, MCR, Lunenburg County**

If you are working on TAV initial certification, you will receive course credit plus 4 hours of continuing education credit. If you are already certified, you will receive continuing education credit based on the course you enroll in.

For more information refer to the ***Certification Handbook***. If you have questions contact Beth Bennett at eaw3f@virginia.edu

**TAV members**

**Register for the TAV courses through the Cooper Center website:** [**https://commerce.coopercenter.org/ccps/login.php**](https://commerce.coopercenter.org/ccps/login.php)

**For the CRAV course, *Conflict Resolution*, contact Amy Johnson in the Hanover County COR office at 804-365-6126 or** **awjohnson@hanovercounty.gov****, if you wish to take that course.**

**CRAV members**

**For the CRAV course, *Conflict Resolution*, contact Amy Johnson in the Hanover County COR office at 804-365-6126 or** **awjohnson@hanovercounty.gov**

**To register for one of the TAV courses you can register at the Cooper Center website:** [**https://commerce.coopercenter.org/ccps/login.php**](https://commerce.coopercenter.org/ccps/login.php)

**If you do not have a login to the Cooper Center website—the same place where you check your transcript---contact Beth Bennett at the Cooper Center (****eaw3f@virginia.edu****) and she can enter you into the clients database at the Center.** Please send her your full name, title, email address, phone number, and locality.

**Cancellation Policy**

Since class size is limited, if you find you cannot attend, please notify the following contacts immediately, so that your space can be offered to another student:

Beth Bennett for TAV courses (eaw3f@virginia.edu)

Amy Johnson for CRAV course (**awjohnson@hanovercounty.gov****)**

A $10.00 processing fee will be assessed for cancellations.

**No refunds for cancellations received after August 2 unless your space is filled.**

**Fun Night at Baja Bean Company, August 6**

**Taco Bar and Refreshments**

**6:30 – 8:30 p.m.**

**Join us for an evening of fun and fellowship on Sunday.**

Salsa bar with mini southwest eggrolls and quesadillas

Taco bar with beef, chicken, beans, lettuce, cheese, sour cream, salsa,

hard and soft tortillas and Spanish rice

Tea or soda

Adult beverages – margaritas, wine or beer

**Cost is $10 per person.**

**Please register online with your respective association so we have an accurate head count.**

**Baja Bean Company is a short 4-minute walk from the Hotel 24 South.**

**9 West Beverly Street, Staunton**

**Join us for the fellowship!**

**Hospitality Suite**

There will be a hospitality suite on Sunday and Monday nights.

Sunday Hours 3 – 6 p.m. and 9 p.m. – midnight

Monday Hours 4 – 6 p.m. and 8 – 11 p.m.

Sponsors TBA

**Exam Information**

Depending on the course you will have from one hour to three hours to complete the exam online.

**Exam:** Exam will be online at the **UVA Collab** site

 The exam will be open from 12 noon on August 8 to 6:00 p.m. on August 9.

Once you start the exam the clock starts ticking. You can take the exam from your office or home computer; just make sure you are in quiet location.

**NOTE: Depending on the course exam, if you start the exam later than 3:00 pm on August 9 you will not have the full time to take the exam as the system will lock you out at 6:00 pm.**

**Grades:** Grades will usually be available on the **UVA Collab** site 48 hours **after** the

close of the exam

**Online Exam via UVACollab Site**

A few days before the course, you will receive a link to the UVACollab site for the course.

In the ***Resources*** file you will find two info sheets:

1. A document, ***Essential Tips for Taking Online Tests in UVACollab***. It is highly recommended that you read this document before taking the online exam.
2. A document, **How do I view the feedback in my assessment (i.e. test or quiz).** It explains to you how to read your grade.

In the ***Tests and Quizzes*** file you will find the course assessment (final exam).

The exam will not be open until the conclusion of a course.

**Summer Conference Course Offerings 2023**

**Registration Deadline for all courses:** **28 July 2023**

**Course Manuals: Course manuals will either be handed out in the class**

**on the first day or you will need to download the manual**

**from the UVA Collab site.**

**What to Bring to Class:** Assorted Highlighters

 Post-it and/or Sticky Notes

**Customer Service**

**Customer Service** is a **mandatory course for deputy treasurers for initial certification.**

**Instructors:** M. Scott Miller, MGT, treasurer, Hanover County

 Scott B. Grindstaff, MGT, treasurer, Henry County

The goal of this customer service class is to create a standard level of knowledge with respect to the laws, policies and procedures that the Treasurer and Commissioner of the Revenue and their staffs follow and provide useful tools that they can apply in their day to day operations and citizen interactions**.**

**Roles and Responsibilities of the Treasurer**

**Roles and Responsibilities of the Treasurers** is a **mandatory course for both treasurers and deputy treasurers for initial certification.**

**Instructor:** Fred Parker, MGT, treasurer, Washington County

*This course concludes on Tuesday afternoon; lunch on Tuesday will only be provided to students enrolled in this course.*

Topics include: legal constraints; relationship with the commissioner of the revenue; preparation of tax bills; collecting real and personal property; and collection of other taxes, licenses, fees and fines, including dog tags, state income tax.

**Conflict Resolution**

**Conflict Resolution** is an elective course for both commissioners of the revenue and deputies.Treasurers may take the course for points credit only. Deputies may the course either as an elective course or for points credit.

**Instructor:** Todd Divers, MCR, Commissioner of the Revenue, City of Charlottesville

 Liz Hamlett, MCR, Commissioner of the Revenue, Lunenburg County

Conflict Resolution is a course designed to teach the student how to better manage conflict by examining different types of conflict and what causes them, the role of communication in conflict, and the process of conflict resolution. Conflict may be destructive if left uncontrolled but should not necessarily be perceived as causing negative things to happen. Conflict can be viewed positively as an opportunity for learning, and understanding the differences that exist among us. Constructive outcomes may be reached through an effective implementation of conflict resolution skills.

***Spanish for Government Officials***

***Language, Culture and Business Practices***

**Spanish for Government Officials** is an **elective course for both treasurer and deputies.** Treasurers may take the course for points credit only. Deputies may the course either as an elective course or for points credit.

**Professor:** Dr. Patricia B. Strait

**E-mail:** patriciastrait@yahoo.com

**General Course Description:**

The course allows the participant to develop his/her understanding of Hispanic culture and language in order to develop stronger and more meaningful relationships with clients and co-workers who originate from Spain, Mexico, South and Central America. While the emphasis of the course will be placed on understanding cultural differences, ample opportunities will be given to learn important vocabulary and phrases in order to develop conversational skills in Spanish, which pertain to both business settings and personal interactions. Consideration will be given to developing the skills necessary in order to travel in Spanish speaking countries.

**Course Expectations:**

It expected that all students will have fun! Participate in class discussions – in Spanish or English (¡por supuesto!) as much as possible. Learning a new language and culture is always an adventure, and making errors is expected. Be patient with yourself. Our main objective is to enjoy ourselves and learn something about Hispanic culture and the Spanish language. ***So relax and have fun!***

**Readings:**

*Readings, internet links, and presentation materials will be made available in class and noted in your syllabus that will be given to you on the first day of class.*

**Suggested Internet site:** duolingo.com

**General Course Objectives**

* To improve the student’s skills in speaking and listening in Spanish
* To increase Spanish vocabulary especially concerning business matters
* To gain an understanding of the issues facing Spanish speaking nations
* To improve the student’s understanding of Hispanic culture

**Seminar Schedule**

**Day One:**

1. How the Spanish influence began
2. Case Study: Hampton Roads
3. Hispanic influences on business practices
	1. Titles
	2. Greetings
	3. Relationships (personal and professional)
	4. Power differentials
4. Language Practice -essential differences between English and Spanish

**Day Two:**

1. Language Practice (pronunciation, vocabulary, and structure)
2. Written Communication (documents and business letters)

**Patricia B. Strait**

Dr. Strait began her career in the United States Navy where she served as an air traffic controller for four years. Upon finishing her tour in the navy, she worked as an air operations duty officer while employed by the Department of Defense.

Dr. Strait holds a variety of degrees including a Bachelor’s Degree in English, a Bachelor’s Degree in Spanish, a Master’s Degree in Management, and a Doctorate in Public Administration and Urban Management. In addition, she has completed course work at the Universidad de Salamanca in Spain.

She is a frequent speaker at international conferences including London, Quebec, Barcelona, Brussels, Vancouver, Valencia, Montreal, Berne, Switzerland, and Athens, Greece. She is an active member of the European Group of Public Administration, the Mid-Atlantic Latin American Council, the European Business Ethics Network, and the international organization, Partners of the Americas, which develops economic and educational partnerships between the United States and countries in South and Central America.

Dr. Strait has published and written articles in both English and Spanish involving topics such as labor economics, immigration, and employee ethics. She has served as a full time faculty member at Virginia Tech, Old Dominion University, and University of Richmond.

Dr. Strait currently holds the rank of university professor and serves as associate editor within the Institute of National Strategic Studies at the National Defense University.

**Lodging at the Hotel 24 South, Staunton**

The **reservation deadline** for reserving roomsat **Hotel 24 South** is **July 6**.

**Hotel 24 South**

**24 South Market Street**

**Staunton, VA 24401**

**540 885 4848**

**Single/Double: $98**

**Web Site:** https://www.hotel24south.com

There is a **$7.50** charge for **overnight parking**.

**Cancellation Policy:** **24 hours**.

Free Wifi, fitness room, indoor pool

**Room Reservation Link:**

<https://tinyurl.com/2hs3nn58>

There are numerous restaurants in downtown Staunton within walking distance of the hotel.

**Directions**

**Hotel 24 South**

24 South Market Street

Staunton, VA 24401

**Phone: 540 885 4848**

**FROM NORTH take I-81 south towards** Staunton.

Take exit 225 toward VA-262 S/Woodrow Wilson Parkway. Keep right at the fork, follow signs for Woodrow Wilson Pkwy/Staunton/Mary Baldwin College/Monterey and merge onto VA-262 S/Woodrow Wilson Pkwy.

Merge onto VA-262 S Woodrow Wilson Parkway. Go 1.4 mile.

Turn left onto Commerce Road. Go 3.2 miles.

Continue onto Greenville Ave for 0.2 mile. Turn right onto S. New Street. Then turn right onto E. Beverly Street. Turn right at the first cross street into S. Market Street.

**FROM SOUTH**, take I-81 North towards Staunton.

Take exit 220 for VA-262 toward US-11 Staunton. Go 0.8 mile. Continue onto VA-262 N for 0.5 mile. Take the US-11 exit toward Staunton. Turn right onto US-11 N. Go 2.0 miles. Turn left onto Greenville Ave, go 02. Mile.

Turn right onto S. New Street. Then turn right onto E. Beverly Street. Turn right at the first cross street into S. Market Street.

**FROM EAST**, take I-64 West towards Staunton.

Take exit 87 to merge onto i-81 N toward Staunton/Winchester.

Then take exit 222 to merge onto US-250 W toward Staunton. Go 2.3 miles.

Use the left lane to turn right onto Greenville Ave. Then a quick left to stay on Greenville Ave. Go 0.2 mile.

Turn right onto S. New Street. Then turn right onto E. Beverly Street. Turn right at the first cross street into S. Market Street.

For map go to the Hotel’s website at:

**https://www.hotel24south.com/our-hotel/location**