TRAIN Florida - APD
Waiver Support Coordinator Training
How to Navigate TRAIN Florida Orientation

The Agency Supports Persons with Developmental Disabilities in Living, Learning, and Working in Their Communities.

Table of Contents

Section 1
Introduction to the TRAIN Florida WSC Training Orientation

Hello! Welcome to the TRAIN Florida – WSC Level 1 Training Orientation.

This is the first step towards completing the APD Wavier Support Coordinator Level 1 Training Certification. This document provides instructions on how to navigate TRAIN Florida's basic navigation and features, locate, complete, track, and manage the Level 1 training courses, and the Competency-Based Assessment (Test).

Section 1.1

Curriculum Requirements for the WSC Level 1 Training.
Level 1 includes 14 self-paced online training that provides foundational concepts and requirements related to Waiver Support Coordination. You will be required complete the open-book WSC Pre-Service Level 1 Competency-Based Assessment with a passing score of 85%. Before getting stated, we recommend that you review the Curriculum Requirements for the WSC Level 1 Training located in Appendix I. **There is no training certificate for the Level 1 Training.**

To receive your WSC certification, you must comply with the APD Basic Required Trainings by completing: 1). Direct Care Core Competency (once), 2). Zero Tolerance (every three-years), and 3). APD HIPAA training (annually). You can use your TRAIN Florida Transcript to verify this information.

Section 1.2

TRAIN Florida Learner Accounts.
In preparation for the new Agency for Persons with Disabilities Waiver Support Coordination training courses, Waiver Support Coordinators (WSCs) and CDC+ Consultants will need to have a TRAIN Florida Learner Account. The APD Learning Management System (LMS) Support team will create accounts for new WSCs and have updated existing WSC accounts. If you need help with your TRAIN Florida Learner Account, or do not have access to the WSC Level 1 Training Courses, please visit the APD Training Portal first, then contact your regional office. If they cannot help you, they will email the TRAIN Florida APD LMS Support team.

Section 1.3

TRAIN Florida WSC Tools, Information and Resources and WSC Training Orientation FAQs.
Navigating through the TRAIN Florida website is not clear-cut. We recommend that you become familiar with the site navigation menus in Section 2 before getting started. We also encourage you to become familiar with the following TRAIN Florida WSC Tools, Information and Resources:
- APD Training Portal
- APD Support Coordination Web Page
- Who Do I Contact for TRAIN Florida Help and Support?

In addition, Appendix II provides you with the answers to the APD Wavier Support Coordinator Level 1 Training Certification Frequently Asked Questions.

Continue   Section 2 covers how to navigate TRAIN Florida.

<table>
<tr><td>

Section 2

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How to Navigate TRAIN Florida

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We recommend that you become familiar with the site navigation menus in Section 2 before getting started. This section covers how to navigate TRAIN Florida. By the end of this section, you will know how to do the following:
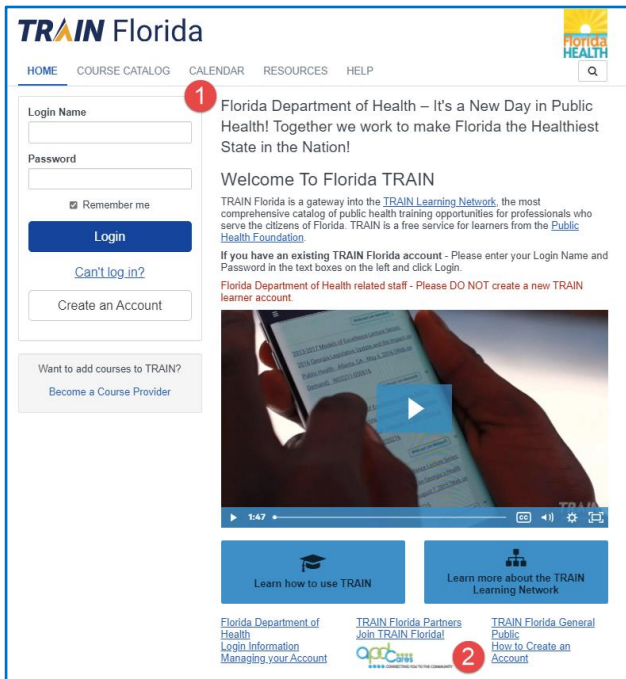
1. Log in to TRAIN Florida
2. Retrieve your login name and password
3. Navigate the TRAIN Florida Learner Home Page
4. Locate and manage the TRAIN Florida Tools
5. Locate and manage your TRAIN Florida Transcript
6. Locate and manage the WSC Level 1 Training Plan
7. Launch and complete a WSC Level 1 course module
8. Locate and complete the WSC Level 1 Competency-Based Assessment

If you need help with your TRAIN Florida Learner Account, or do not have access to the WSC Level 1 Training Courses, please visit the APD Training Portal first, then contact your regional office. If they cannot help you, they will email the TRAIN Florida APD LMS Support team.

Section 2.1

The TRAIN Florida Login Page.

Key Points:	**Follow the steps below to Log in:**
	1. Click on this link: TRAIN Florida. It will open the TRAIN Florida login page.
	Additional resources and help are located below.
	2. Click on the APD Cares logo, it will open the APD Training Portal web page.

Continue   Section 2.2 covers your Login Name and Password.

Section 2.2

TRAIN Florida Login Name and Password.

Key Points:

Follow the steps below to Log in:

1. Enter your assigned Login Name into the Login Name box.

2. Enter your assigned Password into the Password box.

3. Click the Login Button.

4. Forgot Your Password? See section 2.3.

Section 2.3

Forgot Your Password?

Key Points:

Follow the steps below to get your login information:

1. If you do not remember your login name or password, click the Can't log in? link and follow the instructions.

Instructions:
Never create a second account, you will not have access to the APD courses. If you have any problems or questions, please contact your regional office.

Self-creating an account is a violation of Rule 65G-10.

Once you have entered the correct login information, you will be on the TRAIN Florida Home page.
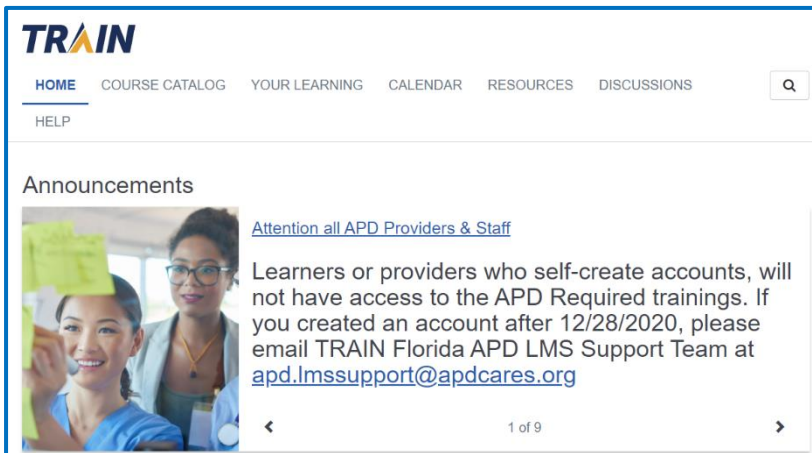
Section 2.4 covers the TRAIN Florida Learner Home Page.

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Section 2.4

The TRAIN Florida Learner Home Page.

This section covers how the navigate the TRAIN Florida Learner Home Page.

Key Links: You will use the following key links to help manage your Home Page.

1.   **Home**: This is the Home Page. You can return to the Home page from any TRAIN Florida page.

2.   **Course Catalog**: This is the Course Catalog link. Click this link to locate the APD Basic required trainings, the APD HIPAA course and other required or specific courses. The Direct Care Core Competencies and Zero Tolerance are in APD Training Plans.
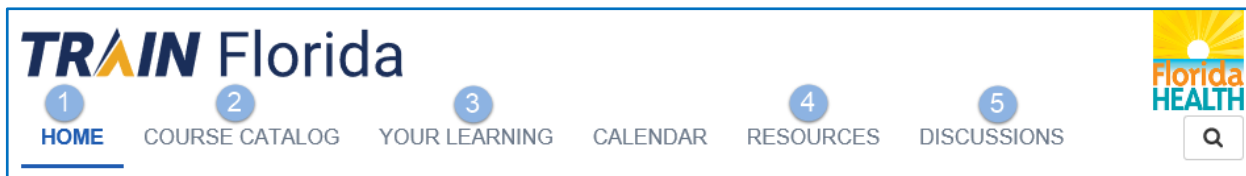
3.   **Your Learning**: This is your personal Course Catalog link. Click this link to view your current courses, certificates, and transcript.

4.   **Resources**: This is the Resources link. All applicable WSC resources are located here. Click the link, on the next page, enter APD into the search field and click the search icon. The APD resources will appear.

5.   **Discussions**: APD Central Office has post some Frequently Asked Questions (FAQ's) on the Discussion Board. If you cannot locate an answer, please contact the APD LMS Support team at apd.lmssupport@apdcares.org.

Section 2.5

This section covers the APD Announcements. The LMS Support team post critical APD training information here.
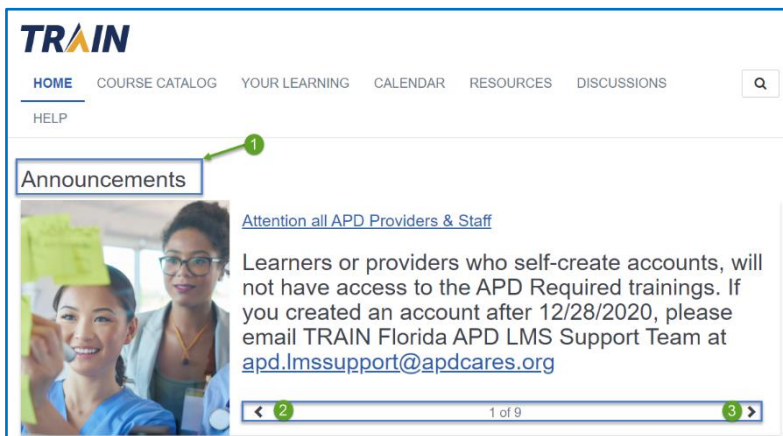
1. APD announcements are listed here.

2. Use the back arrow for the previous announcement.

3. Use the forward arrow for the next announcement.

  Section 2.6 covers the "Your Learning" section.

Section 2.6

The Your Learning section shows you how to manage the following TRAIN Florida tools: Your Current Courses, Your Training Plans, Your Certificates and Your Transcript. Click on the Your Learning link.
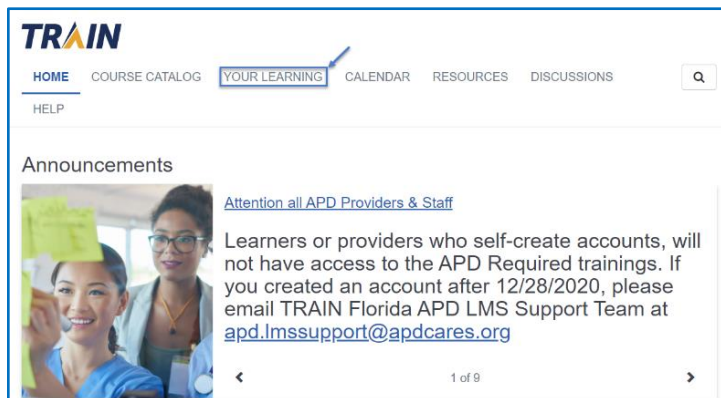
Section 2.6.1

Your Learning

This page contains relevant information about your coursework on the TRAIN Learning Network site. Check your status within courses and training plans, print certificates, or access your transcript.
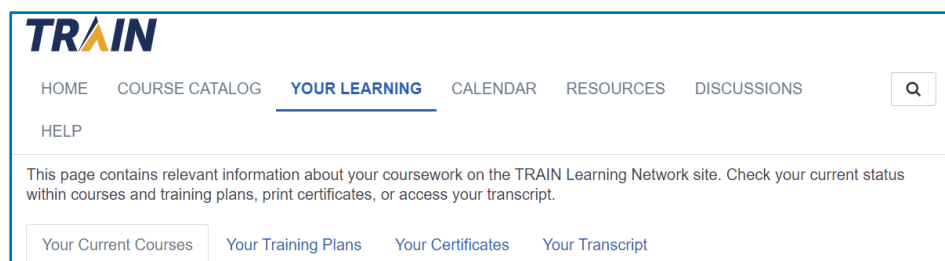
Section 2.6.2

Your Current Courses

This page contains a list of your current courses and the status. If the course status shows "In Progress", you can click the course title link and go to the course.

Click the three (3) dots and an action menu will appear. You can view the course history, mark the course completed, launch the course, or withdraw from the course. (Please do not withdraw from an APD course).

1. History: You can view the course history.

2. Mark Completed: After watching a presentation, you should return here and mark the course completed.

3. Launch: You launch or start a course from here.

4. Withdraw: You can withdraw from the course. (**Please do not withdraw from an APD course**).

Section 2.6.3

Your Training Plans

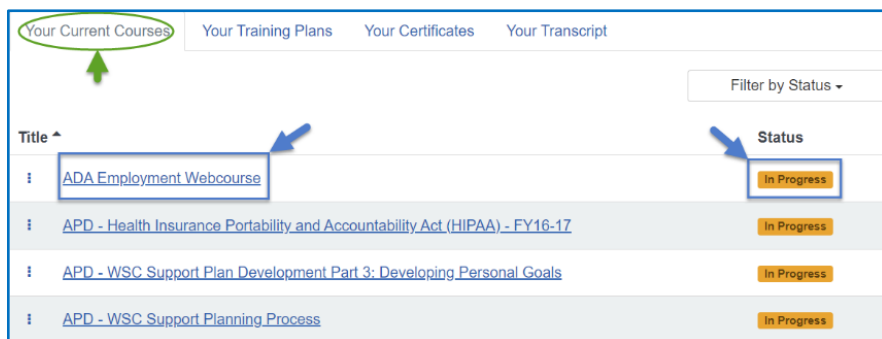The **Your Training Plans** tile list the training plans that you are currently enrolled in.

Training Plans are a group of required or recommended courses. For example, the Provider Basic training courses, and APD Wavier Support Coordinator Level 1 courses are listed in a training plan.

Section 2.6.4

Your Certificates

The **Your Certificates** tile shows a list of your currently earned certificates, and you can click the **View All Certificates** link to view and print all certificates you have obtained in the TRAIN Florida system.

1. Click the download icon to down a certificate to your personal computer, laptop, or cell phone.

2. Click course title link to see the course information.

> A. Click the back button to return to the Your Certificate page.
> B. The History button allows you to see this course history.
> C. Click the Print Certificate button to print this course certificate.
> D. This section displays the course information
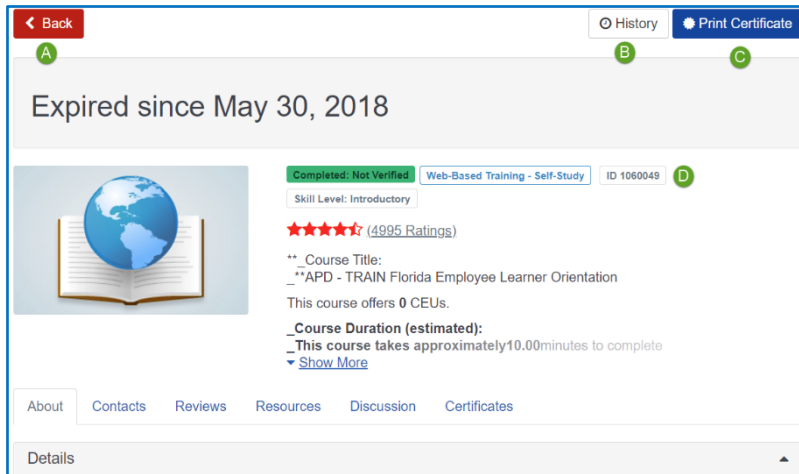
3. Completion Date: Shows the date the course was completed.

4. Score: Shows the score made on the course assessment.

<mark>**Section 2.6.5**</mark>

Your Transcript

The **Your Transcript** tile shows a list of your TRAIN Florida course and the status. You can download your transcript from this page.
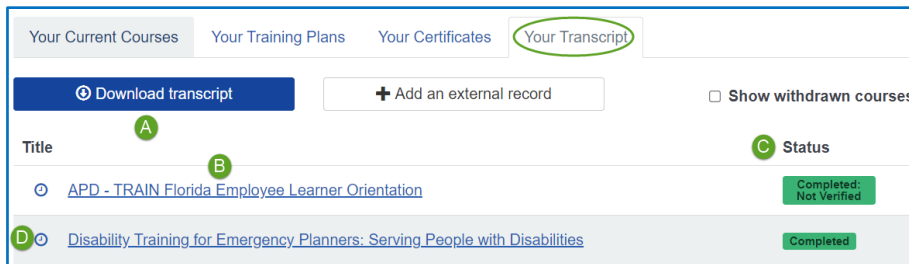
A. Click the Download Transcript button to down the transcript to your personal computer, laptop or cell phone.
B. Click the course title link to see the course information.
C. The status column shows the course status.
D. Click the course clock, a window will dropdown and display the course history. Click the X to close the window.

History: Disability Training for Emergency Planners: Serving People with Disabilities ✕

	Registration Date	Completed Date	Score	Credit Type	Status
⋮	Nov 1, 2017	Nov 1, 2017	87	1 / CEU/CE	Completed

Continue   Section 2.7 covers how to locate the WSC Level 1 Training Plan.

Section 2.7

How to locate the APD WSC Level 1 Training Plan and Courses

The TRAIN Florida APD LMS Support team assigns all WSC's to the **APD Waiver Support Coordinator Certification Training Plan.**

Follow the steps below:

Step 1:
On your Home Page, locate the Your Training Status box.

Step 2:
Click on the Training Plans link.

Your Training Status ← 1

2 COURSES TO COMPLETE

4 TRAINING PLANS IN PROGRESS 2
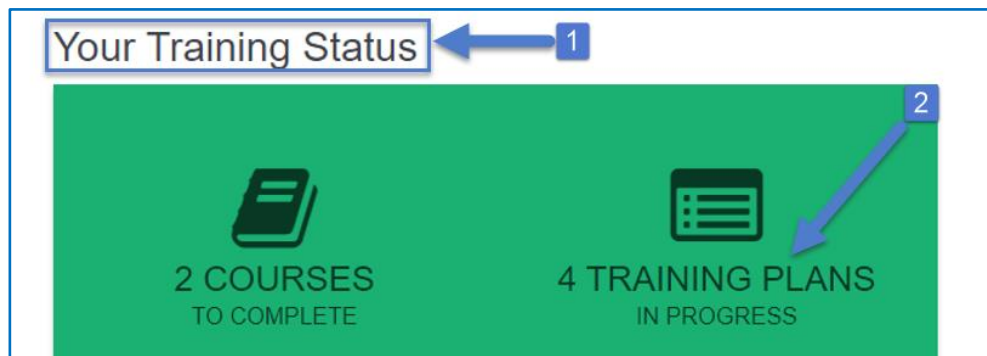
TRAIN Florida will direct you to a new page.

Continue

How to manage the APD Waiver Support Coordinator Training Plan

Step 1
A new page will appear with the APD Waiver Support Coordinator Training Plan.

A. Click on the APD Waiver Support Coordinator link.

Step 2
The page below will appear. It lists the 15 course modules in the Training Plan. If you have not already done so, we recommend that you review the Curriculum Requirements for the WSC Level 1 Training located in Appendix I.

The APD Waiver Support Coordinator Certification Training Plan consist of 14 course presentation modules. Course module 15 is the Competency-Based Assessment (Test). All course modules are required and must be taken in the order listed in the training plan. You must finish a module before moving onto the next module.

A. How to manage the APD Waiver Support Coordinator Certification Training Plan.

1. This is the course module title.

2. This is the date that you completed the module.

3. This is the course assessment score. Module #15 is the only module that will have a score.

4. This is the length of time required to view the course presentation (video)

5. This is your status in the course.

__Important__
Never click on the Withdraw button. This will remove you from the APD WSC Training Plan.

Continue   Section 2.7.2 covers how to register for the first course.

Section 2.7.2

How to register for the first course.

You must register for each course in the training plan. All course modules are required and must be taken in the order listed in the training plan. You must finish a module before moving onto the next module.

Name	Completed Date	Score	Hours	Status
Waiver Support Coordinator Level I ALL courses out of this section are required				
APD - WSC Overview			0.5h	Not Started

1. Your current course status is "Not Started", it will change to "In Progress" after you have registered for the course.

2. Click the course link, APD WSC Overview, this will take you to the next window and you can start viewing the APD WSC Overview presentation (video).

Continue   Section 2.7.3 covers how to launch the first course.

Section 2.7.3

How to launch the first course: APD WSC Overview.

Prior to launching the first course, we recommend that you do the following:

1. Review the course description.
   A. Click the Show More link to view the full description.

2. Review the Learning Objectives. Here is why! The Competency-Based Assessment (Test) questions are based on the Learning Objectives.

3. Click the **Resources** tab to download the learner guide and supplemental resources.

4. Next, click the Launch button, the **presentation** will open in a separate window.

Important
Never click on the **Withdraw** button. This will remove you from the APD WSC Training Plan course.

📖 **APD - WSC Overview**

‹ Back   ✖ Withdraw   › Launch

In Progress Web-Based Training - Self-Study   ID 1093917   Skill Level: Introductory   0.5h

★★★★☆ (5 Ratings)

This module is part of the Waiver Support Coordination Pre-Service Training Curriculum. There are 14 total modules in the curriculum.

This module is part of the Waiver Support Coordination Pre-Service Training Curriculum. The goal of this module is to define waiver support coordination and to provide an understanding of the main responsibilities and requirements for WSCs.

▼ Show More

About   Contacts   Reviews   Resources   Discussion   Certificates

Details ▲

Learning Objectives

By the end of this course, learners will be able to:
- Recognize the developmental disability categories served by APD.
- Correctly identify core responsibilities for WSCs.
- Accurately state the purpose of the iBudget waiver.
- Recognize the tools and resources available for assistance.
- Correctly identify the purpose and requirements of the Medicaid Waiver Service Agreement.

Continue   Section 2.7.4 covers how to complete the first course.

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Section 2.7.4

How to complete a course in the Training Plan

When you click the **Launch** button, the **presentation** will open in a separate window.
TIP: You can use the downloaded Learner Guide as a resource to help expand your learning experience.

1. A Table of Content will show on the left side of every presentation and it includes the length of time for each slide.
2. This icon is your volume control
3. This icon is the Closed-Caption button. Click the button to enable the Closed-Caption
4. Click the arrow on the screen to begin the presentation.
5. You can use the presentation navigation buttons. You cannot advance the slides until the narration is completed.
6. At the end of the presentation are Knowledge Based Questions. You have unlimited attempts to answer all the questions. (Knowledge Based Questions are not a test a).
7. Close the window after you have completed the presentation and answered the Knowledge Based Questions.

TIP: If you are unable to complete watching a presentation, close the window. When you return, follow the steps in Section 2.7.2 and Section 2.7.3. When you click the Launch button, the presentation will start where you left-off.
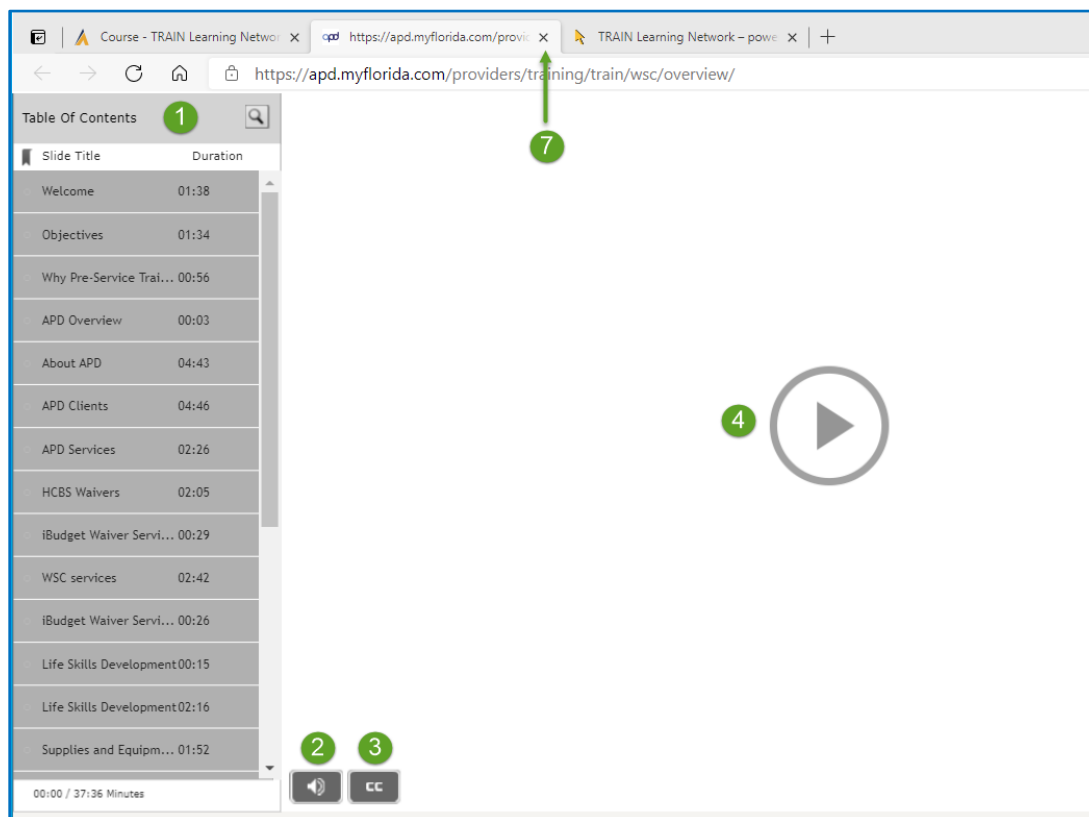
- After you have closed the presentation, you will be returned to the course description page.

- The course has been marked completed for you. You are now ready to watch the next course module presentation.
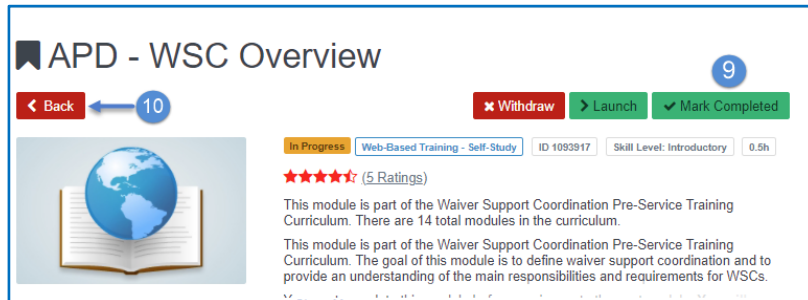
- Click the Back button, TRAIN Florida will take you back to the APD Waiver Support Coordinator Certification Training Plan. The course status has been updated and listed on your TRAIN Florida Transcript.

- Locate the next course module and complete Section 2.7.2 and Section 2.7.3 and follow the steps to launch the second course. Continue the steps in Sections 2.7.2, 2.7.3 and 2.7.4 until you have completed the course modules 1 thru 14. Upon completing course module 14, you will have access to course module 15, which is the Competency-Based Assessment (Test).

Continue Section 3 covers the Competency-Based Assessment.

Section 3

What is the Level 1 Competency-Based Assessment?

Welcome to the Agency for Persons with Disabilities (APD) Waiver Support Coordination (WSC) Pre-Service Curriculum Level 1, Competency-Based Assessment. Completion of Level 1 training includes participation in online training and a completed competency-based assessment with a score of 85% or higher.

Congratulations
If you have successfully completed modules 1 through 14. It is time to take the WSC Pre-Service Level 1 Competency-Based Assessment.

Things You Need to Know
- The Competency-Based Assessment is open book (you can use the Learner Guides) and consist of 35 test questions.
- Please remember to download the Competency-Based Assessment instructions.
- You are required to complete the Competency-Based Assessment with a passing score of 85.
- You must pass the assessment within 30 days of completing the Level 1 training.
- You have 3 attempts to complete the Competency-Based Assessment.

Continue Section 3 covers how to locate the Level 1 Competency-Based Assessment.

Section 3.1

How to locate the Level 1 Competency-Based Assessment

- When you close Module 14 presentation, click the Back button and TRAIN Florida will take you back to the APD Waiver Support Coordinator Certification Training Plan.

- Scroll down to the APD Module 15 - Level 1 Competency-Based Assessment course title. This course is the Competency-Based Assessment (Test).

3. Your current course status is "Not Started", it will change to "In Progress" after you have registered for the course.

4. Click the course link, APD Module 15 - Level 1 Competency-Based Assessment, this will take you to the next window and you can start viewing the APD Module 15 - Level 1 Competency-Based Assessment presentation (video).

Section 3.2

How to complete the Level 1 Competency-Based Assessment

Prior to launching the course, we recommend that you do the following:

1. Review the course description.
    - Click the Show More link to view the full description

2. Click the **Resources** tab to download the course learner guide.

3. Next, click the Launch button.

Important
Never click on the **Withdraw** button. This will remove you from the APD WSC Training Plan course.
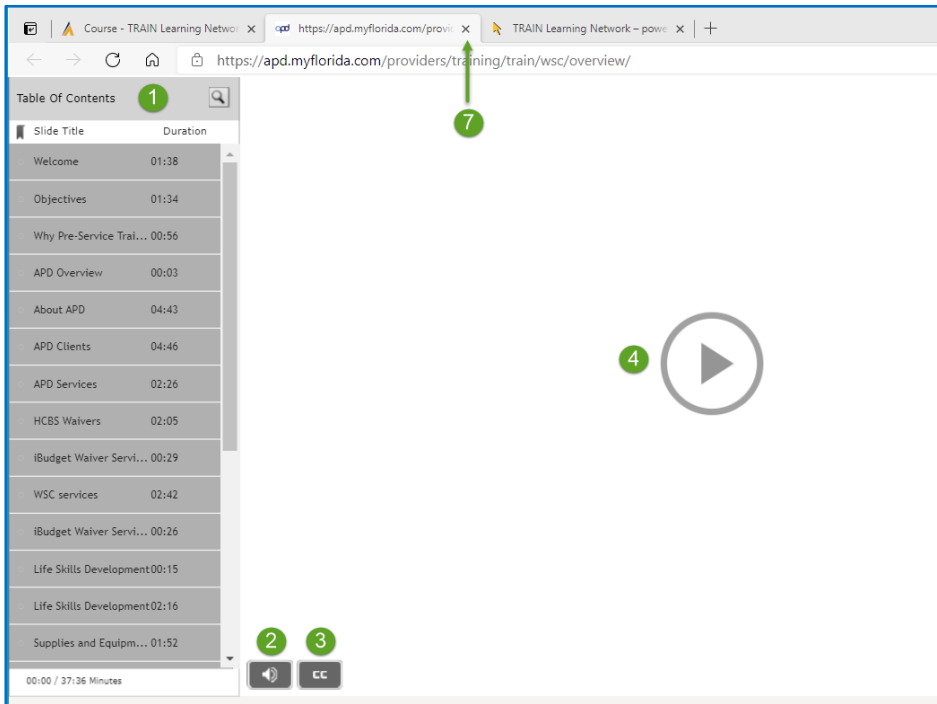
How to complete the APD Module 15 - Level 1 Competency-Based Assessment Course.

When you click the **Launch** button, the **presentation** will open in a separate window.
TIP: You can use the downloaded Learner Guide as a resource to help expand your learning experience.

How navigation the **APD Module 15 - Level 1 Competency-Based Assessment Course.**

1. A Table of Content will show on the left side of every presentation and it includes the length of time for each slide.

2. This icon is your volume control

3. This icon is the Closed-Caption button. Click the button to enable the Closed-Caption

4. Click the arrow on the screen to begin the presentation.

5. You can us the presentation navigation button. You cannot advance the slides until the narration is completed.

6. At the end of the presentation are Knowledge Based Questions. You must answer all the questions before completing the course presentation, and you have unlimited attempts.

7. Close the window after you have completed the presentation and answered the Knowledge Based Questions.

TIP: If you are unable to complete watching a presentation, close the window. When you return, follow the steps in Section 2.7.2 and Section 2.7.3. When you click the Launch button, the presentation will start where you left-off.

After you have closed the presentation, you will be returned to the course description page.
The course has been marked completed for you. You are now ready to take the **Competency-Based Assessment.**

How to complete the APD Module 15 - Level 1 Competency-Based Assessment Questions

After you complete APD – WSC Module 15 presentation, you will be able to take the Competency Based Assessment.

Click on Post-Assessment
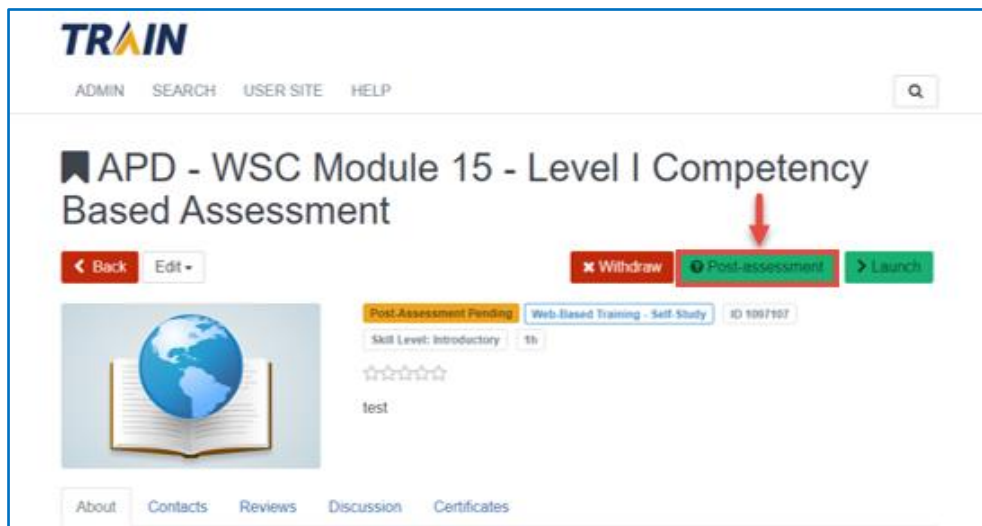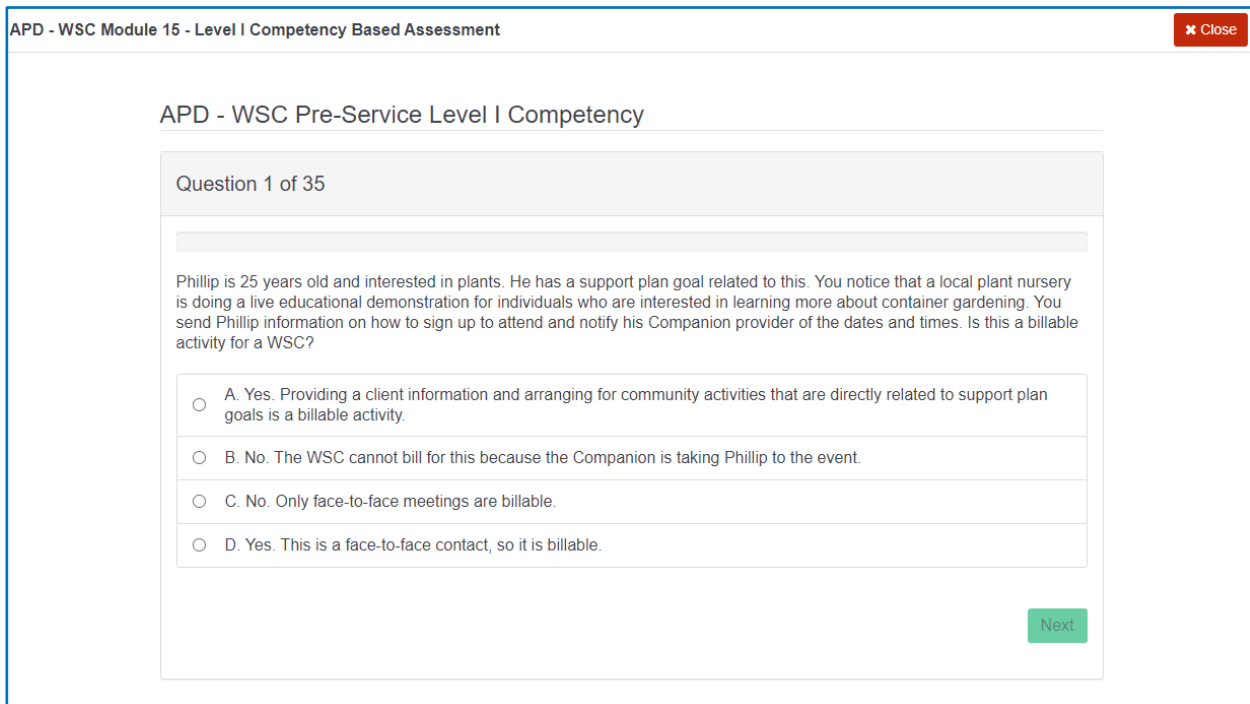
TIP:
As a reminder, this is an open book assessment. You can use the Learner Guides to help you locate and select the best response. Once you start the assessment, you must continue.

Although the Assessment is not timed, APD uses software to help track each learner's response time. This helps APD to improve the quality of the APD Wavier Support Coordinator Level 1 Training Certification course material and assessment questions.

Click the **Start** button now.
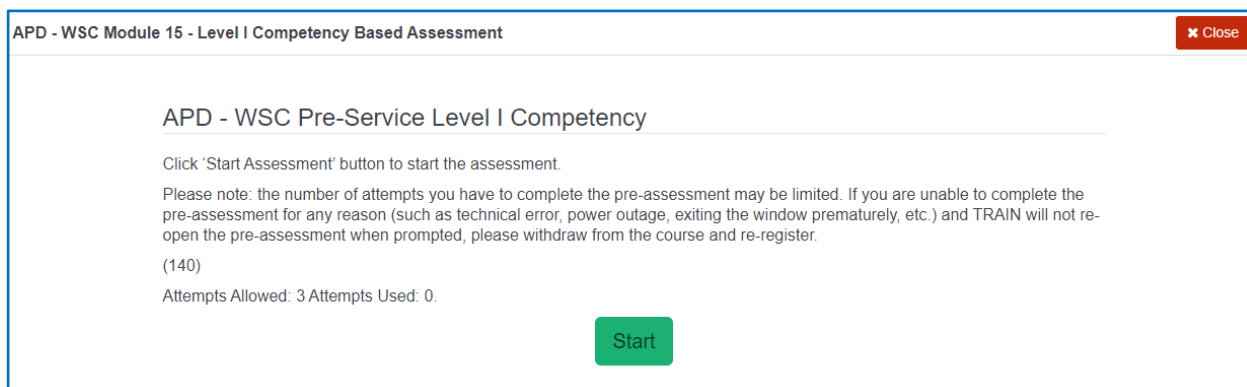
The first question will appear. Read the question and select the best response by clicking the radio button next to your answer.

APD - WSC Module 15 - Level I Competency Based Assessment   ✖ Close

APD - WSC Pre-Service Level I Competency

Question 1 of 35

Phillip is 25 years old and interested in plants. He has a support plan goal related to this. You notice that a local plant nursery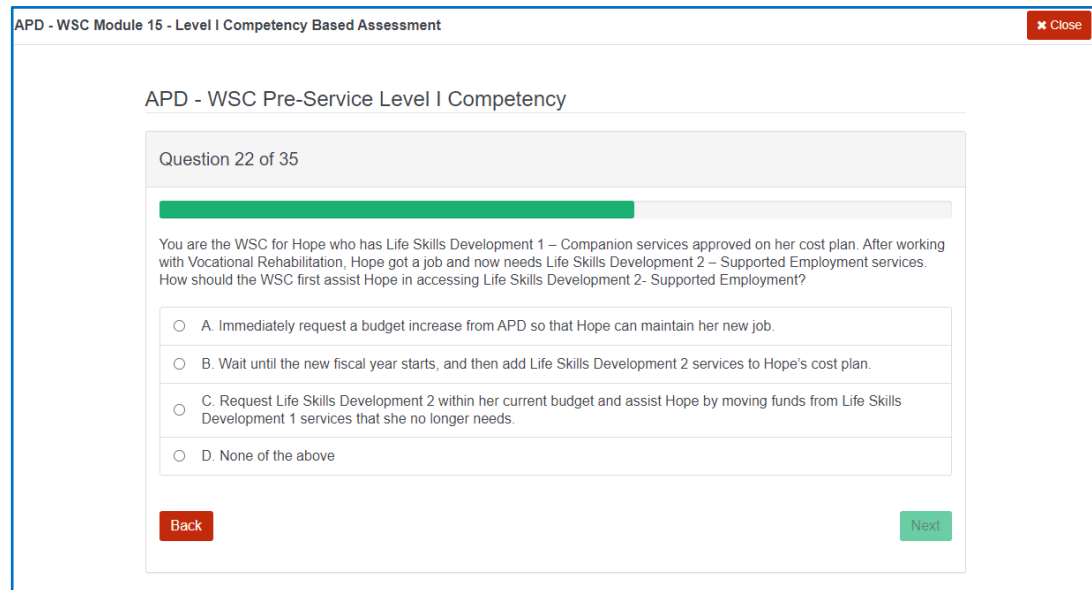 is doing a live educational demonstration for individuals who are interested in learning more about container gardening. You send Phillip information on how to sign up to attend and notify his Companion provider of the dates and times. Is this a billable activity for a WSC?

○ A. Yes. Providing a client information and arranging for community activities that are directly related to support plan goals is a billable activity.

○ B. No. The WSC cannot bill for this because the Companion is taking Phillip to the event.

○ C. No. Only face-to-face meetings are billable.

○ D. Yes. This is a face-to-face contact, so it is billable.

Next

After you have selected your answer, click the Next button.

The TRAIN Florida Assessment tool will track your progress for you.

APD - WSC Module 15 - Level I Competency Based Assessment   ✖ Close

APD - WSC Pre-Service Level I Competency

Question 22 of 35

You are the WSC for Hope who has Life Skills Development 1 – Companion services approved on her cost plan. After working with Vocational Rehabilitation, Hope got a job and now needs Life Skills Development 2 – Supported Employment services. How should the WSC first assist Hope in accessing Life Skills Development 2- Supported Employment?

○ A. Immediately request a budget increase from APD so that Hope can maintain her new job.

○ B. Wait until the new fiscal year starts, and then add Life Skills Development 2 services to Hope's cost plan.

○ C. Request Life Skills Development 2 within her current budget and assist Hope by moving funds from Life Skills Development 1 services that she no longer needs.

○ D. None of the above

Back   Next

After completing the assessment, you may review the assessment or click the Close button.

Continue

Click the Review button to see your assessment.

After you close the assessment, the course will be updated as completed. Your assessment score is posted in "History" and on your TRAIN Florida Transcript. Click the "Back" button and TRAIN Florida will return you to the APD Waiver Support Coordinator Training Plan.

What to do if you failed the Assessment

If you fail the assessment, click on the Re-take Assessment button.

Tip:
Remember, you only get 3 attempts to pass assessment.

Next, click on the Start button.
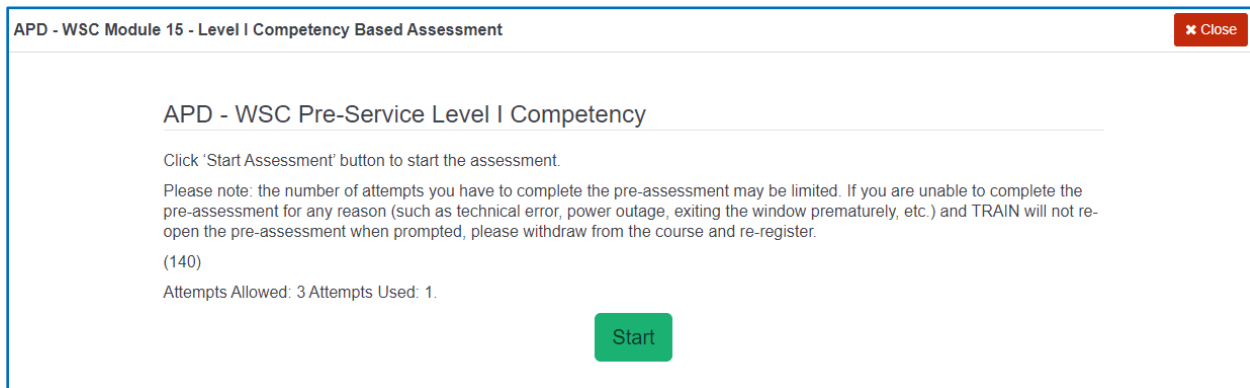
The first question will appear. Read the question and select the best response by clicking the radio button next to your answer.

After you have selected your answer, click the Next button.

The TRAIN Florida Assessment tool will track your progress for you.
After completing the assessment, you may review the assessment or click the Close button.
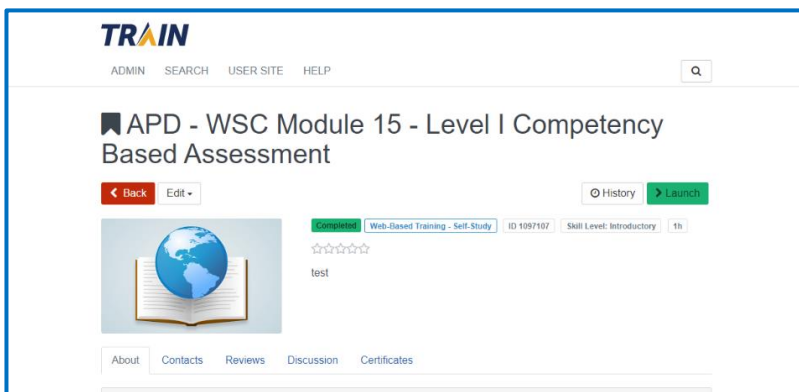
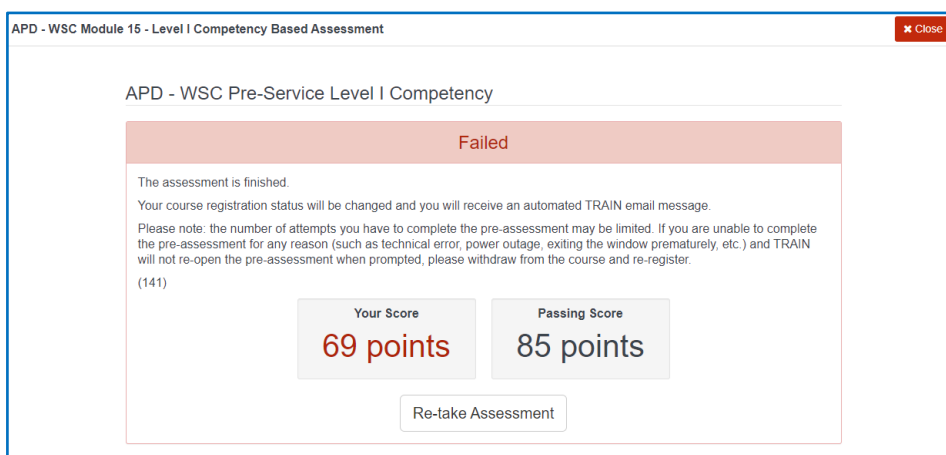Click the Review button to see your assessment.
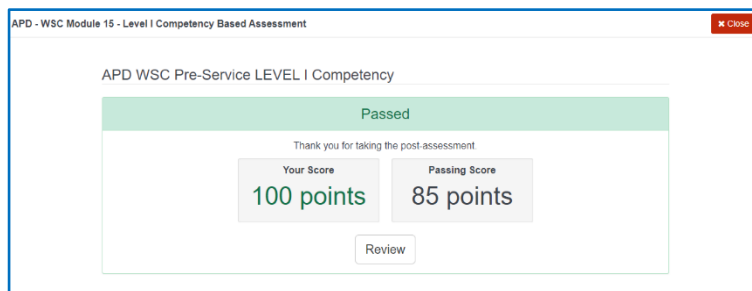
After you close the assessment, the course will be updated as completed. Your assessment score is posted in "History" and on your TRAIN Florida Transcript. Click the "Back" button and TRAIN Florida will return you to the APD Waiver Support Coordinator Training Plan.

Section 4

What to do after completing the Level 1 Competency-Based Assessment

As a reminder, there is no training certificate for this course. Your TRAIN Florida Transcript serves as proof of course completion.

1. For existing Waiver Support Coordinators. To receive your WSC certification, you must comply with the APD Basic Required Trainings by completing: 1). Direct Care Core Competency (once), 2). Zero Tolerance (every three-years), and 3). APD HIPAA training (annually). Use your TRAIN Florida Transcript to verify this information.

2. For new Waiver Support Coordinators. To receive your WSC certification, you must comply with the APD Basic Required Trainings by completing: 1). Direct Care Core Competency (once), 2). Zero Tolerance (every three-years), and 3). APD HIPAA training (annually). Use your TRAIN Florida Transcript to verify this information.

    A. You must complete the Mentorship Program
    B. You must complete the Level 2 training

Section 5 list the Appendices

Section 5

Appendix
I.   Curriculum Requirements for Level 1
II.   WSC Level 1 Training FAQs
III.   Who Do I Contact for Help and Support?

Appendix I	Curriculum Requirements for Level 1 and Level 2 Training

Agency for Persons with Disabilities (APD)
Waiver Support Coordinator (WSC) Training
Curriculum Requirements for Level 1 and Level 2 Training

Level 1 - Online

Level 1 includes self-paced online training to provide foundational concepts and requirements related to Waiver Support Coordination. Modules include the following:

Overview
This module provides an overview of APD, the clients that APD serves, the relationship between Medicaid and waivers, the impact of the Home and Community-Based Services Federal Rule, APD service delivery, and how the WSC works with other providers.

Ethics, Advocacy, and Choice
This module provides a foundational understanding of ethical standards within support planning, principles to guide WSC actions and decisions, and practical ways for WSCs to advocate for clients and promote choice.

Legal Rights and Decision Making
This module provides an overview of the basic rights of clients served by WSCs, laws that protect rights and decision-making abilities, and roles of the WSC in assisting clients with choice.

Support Planning Process
This module provides foundational principles for effective support planning, including the responsibilities of the support coordinator, specific methods of support planning, and practical guidance on how to facilitate effective support planning.

Support Plan Development 1
This first in a series of three training modules focused on how to develop the person-centered support plan, this module provides a detailed look at what information goes into each section of the support plan and highlights important points and tips for an effective support plan. Content includes recognizing requirements for maintaining demographic and person-centered information, applying concepts for developing an effective support plan, detecting common errors in recording person-centered information, and recognizing the most effective way to promote an informed choice with clients during the support plan process.

Support Plan Development 2
This second part of the Support Plan Development series includes understanding required information for sections related to significant needs and risks, understanding the tension between promoting self-determination and client risk, instructions on how to utilize needs assessment information with support planning, how to identify strategies to address needs and risks, WSC responsibilities in addressing clients' personal rights limitations, and creating a back-up plan.

Support Plan Development 3
In the third series of Support Plan development, this module covers sections related to client personal goals and fundamental guidelines on how to develop effective personal goals, find natural resources, and work with other service providers. This module addresses recognizing the types of information required in each section of the support plan related to past accomplishments and future goals, identifying goal statements that are individualized and specific to a client, recognizing appropriate ways to help clients determine their support plan goals, understanding how to handle requests for services that are not approvable, recognizing effective ways to work with providers to achieve support plan goals, understanding where to find and develop natural resources, and instructions related to support plan updates.

Medicaid Services and Medicaid Eligibility
This module covers WSC requirements and instructions on how to assist clients in meeting eligibility requirements for the program. This training also covers some of the Medicaid services available to clients and information on the hierarchy of reimbursement for Medicaid services.

Case Management and Client Central Record
This module provides the requirements of managing a caseload and strategies to effectively manage time and workload. This module covers the contact requirements, billable and non-billable activities, WSC's responsibilities during the WSC selection process, how to provide continuous access to WSC services, case note requirements, and protocols for case closure.

Medical Necessity and the iBudget Waiver
Knowing how and when to request additional funding for services is a skill that will develop over time as you gain experience. This module provides a foundational understanding of how the APD (or iBudget) waiver works and what to consider when developing clients' cost plans.

Monitoring Health and Safety
This module provides specific information related to the WSC's role in ongoing service monitoring, identifying health and safety risks, and addressing those risks.

Recognizing Abuse, Neglect, and Exploitation
This module provides specific information related to the WSC's role in recognizing and reporting abuse, neglect, and exploitation.

Incident Management
This module provides specific information related to the WSC's role in Incident Management, including understanding critical and reportable incidents and the processes required when such events occur.

Special Processes for Services
This module provides specific requirements, information on best practices, and resources to help serve clients who have specific service needs, including working with individuals in supported living settings and licensed homes, helping individuals and caregivers during life stage transitions, selecting the most appropriate responses and actions for situations involving client behavior, needs, and medication administration, and recognizing approaches for assisting clients with employment and work incentives.

Appendix II	TRAIN Florida WSC Training Orientation FAQs

APD empowers you with answers to some the Frequently Asked Questions.

Question	Answer
1. Will an existing WSC have to take the Level 2 training?	No! Per the Training Rule, an existing WSC will not have to take the Level 2 training.
2. Do I have to take all the APD required trainings again?	To receive your WSC certification, you must comply with the APD Basic Required Trainings: 1) Completed Direct Care Core Competency (one-time), 2). Zero Tolerance (every three years), and 3). APD HIPAA training (annually).
3. I have an account, but I do not see the WSC Training Plan.	Please see Appendix III. If you need help with your TRAIN Florida Learner Account, or do not have access to the WSC Level 1 Training Courses, please visit the APD Training Portal first, then contact your regional office.
4. I forgot my login name and password. What do I do?	You do not need to send an email to the APD LMS Support team. Please use the links below: **How to Login Instructions** New accounts - Login Instructions Existing accounts - Login Instructions
5. I am a new WSC and do not have an account. What do I do?	If you need help with a TRAIN Florida Learner Account, please refer to WSC Advisory #2020-45.
6. I completed a course module, and it is not showing on my Training Plan or my transcript as completed. What do I do?	The system will not let you move to the next module until the course is completed. Go back to the module, launch it again. The course will pick up where you left off.
7. I failed the Competency Based Assessment 3 times. What do I do?	Please contact your Qualifying Organization for guidance.
8. Will I get a certificate for completing the 15 WSC courses?	There is no training certificate for this certification. Your TRAIN Florida transcript serves as proof of completion.
9. I accidently clicked the Withdraw button. What do I do?	Please see Appendix III. If you need help with your TRAIN Florida Learner Account, or do not have access to the WSC Level 1 Training Courses, please visit the APD Training Portal first, then contact your regional office.
10. How do I get to the next module?	Please see pages 13 and 14. Section 2.7.2 and 2.7.3 provides the steps that will help you.

Continue

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Appendix IV	Who Do I Contact for TRAIN Florida Help & Support?

APD LMS Technical Support and Communication

We are just an email away!

If you need help with your TRAIN Florida Learner Account, or do not have access to the WSC Level 1 Training Courses, please visit the APD Training Portal first, then contact your regional office. If they cannot help you, they will email the TRAIN Florida APD LMS Support team.

- The APD LMS Support team will process emails in the order they are received. Please allow a minimum of five business days to complete your request.
- Please do not submit more than one email per request, or question. Your email will be addressed in the order it was received.
- Email Request Format:
  - Email request must have a Subject, (Include -WSC Level 1 at the end)
  - Email body must have your name, Qualified Organization name, and text regarding your inquiry, comment, or question

Do not contact the Florida Department of Health or the Public Health Foundation for assistance.
Thank you for supporting TRAIN Florida APD.