

# **TRAIN Florida – APD**

## **How to Locate and Manage the TRAIN Florida APD DCCC Training Plan**

## Table of Contents

Section	Navigation Topic	Page
1	Introduction	1
2	How to locate the TRAIN Florida APD DCCC Training Plan	1
3	How to access and register for the TRAIN Florida APD DCCC Training Plan	4
4	How to manage the TRAIN Florida APD DCCC Training Plan	6
5	TRAIN Florida APD Training DCCC Training Plan FAQs	12
6	Who to contact for questions and problem solutions	13

## APD Technical Support and Communication



Image 1

**We are just an email away!**

If you cannot find the answer to your problem or require technical assistance, **please do not contact** the PFH technical assistance or FDOH; instead, contact the TRAIN Florida APD Support Team at [apd.lmssupport@apdcare.org](mailto:apd.lmssupport@apdcare.org)

### TIP!

You can locate the **APD Training Plans** from your **Home Page**. Find the Search feature, and click on the Browse Training Plans.

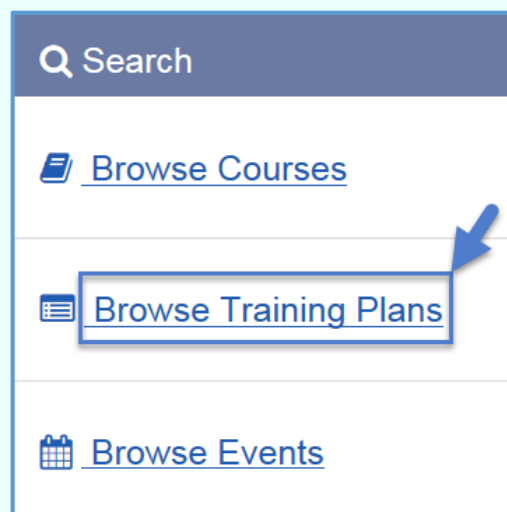


Image 2

## Section 1

### Introduction

#### What are APD-Training Plans

Training plans are groups of training courses put together by TRAIN Florida APD site administrators for learners to locate courses that may be required of them. APD use training plans for the following courses: **Direct Care Core Competencies (DCCC) and Zero Tolerance:**

- An APD Training Plan (TP) is a group of APD courses
  - ☐ Training Plans **shorten** the steps for locating courses
  - ☐ The learner can locate a Training Plan through the Browse Training Plans Search feature, which is located on the Home Page
  - ☐ Learners access, and register for assign trainings using the **Your Training Plans feature** in TRAIN Florida.

The following sections will help you locate, access and manage the **TRAIN Florida APD DCCC Training Plan**.



Additional help for the TRAIN Florida APD training resource, instructions, or tutorials are available and located on the [APD Training Portal](#) web page.

If you have any problems and require technical assistance, please contact the TRAIN Florida APD site administrator by sending an email to [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org).

## Section 2

### How to locate the TRAIN Florida APD DCCC Training Plan

This section will help you to locate the **TRAIN Florida APD DCCC Training Plan**.

#### Step 1

You can locate the TRAIN Florida APD DCCC Training Plan from your Home Page. Locate the Search feature and click on the Browse Training Plans link.

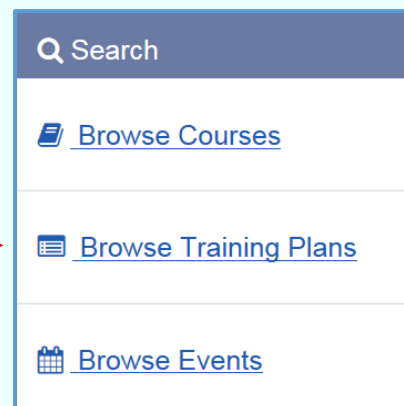


Image 3

## Step 2

You should be on the page below.

- A. The APD-Direct Care Core Competencies (DCCC) Training Plan should be listed in the records found section:

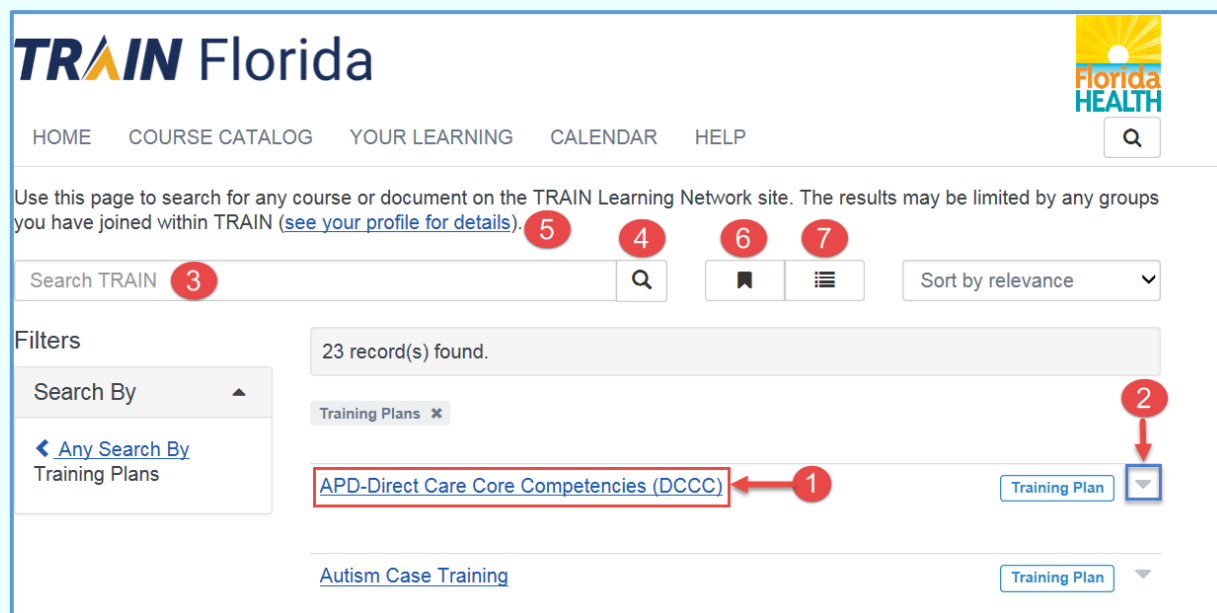




Image 4

- (1) Click on the Training Plan name to see the Training Plan's full description and instructions. Click the Back button to return
- (2) Use the drop-down arrow to see a brief description of the Training Plan
- (3) If you do not see the APD-Direct Care Core Competencies (DCCC) Training Plan, enter **APD** into the Search feature
- (4) Click the search icon
- (5) If the APD-Direct Care Core Competencies (DCCC) Training Plan does not display in the records found, click on the (see your profile for details) link.
  - a. On the Your Profile page, click the pencil icon
  - b. On the next page, locate and click on APD Providers - (Do not select the Florida – General group)
  - c. Click on confirm these selections
  - d. On the Your Profile page, click the Save button, then click on the Close button
  - e. You will be returned to the Training Plan page; the APD-Direct Care Core Competencies (DCCC) and APD-Zero Tolerance Training Plans should be listed in the records found section
- (6) This icon  allows you to save your search
- (7) This icon  allows you to view your saved search

**Note:**

You can use this page to search for any course or document on the TRAIN Learning Network site. The results may be limited by any groups you have joined within TRAIN.

- Most training plans have an expiration date. Once the expiration date has passed, you will no longer have access to the training plan. The courses will show incomplete on your TRAIN transcript and the TRAIN Florida APD site administrator will remove the training plan from your My Training Plans.
- If you have opted-in to receiving from TRAIN Florida, you will receive an email from TRAIN Florida notifying you that the TRAIN Florida APD site administrator has removed you from the training plan.

### Section 3

#### How to access the TRAIN Florida APD DCCC Training Plan

##### Step 1

From your Home Page, locate the Search feature, and click on the Browse Training Plans link.

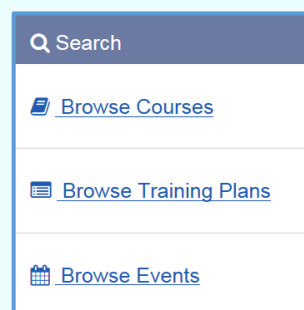


Image 5

##### Step 2

Click on the Training Plan Name – You will be taken to the APD DCCC Training Plan page.

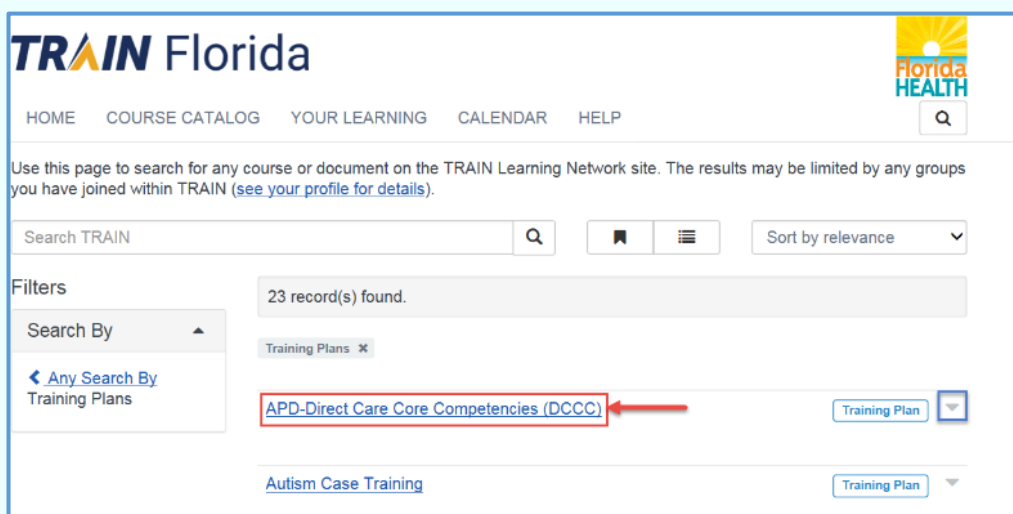


Image 6

### Step 3

A. You should be on the page below.

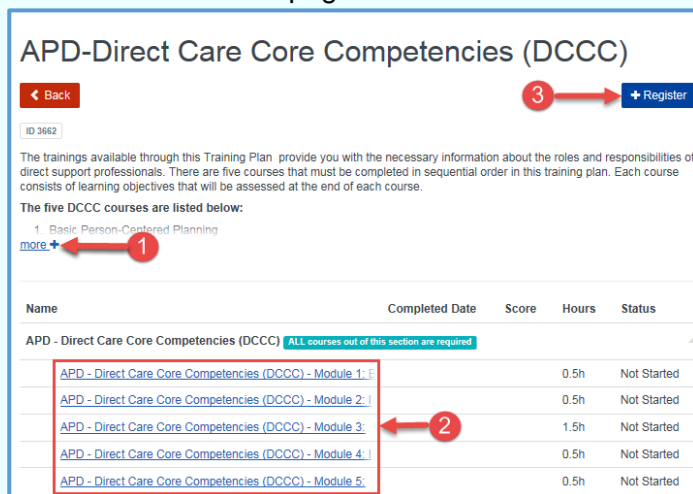


Image 7

(1) **Do not skip this part.** Click on “more” and read the full Training Plan description and instructions. **A link to the (DCCC) Training Plan instructions is located here.** Download the instructions, they will help you complete the courses in the training plan.

(2) **Do not click on the links yet! You must first register for the DCCC Training Plan**

- This is the list of courses assigned to the APD-Direct Care Core Competencies (DCCC) Training Plan. You must take the courses in the assigned order. To complete the APD-Direct Care Core Competencies (DCCC) Training Plan, you must complete and pass the assessments with a minimum score of 85% for each course and complete the course evaluations.

(3) To register in the APD-Direct Care Core Competencies (DCCC) Training Plan, click the Register button.

## Section 4

### How to manage the TRAIN Florida APD DCCC Training Plan

You now assigned to the APD-Direct Care Core Competencies (DCCC) Training Plan, the following pages will show you how to manage and complete the APD-Direct Care Core Competencies (DCCC) Training Plan.

### Step 1

You now assigned to APD-Direct Care Core Competencies (DCCC) Training Plan. The training plan is in progress.

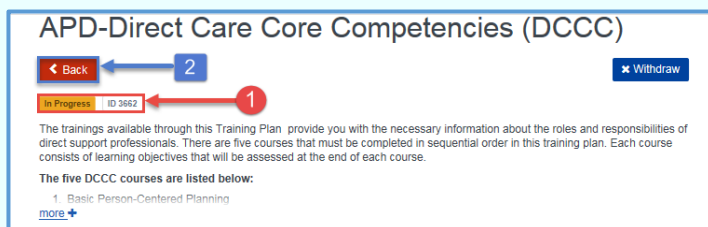


Image 8

**Step 2**

Click the Back button.

**Step 3**

You should be on the page below.

A. Click the Home link. You will return to your HOME Page.

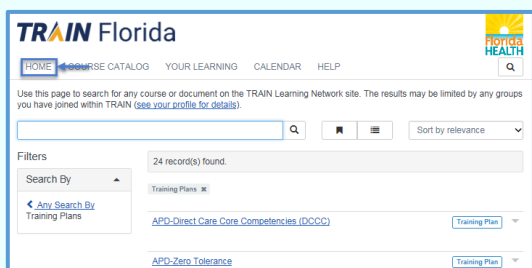


Image 9

B. You should be on the page below in Step (C).

**C. How to locate the APD-Direct Care Core Competencies (DCCC) Training Plan**

I. Click on the YOUR LEARNING link

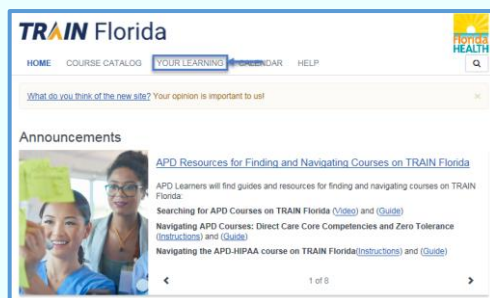


Image 10

II. On the YOUR LEARNING page, click on the Your Training Plans tab

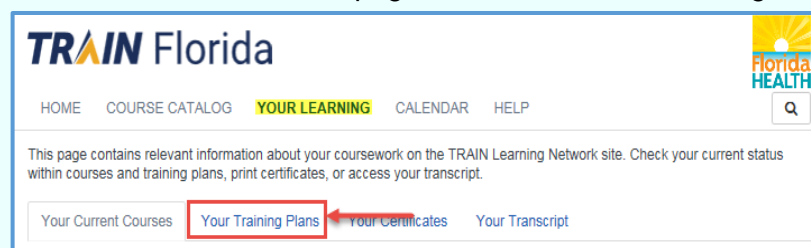


Image 11

III. Your assigned Training Plan is located on the Your Training Plans page. To access the courses, click on the Title link.

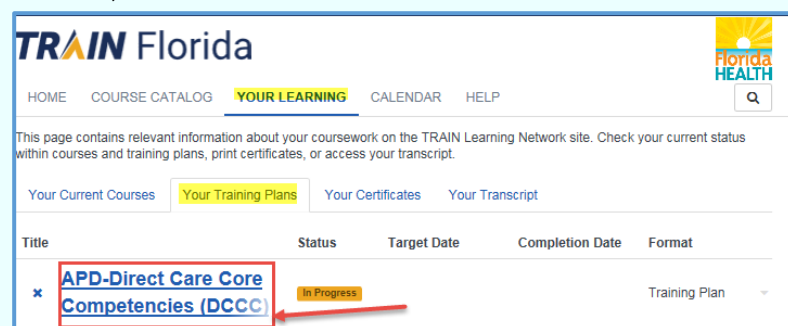


Image 12

## D. How to complete the courses in the APD-Direct Care Core Competencies (DCCC) Training Plan

1. You should be on the page to the below:

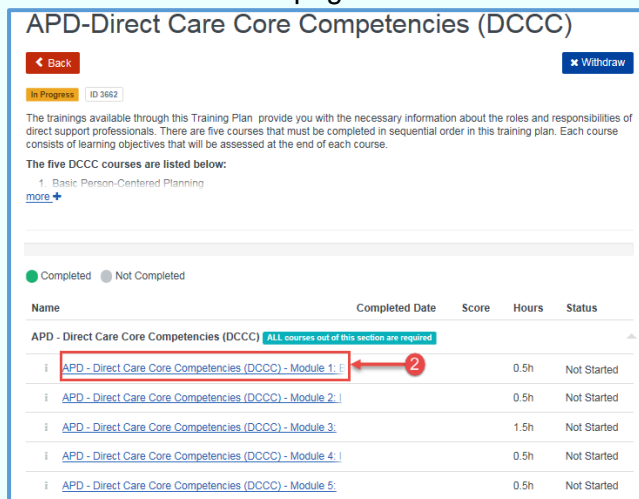


Image 13

2. You must start with APD - Direct Care Core Competencies (DCCC) - Module 1.

- A. **Do not skip this part.** Click on the APD - Direct Care Core Competencies (DCCC) - Module 1 link. You can also download the APD DCCC training plan instructions here, they will help you complete the courses in the training plan.
- B. You should be on the page below:

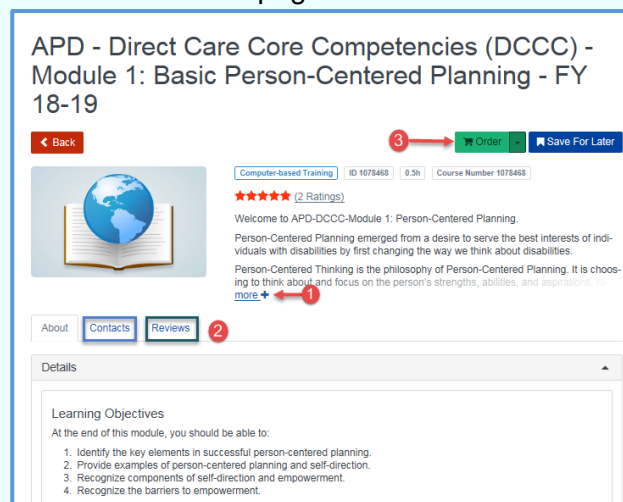


Image 14

1. Click on "more" and read the full Training Plan description and instructions.
2. The APD contact information and course reviews are located here.

### How to Register for the course and watch the presentation:

3. Click on the Order button and the course presentation will begin to play.
4. When you have finished watching the presentation, close the presentation window



### How to take the Course Assessment (test)

5. You should be on the page to the below:



Image 15

- i. Click on the ? Mark Completed button
- ii. When the window appears, click the OK button

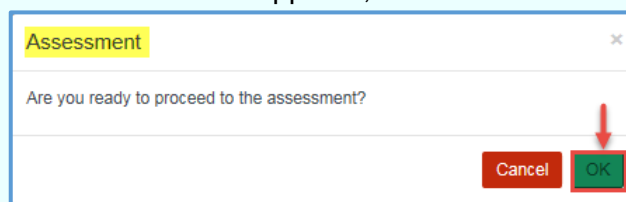


Image 16

- iii. The Assessment Button will appear



Image 17

- iv. Click on Assessment button
- v. You should be on the page to the below. Follow the instructions to complete the Assessment

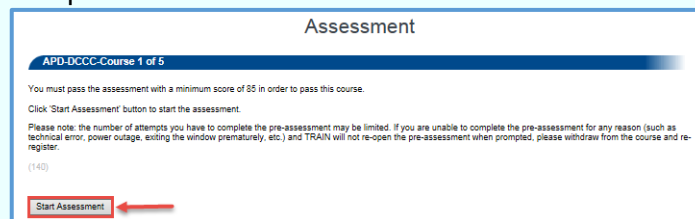


Image 18

- vi. After you have completed the Assessment, click the Close button, and go to Step vii.

- Please follow the steps below if you **do not** pass the assessment:
  - You will see the Retake assessment button, click the Close button

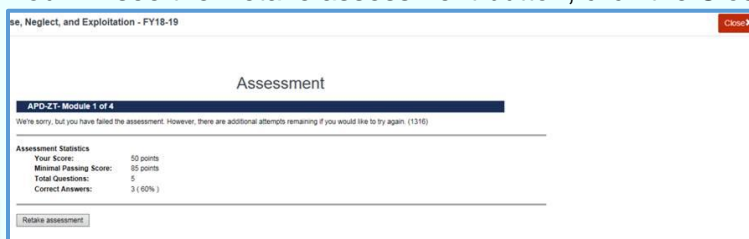


Image 19

- Return to the training plan, the status will show pending post-assessment. Click the Post Assessment button

Name	Completed Date	Score	Hours	Status
APD - Zero Tolerance <b>ALL courses out of this section are required</b>				
<a href="#">APD - Zero Tolerance - Module 1: Defining Abuse, Neglect, and Exploitation - FY18-19</a>			0.15h	Post-Assessment Pending
<a href="#">APD - Zero Tolerance - Module 2: Recognizing the Signs and Symptoms of Abuse, Neglect, and Exploitation - FY18-19</a>			0.5h	Not Started
<a href="#">APD - Zero Tolerance - Module 3: Reporting to the Abuse Hotline - FY18-19</a>			0.15h	Not Started
<a href="#">APD - Zero Tolerance - Module 4: Prevention and Safety Planning - FY18-19</a>			0.25h	Not Started

Image 20

- You should be on the window below

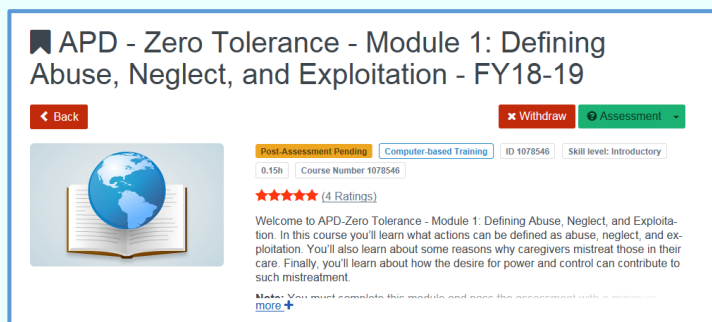


Image 21

- Click the Assessment button to retake the assessment

vii. The “Please Submit a Review” page will appear

### Please Submit a Review

6. You should be on the page to the below:

- i. Click on the stars to rate the overall quality of this content, then, click the Post button

Please Submit a Review

☆☆☆☆☆

Click on the stars to rate the overall quality of this content

Your review helps content providers and fellow colleagues.

When writing your review try to be descriptive about the quality of this content and what was good or bad about your experience. Your feedback is important for us!

☒ Show my name on the review

Cancel

Post

Image 22

- ii. The page will appear with the Course Evaluation button

### How to take the Course Evaluation

7. You should be on the page to the below:

- i. Click on the Take Evaluation button



Image 23

- ii. You should be on the page to the below. Follow the instructions to complete the Evaluation

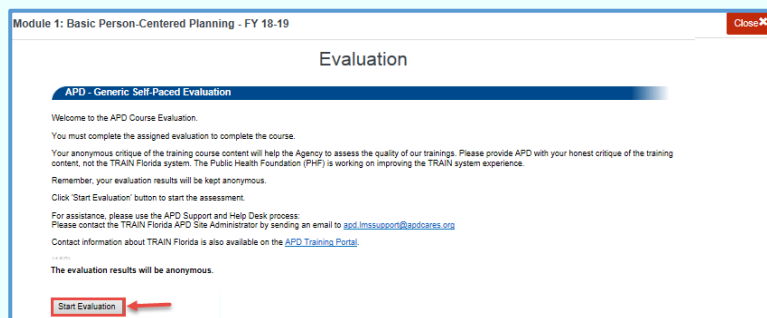


Image 24

- iii. After you have completed the Evaluation, click the Close button
- iv. You should be on the page to the below
- v. This page shows that you have completed the APD - Direct Care Core Competencies (DCCC) - Module 1: Basic Person-Centered Planning - FY 18-19 course



Image 25

- vi. Click the Back button
- vii. You should be on the page to the below:

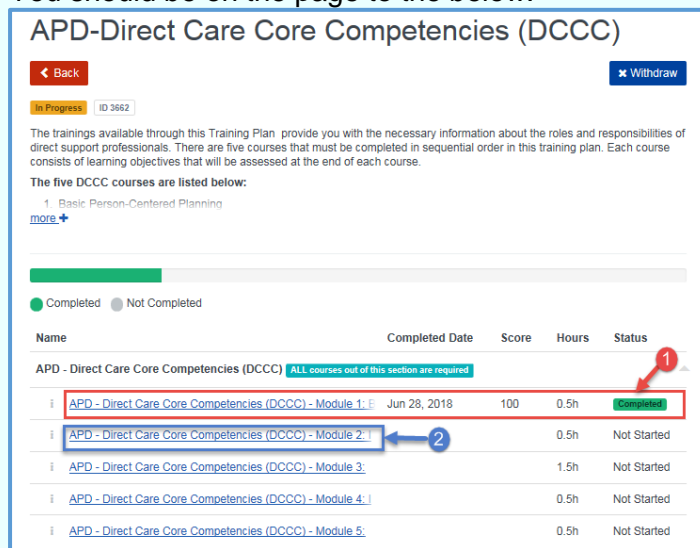


Image 26

- 1 Your course status shows completed. APD - Direct Care Core Competencies (DCCC) - Module 1: Basic Person-Centered Planning – FY 18-19

### How to find the other courses in the Training Plan?

- viii. Click on the APD - Direct Care Core Competencies (DCCC) - Module 2 link.
- ix. Follow the Steps in Section 4(D)2(A) to (B7) for each course listed in the Training Plan

## Section 5

### TRAIN Florida APD Training Plans FAQs

We have provided a list of Frequently Asked Questions.

If you cannot find the answer to your problem or require technical assistance, **please do not contact** the PFH technical assistance or FDOH; instead, contact the TRAIN Florida APD Support Team at [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org)

Question 1	I did not complete a course module in the Training Plan. How do I go back and find the course module?
Answer 1	1. Locate the Your Training Status section on your HOME page and click on TRAINING PLAN (IN PROGRESS), You will be redirected to the YOUR LEARNING/Your Training Plans page. Go to page 7 of this document: <b>How to complete the courses in your TRAIN Plans</b> . Follow the steps in section 4 (3 C III) to (3 D 2 B7 ix).
Question 2	I completed courses in the Training Plan and accidentally clicked the Withdraw button. Do I have to start over?
Answer 2	No! Go to Section 3 of this document and follow the steps. After you click the Register button, go to Section 4 and follow the steps. Your completed courses will be listed in your Training Plan.
Question 3	I entered <b>APD</b> into the Search feature and do not see the APD-Direct Care Core Competencies (DCCC) and APD-Zero Tolerance Training Plans. What do I do?
Answer 3	Your account is not assigned to the APD Group. Go to Section 2, Step 2 (5) and follow the steps.
Question 4	I clicked the Register button and got a message that my profile is not updated. What do I do?
Answer 4	Click on the Update Profile link. On the profile page, enter an address in the Address field. Next, go the Time Zone field, click on the dropdown arrow and click on (GMT-05:00) Eastern Time (US and Canada). Click the Save button, then, click the Close button. You will return to register page. Click the Register button.
Question 5	How do I check the course status in a Training Plan
Answer 5	Locate the Your Training Status section on your HOME page and click on TRAINING PLAN (IN PROGRESS), You will be redirected to the YOUR LEARNING/Your Training Plans page. Click the Training Plan name for your Training Plan of choice. On the next page, locate the Status column. Completed courses show Completed and are highlighted in green.
Question 6	I did not pass an assessment; can I retake the assessment?
Answer 6	Yes! You can retake the assessment. Please follow the steps in (D)(2)(B)(5)(vi).
Question 7	How do locate my training certificate?
Answer 7	Your training certificate is available after you complete the last course in the Training Plan. Click on the Your Learning link. When the page appears, click on the Your Certificates link.

## Section 6

### Who to contact for questions and problem solutions

#### APD Technical Support and Communication



Image 24

#### **We are just an email away!**

If you have any problems and require technical assistance, please contact the TRAIN Florida APD site administrator by sending an email to [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org).



Image 25

As a TRAIN Florida APD learner, I promise not to contact the Florida Department of Health or the Public Health Foundation for assistance. Thank you for supporting TRAIN Florida APD.