

Instructions for Completing Zero Tolerance in TRAIN Florida

These instructions will help you become familiar with the **Zero Tolerance Plan** process, which includes locating and registering for the course modules, completing the assessments, and taking the evaluations.

1. Register for the Zero Tolerance Training plan in TRAIN Florida. Click on the following document link for instructions on locating and navigating the Zero Tolerance training plan.

[TRAIN Florida APD Zero Tolerance Training Plan](#)

2. Download the Zero Tolerance Classroom Participant Guide. The guide will open in a new window. Download and save the guide to your computer. You will use the guide for each course.

[Zero Tolerance Classroom Participant Guide](#)

3. There are four modules in the Zero Tolerance Training Plan. After you register for each module within the training plan, you will receive an email confirming your registration. Click the link to the module's guide to download it to your desktop.

[APD – APD – Zero Tolerance - Module 1: Defining Abuse, Neglect, and Exploitation](#)

[APD – Zero Tolerance - Module 2: Recognizing the Signs and Symptoms of Abuse, Neglect, and Exploitation](#)

[APD – Zero Tolerance - Module 3: Reporting to the Abuse Hotline](#)

[APD – Zero Tolerance - Module 4: Prevention and Safety Planning](#)

Note: You must complete the training plan modules in sequential order, pass the assessments with a minimum score of 85 points, and complete the evaluations to get credit for the course.



If you do not pass a course assessment, please do not **withdraw** from the course, instead, please use the instructions located in the [TRAIN Florida APD Zero Tolerance Training Plan](#) and re-take the assessment, or send an email to the APD LMS Support team at apd.lmssupport@apdcares.org.



If you have problems with any course, please do not **withdraw** from the course, instead, please send an email to the APD LMS Support team at apd.lmssupport@apdcares.org.

Note: Your training certificate is available after you complete and pass the last course in the Training Plan. Click on the **Your Learning** link. When the page appears, click on the **Your Certificates** link.

Note: 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