

# Foundations Courses Trainer Certification Process

Health Care and Economic Security

Staff Development Center

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# Foundations Courses - Trainer Certification Process

The Health Care and Economic Security Staff Development Center (SDC), the Department of Health Care Policy and Financing and Colorado Department of Human Services have identified the following processes for certifying Eligibility Site staff to provide training to end users.

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# Foundations Courses - Trainer Certification Process

## Overview

The SDC offers the opportunity for Eligibility Sites to have a Certified Trainer(s) to facilitate training using course material developed by the SDC. A Certified Trainer on staff provides the Eligibility Site the opportunity to train staff immediately upon hire. For the purposes of this document, a trainer is defined as a trainer, supervisor, lead worker or other individual identified by the Eligibility Site as knowledgeable and qualified to facilitate training course curriculum.

Certified Trainers deliver the SDC training consistently and accurately. This is accomplished through completion of certification requirements, participation in workgroups to provide feedback, attendance during regular training opportunities and delivering the training according to the Facilitator Guide.

Certified Trainers are requested to make training available to other Eligibility Sites if space is available in the course. If the Eligibility Site does not have a Certified Trainer, new hires must register for training offered through the SDC, or may also attend the course through another Eligibility Site facilitated course if scheduled trainings are open.

## Training Plan

Eligibility Site staff interested in becoming certified to facilitate training courses developed by the Staff Development Center must meet identified training requirements. A Training Plan should be created to ensure Building and Expanding courses are completed in addition to courses required for certification. The information on how to become a Certified Trainer can be found on [TrainColorado.com](http://TrainColorado.com) under ***Trainer's Territory > What courses do I need to take?***

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The following table includes the training courses in a Training Plan based on the High Level Program Group (HLPGs) the individual will be working in CBMS. The same courses apply when becoming certified to train the course.

<b>Medicaid Only (not including LTC)</b>	<b>Required Courses</b>
	Building Foundations
	Expanding Foundations Medical Assistance
	Web Based Training Modules
<b>Food Assistance</b>	<b>Required Courses</b>
	Building Foundations
	Expanding Foundations Medical Assistance
	Expanding Foundations Food Assistance
	Web Based Training Modules
<b>Colorado Works</b>	<b>Required Courses</b>
	Building Foundations
	Expanding Foundations Medical Assistance
	Expanding Foundations Food Assistance
	Expanding Foundations Colorado Works
	Web Based Training Modules

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<b>Adult Financial</b>	<b>Required Courses</b>
	Building Foundations
	Expanding Foundations Medical Assistance
	Expanding Foundations Food Assistance
	Expanding Foundations Adult Financial
	Web Based Training Modules
<b>Long Term Care</b>	<b>Required Courses</b>
	Building Foundations
	Expanding Foundations Medical Assistance
	Expanding Foundations Long Term Care
	Web Based Training Modules
<b>Colorado Works and Adult Financial</b>	<b>Required Courses</b>
	Building Foundations
	Expanding Foundations Medical Assistance
	Expanding Foundations Food Assistance
	Expanding Foundations Colorado Works
	Expanding Foundations Adult Financial
	Web Based Training Modules

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<b>Adult Financial and Long Term Care</b>	<b>Required Courses</b>
	Building Foundations
	Expanding Foundations Medical Assistance
	Expanding Foundations Long Term Care
	Expanding Foundations Adult Financial
	Web Based Training Modules
<b>Long Term Care and Food Assistance</b>	<b>Required Courses</b>
	Building Foundations
	Expanding Foundations Medical Assistance
	Expanding Foundations Food Assistance
	Expanding Foundations Long Term Care
	Web Based Training Modules

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## Foundations Trainer Certification Courses

The following table explains the series of courses that are available as part of the Trainer Certification Process. Course information is located on *TrainColorado>Courses>Trainer Certification* or <http://traincolorado.com/course-2/trainer-certification/>

Course	Information
<b>Building Foundations Trainer Certification</b>	This Online Instructor Led class will prepare Eligibility Site Trainers to facilitate the one-day Building Foundations Instructor Led class. In order to attend this class, Eligibility Site Trainers must complete all Building Foundations Web Based Training Modules and attend the one-day Building Foundations course as a student. <b>**Required only if becoming certified to train Building Foundations**</b>
<b>SDC Tools for CO.Learn</b>	This web based training will prepare the participants to use the SDC tools used for tracking and facilitating training. This course is a pre-requisite to becoming certified to facilitate an SDC course.
<b>Content Collaboration</b>	This Web Based Training demonstrates the Content Collaboration process the SDC relies on to improve, standardize and adapt SDC content. It is intended for individuals who want to be certified to train SDC courses.

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## New Trainer Certification Process

Individuals that do not have access to training materials will follow the process below in order to become a Certified Trainer for a course:

<b>Foundations Trainer Certification Process</b>		
<b>Task</b>	<b>Description</b>	<b>Additional Details</b>
<b>Register for and attend the Foundations Courses in the Training Plan</b> <b>NOTE: Attendance in a Train-the-Trainer session of the course(s) meets this requirement.</b>	Register for the Foundations Courses facilitated by the SDC. The individual will participate in the course as a student. Trainers will need to take all classes at SDC and will not be allowed to be certified by another Eligibility Site Trainer.	
<b>Complete 2 WBTs:</b> <b>*SDC Tools for CO.Learn</b> <b>*Content Collaboration</b>	Both WBTs are available through CO.Learn and are required in order to move through the Trainer Certification process.	
<b>Complete and pass Foundations Trainers Assessment(s)</b>	These assessments are held with the SDC and will be graded by the lead trainer at SDC. The Assessments Trainers take will not be the same as Eligibility Sites.	If an assessment was previously completed before the individual became or was identified as a Trainer; then the Trainer will need to also take and pass the Trainer's assessments developed for Trainer Certification.



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<p><b>Contact the SDC to schedule a Foundations Course Consultation</b></p>	<p>The request should include the course to be certified in. The Consultation will include a walk-through of the course materials and an opportunity to ask questions to the Lead SDC Trainer. The session would be facilitated as a VILT unless an in person request has been made.</p>	<p>The trainer will make this request via the Trainer Certification Curriculum. The requestor will be notified by the lead trainer from SDC to schedule this consultation.</p> <p>The Observation will need to take place within 60 days of completing this Course Consultation with the SDC Lead Trainer. SDC Lead Trainer will monitor this and inform the LMS Administrator to remove access if this is not scheduled timely.</p>
<p><b>Review Expanding Foundations training materials</b></p>	<p>Trainer should review all materials and facilitate practice sessions in order to ensure familiarity with the materials prior to delivery.</p>	<p>Trainer may contact the SDC if there are questions regarding the EF course content.</p>
<p><b>Trainer Observation</b></p>	<p>Trainer contacts the SDC at <a href="mailto:SOC_StaffDevelopment@state.co.us">SOC_StaffDevelopment@state.co.us</a> to schedule the observation.</p>	<p>It is recommended the trainer being certified facilitate the course at least one time with another trainer prior to observation. The observation is intended to:</p> <ul style="list-style-type: none"> <li>• Ensure fidelity of training delivery</li> <li>• Improve the Foundations courses</li> <li>• Provide feedback to the SDC regarding training materials</li> </ul> <p>During the observation, the SDC trainer will complete an Observation Form. The observation will focus on the course material delivery, not focused on the trainer’s skills. The SDC trainer will also provide the Curriculum Evaluation form to the Eligibility Site Trainer to complete and provide feedback related to the materials. The Curriculum</p>

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		<p>Evaluation form must be filled out and returned to the SDC Trainer within 10 days.</p> <p>If the Eligibility Site does not have any courses scheduled at their site, an observation can be done at the SDC with one of the courses scheduled. Eligibility Site Trainer will need to facilitate one day.</p>
<p><b>Access to Training Material:</b>  <b>*TrainColorado.com</b>  <b>*CO.Learn</b></p>	<p>To receive online access to the materials once all requirements are met, the trainer must complete the Expanding Foundations Course Material Request form located on <b>TrainColorado.com&gt;Trainer’s Territory&gt;Foundations Course Materials Access Request</b></p>	<p>The SDC will verify completion of all requirements for the course in which the materials are being requested. If requirements are met, the SDC will provide access to the training materials in TrainColorado.com. In addition, access to CO.Learn will also be granted.</p> <p>Receiving access may take up to 3 working days after the receipt of the request. The trainer will receive notification once access to the folder is available.</p>

### Existing Trainer Certification

The SDC has not completed observations as stated in the previous Trainer Certification process. In an effort to ensure consistency statewide with Foundations course delivery, the SDC has implemented a process to certify existing County Trainers. An existing County Certified Trainer is defined as an individual who currently has access to SDC course materials to facilitate an SDC course.

By **April 1, 2016**, the SDC will review course completions for existing Eligibility Site Certified trainers to ensure all requirements (except the observation) have been met to be considered certified.

Examples of the requirements are:

- Building Foundations attendance/completion

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- Expanding Foundations Course for each program certified to train
- Completed two WBTs:
  - SDC Tools for CO.Learn or equivalent training CO.Learn System Training
  - Content Collaborations
- Foundations course consultation for all course certified to train, (optional for current Certified Trainers only)
- Successful completion of assessment(s) for all courses individuals are certified to train

By **April 10, 2016**, the existing Certified Trainer will need to notify the SDC via [SOC\\_StaffDevelopment@state.co.us](mailto:SOC_StaffDevelopment@state.co.us) and confirm which courses they would like to remain certified to train.

If there are requirements that must be met, the Certified Trainer will be notified by the SDC by **April 15, 2016**. The trainer must fulfill all requirements (except the observation) by **May 15, 2016** in order to remain certified.

**By May 15, 2016**, the existing Certified Trainer must complete the Assessment for the course in which the certification exists.

- These Assessments will be maintained by the SDC Lead Trainers and will be a separate assessment than other trainees. The reason for this is all Certified Trainers currently have access to all the Assessments and the answer key associated with the Assessment. If the Certified Trainer has already taken and passed the required assessments, they will not be required to take another assessment.
- The Assessment will be graded by an SDC trainer
  - The Certified Trainer will have two attempts to pass the Assessment.
  - If the Certified Trainer does not pass the Assessment, the results will be provided to the County Trainer's Manager to determine next steps.

**By May 31, 2016**, the observation for the course in which the certification exists must be scheduled. The observation does not need to occur by this date, but must be scheduled. The observation will be scheduled in June, July and August 2016

- The Certified Trainer must send request for the observation via the training curriculum for Certified Trainers in CO.Learn to the SDC.
  - This may be an existing course already set up at our location or another course can be added.
  - The SDC Trainer will provide the Observation Form to the Certified Trainer prior to the observation. The Observation Form contains expectations that must be met in order to be considered certified.
  - The observation can occur at the SDC or the Eligibility Site location depending on the SDC Trainer availability.

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- If the Certified Trainer does not meet this requirement, the individual will no longer be certified. This means the individual will lose access to the Learning Management System to post courses and will no longer have access to course materials/updated materials. In addition, new hires may need to attend training at the SDC or another Eligibility Site offering the course since the trainer will no longer be certified.
  - In order to become certified again, the individual must follow all requirements in the New Trainer Certification section of this document.

## Trainer Re-Certification

In order to ensure the Certified Trainer keeps up with changes made to training material and to remain certified, the Certified Trainer must be observed by an SDC trainer every 6 months or meet conditions in the Re-Certification Waiver. If the eligibility site does not have new hires that need Foundations training, the Certified Trainer should contact the SDC at [SOC\\_StaffDevelopment@state.co.us](mailto:SOC_StaffDevelopment@state.co.us) to request to facilitate the course at the SDC to maintain the certification.

- If an Eligibility Site has more than one trainer, it is recommended to stagger the recertification so that all trainers at the site do not need to get re-certified during the same month.
- The recertification timeframe will be based on the month that the initial observation was completed.
- The County Certified trainer must contact the SDC during the 5<sup>th</sup> month to schedule this observation to occur during the sixth month of certification. SDC will respond within 5 working days to coordinate the training dates.

The Trainer Re-Certification Waiver may be submitted to the SDC during the 5<sup>th</sup> month of the certification. If all requirements are met, the SDC will notify the trainer if the Waiver is accepted, therefore an in person observation would not be required.

### Waiver Conditions:

<b>Trainer must have facilitated at least three sessions of the course within the 6-month period</b>	Eligibility Sites whose training lasts at least 12 weeks, will have a hard time meeting this requirement, therefore the SDC will work with those Eligibility Sites on an individual basis to determine this requirement.	
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<p><b>All courses must be posted in CO.Learn in order for the Certified Trainer to remain certified</b></p>	<p>The SDC Lead Trainer will confirm courses have been posted when looking at the re-certification process for Certified Trainers.</p>	
<p><b>Eligibility Site Certified Trainers must have the students complete the SDC evaluation at the end of the session.</b></p>	<p>The Certified Trainer will need to update the attendees in CO.Learn during the last break on the final day in order for the students to have access to the evaluation. Have the students complete the evaluation before they leave class.</p>	<p>SDC will use the results of these evaluation to determine the success of the training and identify if there are areas the SDC should discuss with the Certified Trainer.</p>
<p><b>Certified Trainer must attend or complete the SDC Session online to review updates to course material for each CBMS Build</b></p>	<p>If the Certified Trainer is not able to attend the live training, the recorded session of this update based on CBMS Builds is acceptable. Certified Trainer must review this session within 2 weeks.</p>	<p>It is important for Certified Trainers to stay updated on the changes to the material based on CBMS Builds as well as making sure the material used is the most current version.</p>

The SDC will keep track of the Certification and Re-Certification months. If the Certified Trainer does not meet the Re-Certification requirement, the individual will no longer be certified. This means the individual will lose access to the Learning Management System to post courses and will no longer have access to course materials/updated materials. In addition, new hires may need to attend training at the SDC or another Eligibility Site offering the course since the trainer will no longer be certified.

- In order to become certified again, the individual must follow all requirements in the New Trainer Certification section of this document.

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## Training Evaluation

The Training Evaluation is part of CO.Learn and the participants will need to log into their account on the LMS and take the evaluation. The evaluation will become activated for the participant once the Trainer goes in and marks the student as complete. To ensure this evaluation is completed it is recommended on the last break on the final day, the instructor update the LMS so participants can take the evaluation at the end of the class. A desk aid titled **Accessing Evaluations** is available on TrainColorado.com under the Trainer's Territory on how to access these evaluations.

## CBMS TRN and UPA Environments

Training must be facilitated using the CBMS Training (TRN) Environment. If an Eligibility Site does not have CBMS training IDs to facilitate training, the trainer should request the IDs so they are available when needed. Refer to the document titled **Accessing and Using the TRN Environment** located under Certified Trainer Resources – Expanding Foundations.

The CBMS User Practice Area (UPA) is also available for users to practice entering cases after training. Work with your County Security Administrator to gain access to UPA. Access to UPA cannot be provided until after the user has met basic training requirements and has access to the CBMS Portal.

## Training Registration and Tracking

Foundations courses must be posted in the SDC Learning Management System (LMS) for registration and tracking completion. Refer to the document titled **Add an ILT Session** located under Certified Trainer Resources – Expanding Foundations for instructions on how to enter courses into the LMS and track completion.

In order for students to receive credit for attending and completing the course, the course must be posted in the LMS. Certified Trainers can review and print the class roster. Refer to the document titled **Manage a Roster** located under Certified Trainer Resources – Expanding Foundations for instructions.

Through the LMS, users can access a course transcript and print certificates for completed courses. The user can view and print available certificates in the **Transcript** area.

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## Training Course Facilitation Responsibilities

Certified Trainers must use the SDC provided training materials to facilitate the course. The course materials have been developed by a workgroup of individuals from various eligibility sites and the SDC and approved by CDHS and HCPF Program Staff.

The process for adaptation of materials is covered in the **Content Collaboration** WBT.

## Course Material Updates

The SDC is invested in ensuring the training material is accurate, consistent and works well for trainers. The Certified Trainer is requested to notify the SDC using the [Report Course Changes](#) link if there are ideas for improvement of materials or concerns regarding existing materials. The Certified Trainers will all notify the SDC of any improvements or concerns for the WBT using the [Report Course Changes for WBTs](#) link. The links are also available on TrainColorado.com under the Trainer's Territory.

The suggestions will be considered at the next update of the course. If the suggestions are not included in the course, the SDC Trainer modifying the course materials will contact the Certified Trainer and explain why the change was not made. If there are questions about the suggestion or recommendation, the SDC Trainer will reach out to the Certified Trainer for more information.

## Questions and Answers

When questions come up during the facilitation of the course, the Certified Trainer should answer the question if able. If the Certified Trainer does not know the answer, the Certified Trainer should refer to the Q&A documents associated with each Foundations course located on [TrainColorado](#) under Documents and Resources.

If the answer is not included in the course Q&A documents, the Certified Trainer should enter the question on TrainColorado under Trainers Territory. The question will be researched and an answer will be provided. The Question and Answer will then be placed on the course Q&A document. Documents with recent changes will be posted on the [TrainColorado.com](#) home page.

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## Training Statistics

The SDC creates reports monthly showing the courses facilitated. The report includes the course that was facilitated, the number of students, and the location. The reports are provided to SDC management on a monthly basis. If an eligibility site is interested in details on number of courses facilitated or other information, please send your request to [SOC\\_StaffDevelopment@state.co.us](mailto:SOC_StaffDevelopment@state.co.us).