



TITLE	POLICY NUMBER	
DCS Specialist Trainee Learning Track	DCS 10-02	
RESPONSIBLE AREA	EFFECTIVE DATE	REVISION
Learning and Development	8/9/19	3

I. POLICY STATEMENT

The Department of Child Safety (DCS) shall provide competency-based, culturally-responsive learning opportunities in accordance with national standards for public child welfare practice and in compliance with State law. The DCS Learning and Development (L&D) Unit shall offer pre-service preparation to newly-hired DCS Specialists.

II. APPLICABILITY

This policy applies to DCS Specialist Trainees and some re-hired DCS Specialists. DCS Specialists shall successfully complete all portions of the New Specialist Trainee Learning Track to promote into a full-time specialist position. The Department determines accountability mechanisms that ensure:

- A. Direct Supervisors are responsible for monitoring DCS Specialist Trainee's completion of the Specialists Trainee Learning Track by accessing the Learning Management System, TraCorp to monitor employee's completion of training; and
- B. All staff must comply with the Department's training requirements for their positions.

III. AUTHORITY

[A.R.S. 8-456](#)

Investigative function; training; voice stress analysis; recordings; criminal offenses; definition

[A.R.S. 8-453](#)

Powers and duties

A.R.S. 8-503.01	Children and family services training program fund; purposes; status report; exemption from lapsing
DCS 04-39	Dress Code
DCS 10-04	Attendance and Significant Incidents Policy

IV. DEFINITIONS

AZPerforms: the performance appraisal and platform used by state personnel system agencies, boards, and commissions.

Computer-Based Training (CBT): Training delivered on the computer and accessed through the Learning Management System, TraCorp. The training courses provide knowledge for a particular job or activity and can be accessed at any time.

Course: A training with a specific title that teaches skills and knowledge to the employees, so they can do their jobs.

DCS Specialist Trainee: A DCS employee, who is training to be a case-carrying DCS Specialist.

Department or DCS: The Arizona Department of Child Safety.

Director: The Director of the Arizona Department of Child Safety.

Field Break Activity Guides: Guides with a set of tasks and questions the Specialist Trainee completes when shadowing in the field. The field Program Supervisor reviews and discusses the activity guides with the Specialist Trainee and turns the signature page into Fieldactivityguides@AZDCS.GOV .

Learning Management System (LMS): Software application to document, track, and report training records. Employees use the LMS to register for classroom training, CBTs, and Web-based training. The LMS is the software for employees to launch CBTs. Employees and their supervisors shall review employee training records and transcripts in the LMS.

Prospective Employee: A person who has applied for a position with the Department of Child Safety, but has not yet accepted a job offer from DCS.

Session: The date, time, and location that a training course takes place.

Specialist Trainee: A DCS employee, who is training to be a DCS Specialist.

Trainer: A DCS employee who is DCS Instructor Certified, or contracted Trainer designated by DCS, who is providing in-person classroom and/or web-based training.

V. POLICY

- A. It is the HR Recruiter's responsibility to ensure that newly-hired Specialists, and sometimes re-hired Specialists are placed on the roster for Specialist Trainee Core.
1. Rehired Specialists, who separated from DCS **more than two years ago**, are required to complete all portions of the Specialist Trainee Learning Track, including the classroom component, no matter when they initially completed Specialist Core.
 2. Rehired Specialists, who separated from DCS **less than two years ago and completed Specialist Core prior to 2017**, are required to complete all portions of the Specialists Trainee Learning Track, including the classroom component, no matter when they initially completed them.
 3. Rehired Specialists, who separated from DCS **less than two years ago and completed Specialist Core in 2017 or later**, are not required to complete classroom training; however, they must complete any remaining portions of the Specialists Trainee Learning Track if incomplete.
- B. Attendance and Significant Incidents
- For attendance and behavioral issues regarding trainees, refer to [DCS 10-04](#) Attendance and Significant Incidents Policy.
- C. Specialist Trainee Learning Track is mandatory for all Specialists and must be completed within 22 weeks of hire to be promoted.
- D. While in training, Trainees may follow the Business Casual Attire detailed in the

[DCS 04-39 Dress Code](#) unless otherwise specified in class.

E. Methods of evaluation

1. Specialist Trainees must successfully complete all of the Specialist Learning Track before promoting to a full time Specialist position. [DCS-2006 New Specialist Trainee Learning Track Face Sheet](#)
 - a. Attend Specialist Core Classroom Training;
 - b. Four classroom Quizzes must be passed with an 80% or higher to receive completion credit;
 - c. Assigned Computer Based Trainings (CBTs) with quizzes passed with an 80% or higher to receive completion credit;
 - d. A 20-week Test must be passed with an 80% or higher to receive completion credit;
 - e. Three Field Break Activity Guides must be completed. Upon completion, the Program Supervisor submits the signature page to FieldActivityGuides@azdcs.gov to receive completion credit.
 - i. [DCS-2008 Field Break 1 Activity Guide](#)
 - ii. [DCS-2010 Field Break 2 Activity Guide](#)
 - iii. [DCS-2011 Specialist Core Activity Guide 3](#)
2. Specialist Trainees complete a Reaction Survey throughout various points in the classroom to rate their overall satisfaction with the training.

F. Maintaining Training Records

The Learning and Development Unit shall retain an electronic training record for each employee that documents completed training and employee development activities. These records are retained in the LMS. It is the responsibility of the Specialist Trainees' Supervisor to confirm that all required training is complete and documented in accordance with [DCS 04-18 Attendance and Leave Policy](#).

G. DCS Specialist Trainee Case Assignment Plan

1. Cases shall be assigned in accordance with the parameters in the [Specialist Trainee Case Assignment Plan form](#).
2. DCS Specialist Trainees shall not perform any case functions until they have completed the Specialist Trainee Learning Track and been promoted to a full time DCS Specialist position.

VI. PROCEDURES

A. Onboarding for the 22-Week Specialist Trainee Learning Track

1. Human Resources will:
 - a. make the offer for hire;
 - b. send an offer letter to the prospective employee;
 - c. assign the prospective employee to a DCS 101 session on the L & D SharePoint New Hire Roster; and
 - d. assign the prospective employee to a Specialist Core session on the L & D SharePoint New Hire Roster.
2. L & D sends an email confirmation letter to the prospective employee that includes the training locations and start and end times for DCS 101 and Specialist Core training.
3. Human Resources identifies if the prospective employee qualifies for a hotel with the Travel Unit. L&D will send the [DCS-1212A Routine Travel Hotel Request Form](#) to the prospective employee. L & D sends the completed form to the Travel Unit.
4. The Travel Unit will make the travel arrangements as needed.

B. DCS 101 Training

On the first day employment, the employee shall complete DCS 101 Training as outlined in [DCS 10-01 DCS 101 Training](#).

C. Specialist Trainee Core Classroom Training, On the Job Training and CBT's

The second day of employment, the DCS Specialist shall report for Specialist Core Classroom Training, unless otherwise directed by Learning and Development.

Specialist Trainee Core Classroom Training consists of Three Modules:

1. Foundations Classroom Training is delivered by the Learning and Development Trainer and/or contracted Trainer in a classroom setting.
 - a. Upon completion of the Foundations Module of Core, the DCS Specialist Trainee will complete a Reaction Survey to evaluate the training received, and take the Foundations Module Quiz.
 - b. The Specialist Trainee will receive the [DCS-2008 Specialist Core Field Break Activity Guide #1](#). The trainee will still receive the guide if the quiz is missed or failed.
 - c. The trainee will observe a DCS Specialist(s) for one week and complete the Field Break Activity Guide during the observation time. The Program Supervisor will review the guide, discuss the activities within the guide with the Specialist Trainee, and sign the guide. The Program Supervisor shall return only the signature page to FieldActivityGuides@azdcs.gov prior to the start of the next module and retain a copy of the email for their records.
 - d. The Guide includes mandatory Computer Based Training to complete on field break week. All CBT's must be passed with a score of 80% or higher to receive credit.
2. SAFE AZ Module Training will be administered by the Learning and Development Trainer and/or contracted Trainer in a classroom setting.
 - a. Upon completion of the SAFE AZ Module instructor led classroom training, the DCS Specialist Trainee will complete a learning reaction survey to evaluate the training received, and take the SAFE AZ Module Quiz.
 - b. The DCS Specialist Trainee will receive the [DCS-2010 Specialist Core Field Break Activity Guide #2](#). The trainee will still receive the guide if the quiz is missed or failed.

- c. The DCS Specialist Trainee will observe a DCS Specialist(s) for one week and complete the Field Break Activity Guide. The Program Supervisor will review the guide, discuss the activities within the guide with the Specialist Trainee, and sign the guide. The Program Supervisor shall return the signature page to FieldActivityGuides@azdcs.gov prior to the start of the next module and retain a copy of the email for their records.
 - d. The Guide includes mandatory Computer Based Training to complete on field break week. All CBTs must be passed with a score of 80% or higher to receive credit.
 3. Permanency and Well-Being Training will be administered by the Learning and Development Trainer and/or contracted Trainer in a classroom setting.
 - a. Upon completion of the Permanency and Well-Being Module instructor-led classroom training, the DCS Specialist Trainee will complete a learning reaction survey to evaluate the training received, and take the Permanency and Well-Being Module Quiz. The trainee will still receive the guide if the quiz is missed or failed.
 - b. The DCS Specialist Trainee will receive the [DCS-2011 Specialist Core Activity Guide #3](#) to complete at the assigned field office. It is due two weeks after the DCS Specialist Trainee completes classroom training. The Program Supervisor will review the guide, discuss the activities within the guide with the Specialist Trainee, and sign the guide. The Program Supervisor shall return the signature page to FieldActivityGuides@azdcs.gov within two weeks post classroom training and retain a copy of the email for their records.
 - c. The Guide includes mandatory Computer Based Training to complete on field break week. All CBTs must be passed with a score of 80% or higher to receive credit.
 4. By the end of week 10, the Specialist Trainee should have completed all CBTs. The Specialist Trainee must successfully complete all CBT's within the first 22 weeks of hire. Each field break activity guide lists the

CBTs that must be completed in that module.

5. During weeks 9-22, the DCS Specialist Trainees will report to their assigned Program Supervisor and follow the [Specialist Trainee Case Assignment Plan](#).
6. During week 20, the DCS Specialist Trainee is registered to take the Final Test in TraCorp by L & D. An email is also sent to the Trainee and their Program Supervisor with instructions. The Final Test is open book. Training materials, notes, and the online policy manual may be used to complete the test. Trainees are given approximately 1 hour to complete it.
7. For all quizzes and the final test, 80 percent or better is required to receive completion credit. If the DCS Specialist Trainee fails any of the quizzes or the final test, the DCS Specialist Trainee will be scheduled to retake the quiz during the next classroom training segment.

If the DCS Specialist Trainee fails any quiz or test twice, L&D contacts the Program Supervisor. The [Trainee Support Agreement](#) must be filled out by the DCS Specialist Trainee and Program Supervisor. The Program Supervisor and DCS Specialist Trainee shall come up with a plan to fill any possible learning gaps. Once the appropriate support actions have been identified and completed, the DCS Specialist Trainee may retake the quiz. The supervisor attaches the Specialist Trainee Support Agreement to the one-page MAP note submitted to HR. The supervisor contacts Learninganddevelopment@azdcs.gov to schedule a third try to take the quiz.

If the DCS Specialist Trainee does not pass a quiz a third time, L & D notifies the Program Manager and HR, and they determine the next course of action.

D. Case Assignment Schedule

[The Specialist Trainee Case Assignment Plan](#) is a suggested case assignment schedule. The Program Supervisors have the discretion to assign cases slower or faster, depending on the DCS Specialist Trainee's experience, demonstrated skill set, and comfort level. Cases are assigned gradually to promote learning. Cases are not assigned for mere coverage or operational reasons.

1. Week 12-15: If the DCS Specialist Trainee is meeting the supervisor's

expectations, the DCS Specialist Trainee may be assigned one to two reports per week as the primary DCS Specialist, not to exceed 25 percent of the region's average. The DCS Specialist Trainee may not be assigned as the primary DCS Specialist on priority one reports, fatalities, skull fractures, or sexual abuse reports if the DCS Specialist Trainee does not yet have experience in those areas.

2. Week 16-19: The DCS Specialist Trainee may be assigned two to three reports per week as the primary DCS Specialist, not to exceed 50 percent of the region's average. The DCS Specialist Trainee should be assigned to support on priority one reports, fatalities, skull fractures, or sexual abuse reports if the DCS Specialist Trainee does not yet have experience in these areas.
 3. Week 20-22: The DCS Specialist Trainee may be assigned three to four reports per week as the primary DCS Specialist, not to exceed 75 percent of the region's average. The DCS Specialist Trainee may continue support activities on priority one reports, fatalities, skull fractures, or sexual abuse reports. The supervisor should consult the Program Manager before the DCS Specialist Trainee is assigned as the primary DCS Specialist in these areas.
- E. At week 20, the Specialist Trainee will take the final, open-book test in LMS TraCorp and must pass with a score of 80 percent or higher. The DCS Specialist Trainee will receive notice from TraCorp to prepare for the final test in week 19. The DCS Specialist Trainee must coordinate with the Program Supervisor before launching the test. L&D notifies the Field Supervisor that the trainee is registered for the test.
- F. During weeks 20-22, the DCS Specialist Trainee will complete the case assignment plan with the Program Supervisor.
- G. Program Supervisors evaluate the DCS Specialist Trainees by completing the [Investigation Skills Matrix](#) or the [Ongoing Skills Matrix](#). The Program Supervisor attaches the matrix to the PAT form submitted to HR.
- H. At week 22, if the DCS Specialist Trainee has successfully completed all portions of the Specialist Trainee Learning Track, the trainee is promoted to a DCS Specialist who will begin working full-time at the assigned field office. The Program Supervisor will submit [Performance Evaluation for DCS Trainee](#) to the

PAT form submitted to HR.

- I. Human Resources. The DCS Specialist's learning track is complete, and the DCS Specialist is eligible to receive a raise.

VII. FORMS INDEX

[DCS-1212A Routine Travel Hotel Request Form](#)

[DCS-2006 New Specialist Trainee Learning Track Face Sheet](#)

[DCS-2008 Specialist Field Break Activity Guide #1](#)

[DCS-2010 Specialist Field Break Activity Guide #2](#)

[DCS-2011 Specialist Field Break Activity Guide #3](#)

[DCS-2007 Trainee Support Agreement](#)

[DCS-2012 Investigations Skills Matrix](#)

[DCS-2013 Ongoing Skills Matrix](#)

[DCS-2014 Specialist Trainee Case Assignment Plan](#)