



TITLE	POLICY NUMBER	
Program Supervisor Learning Track	DCS 10-03	
RESPONSIBLE AREA	EFFECTIVE DATE	REVISION
Learning and Development	10/07/25	

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 Learning and Development (L & D) Unit shall offer pre-service preparation to newly hired Program Supervisors, OCWI Managers, Supervision Coaches, and Special Assignment Program Supervisors.

II. APPLICABILITY

This policy applies to newly hired field Program Supervisors, OCWI Managers, Supervision Coaches, and Special Assignment Program Supervisors. Program Supervisors, OCWI Managers, Supervision Coaches, and Specialist Assignment Supervisors shall successfully complete all the requirements of the Program Supervisor Learning Track. The Department determines accountability mechanisms that ensure:

- A. Direct Program Managers or the equivalent are responsible for monitoring the completion of the Program Supervisor Learning Track by accessing the Learning Management System (LMS) TraCorp; and
- B. All staff must comply with the Department's training requirements for their position.

III. AUTHORITY

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

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

<u>A.R.S. 8-453</u>	Powers and duties
<u>A.R.S. 8-503.01</u>	Children and family services training program fund; purposes; status report; exemption from lapsing
<u>DCS 04-39</u>	Dress Code
<u>DCS 04-18</u>	Attendance and Leave Policy
<u>DCS 10-04</u>	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): Method of learning that uses computers to deliver educational content in an interactive self-paced format.

Course: A training course that teaches skills and knowledge for a specific job or activity.

DCS Program Supervisor Core: Instructor-led training courses delivered to DCS Program Supervisors, OCWI Managers, Supervision Coaches and Special Assignment Program Supervisors as part of their pre-service Learning Track requirements.

Department or DCS: The Arizona Department of Child Safety.

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

Field Break Activity Guides: A list of tasks and activities that Program Supervisors, OCWI Managers, Supervision Coaches and Special Assignment Program Supervisors complete in order to develop and reinforce knowledge, skills and abilities related to duties of a DCS Program Supervisor.

Learning Management System (LMS): A computer application used by the State of Arizona to create, track and maintain training records.

Learning Track: A structured series of learning activities designed to build knowledge and skills for a specific job. It may include some or all of the following components:

classroom training, computer based training, quizzes, field activities, and a final test.

Participant(s): Program Supervisors, OCWI Managers, Supervision Coaches, and Special Assignment Program Supervisors who are in supervisor training.

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

Trainer: A DCS employee who is DCS Instructor Certified, or contracted Trainer designated by DCS, who provides in-person classroom or virtual training.

V. POLICY

- A. Employees applying for Program Supervisor, OCWI Manager and Supervision Coach positions must have completed all State of Arizona Employee training, DCS Employee training, and the learning track associated with the Supervisor position they are applying for ([DCS Specialist Learning Track](#) or [DCS Hotline Specialist Learning Track](#)) prior to a job offer being extended. Only the HR Chief Human Resource Officer (CHRO) or the Assistant Director of Field Operations can make exceptions to hire an employee into a Program Supervisor, OCWI Manager, or Supervision Coach position without all required training completed.
- B. Participants must successfully complete all requirements of the DCS Program Supervisor Learning Track listed on [DCS-3466 Program Supervisor Learning Track Face Sheet](#). Requirements include:
 1. Attend Program Supervisor Core Classroom Training;
 2. Pass classroom quizzes with an 80% or higher;
 3. Complete assigned Computer Based Trainings (CBTs) and pass all CBT quizzes with an 80% or higher;
 4. Complete and submit Activity Guides; and
 - a. [DCS-3468 Program Supervisor Field Activity Guide #1](#); and
 - b. [DCS-3467 Program Supervisor Field Activity Guide #2](#)
 5. Pass a 14-week Final Test with an 80% or higher.
- C. Training Records

The L & D Unit shall retain an electronic record of each employee's completed courses within the LMS. It is the responsibility of the Participant, Program Manager and OCWI Deputy Chief to confirm that the required training courses are completed and credited.

VI. PROCEDURES

A. Program Supervisor Onboarding and Program Supervisor Core Training

On the Participant's first day of employment, the Program Manager and OCWI Deputy Chief begin onboarding their employees into their new role. The Program Manager and OCWI Deputy Chief may use [Program Manager Onboarding Guide for New Program Supervisors](#) to support standardized onboarding. As part of the onboarding process, Participants will complete the Program Supervisor Pre-test on their first day.

Program Supervisor Core Training is intended to begin on their second day in the position. Program Supervisor Core training consists of two modules, and each module is facilitated by a Trainer in a classroom setting:

1. Phase 1; and
2. Phase 2

B. Upon completion of the Phase 1 Module, the Program Supervisor, OCWI Manager and Program Supervisor in a Special Assignment will:

1. Complete the Phase 1 Quiz;
2. Complete learning reaction survey;
3. Receive the [DCS-3468 Program Supervisor Field Activity Guide # 1](#), which is provided to the employee whether the module quiz was missed or failed;
4. Complete the Field Break Activity Guide #1 on the job before returning for Phase 2 of Core Training.
 - a. The participants will observe peers performing the duties of their position.
 - b. The Field Break Activity Guide #1 includes mandatory Computer

Based Trainings (CBTs) to complete during the field break week.

- c. The Program Manager and OCWI Deputy Chief will discuss and verify that the tasks and activities were completed by the Participants. The Program Manager and OCWI Deputy Chief shall sign and submit the signature page of the Field Break Activity Guide to FieldActivityGuides@azdcs.gov prior to the start of the Second Module. The Program Manager, OCWI Deputy Chief and the Participant shall retain an emailed copy of the signature page for their records.

C. Throughout Phase 2 Module, the Participant will:

1. Complete the Phase 2 Quiz;
2. Complete the learning reaction survey;
3. Receive [DCS-3467 Program Supervisor Field Activity Guide #2](#); and
4. Complete the Field Break Activity Guide #2 within two weeks of completing Classroom Core Training.
 - a. The Participant will observe peers performing the duties of their position.
 - b. Participants will complete the Program Supervisor Post-test the next business day after completing Phase 2 of Supervisor Core.
 - c. The Field Break Activity Guide #2 includes mandatory Computer Based Trainings (CBTs) to complete during the field break week.
 - d. The Program Manager and OCWI Deputy Chief will discuss and verify that the tasks and activities were completed by the Participant. The Program Manager and OCWI Deputy Chief shall sign and submit the signature page of the Field Break Activity Guide to FieldActivityGuides@azdcs.gov two weeks post Phase 2 of Core. The Program Manager, OCWI Deputy Chief, and the employee shall retain an emailed copy of the signature page for their records.

D. Quizzes

Passing quizzes is a requirement. A score of 80% or better is required to receive

completion credit for quizzes. A Participant will be given a total of three attempts to pass each quiz with an 80% or higher.

1. Participants are not permitted to take quizzes unless under the direct supervision of either L & D staff or their Program Manager and OCWI Deputy Chief. Launching and attempting a quiz before the assigned date, including initial takes, retakes or make-up attempts may compromise the integrity of the process.
2. A blank 5x8 notecard will be provided to the Participants for each quiz. The notecard may be used for note taking, preparing for the quiz, and as a resource when taking the quiz. All other training resources are not permitted to be used when taking quizzes.
3. First Quiz Attempt
 - a. Participants take the quizzes in TraCorp at the end of the classroom Core Module.
 - b. TraCorp will display a quiz score immediately following the completion of the Quiz.
 - c. L & D reviews the quiz scores the next business day. If a Participant scores below 80%, L & D emails the Program Manager and the OCWI Deputy Chief to notify them of the unsuccessful result. The email includes instructions for reassigning the quiz and information on how to request the answer key, which outlines the questions asked, the correct answers, and the Participant's responses.
4. Second Quiz Attempt
 - a. When the Program Manager and OCWI Deputy Chief provide L & D with the date for the Participant's second quiz attempt, L & D assigns the quiz in TraCorp. L & D sends an email notification to the Participant confirming the reassignment and providing instructions for launching the quiz, along with other relevant logistics for completing it.
 - b. Participants take the quiz in TraCorp under the observation of their Program Manager and OCWI Deputy Chief.
 - c. TraCorp will display a quiz score immediately following the

completion of the Quiz.

- d. L & D reviews the quiz scores the next business day. If a Participant scores below 80%, L & D emails the Program Manager and the OCWI Deputy Chief to notify them of the unsuccessful result. The email includes instructions for reassigning the quiz a third time and information on how to request the answer key, which outlines the questions asked, the correct answers and the Participant's responses.

5. Third Quiz Attempt

- a. When the Program Manager and OCWI Deputy Chief provide L & D with the date for the Participant's third quiz attempt, L & D assigns the quiz in TraCorp. L & D sends an email notification to the Participant confirming the reassignment and providing instructors for launching the quiz, along with other relevant logistics for completing it.
- b. Prior to a third quiz attempt, the Program Manager and OCWI Deputy Chief, and the Participant complete [DCS-2007 Training Support Agreement](#).
- c. Together, the Program Manager or OCWI Manager and Participant shall develop a plan to bridge learning gaps, transfer learning, and connect concepts. Once the support actions have been completed, the Participant may take the quiz a third time.
- d. Participants take the quiz in TraCorp under the observation of their Program Manager and OCWI Deputy Chief.
- e. TraCorp will display a quiz score immediately following the completion of the Quiz.
- f. L & D reviews the quiz scores on the next business day. If a Participant scores below 80%, L & D emails the Program Manager and the OCWI Deputy Chief to notify them of the unsuccessful result.
- g. When Participants do not pass a quiz after the third attempt, the Program Manager or OCWI Deputy Chief will contact Human Resources and explore corrective action.

- E. Each of the two Field Break Activity Guides instruct Program Managers or OCWI Deputy Chief to discuss the learning objectives taught in the previous Core training module and to discuss the upcoming training objectives for the next module. Additionally, the Field Break Activity Guides instruct Participants to review the results of the quiz scores for each Module with the Program Manager or OCWI Deputy Chief.
- F. By the end of week 13, the Participant should have successfully completed all of the Program Supervisor Learning Track CBTs.
- G. Final Test
 - 1. Passing the Final Test is a requirement. A score of 80% or better is required to receive completion credit for the Final Test. A Participant is allowed a total of three attempts to pass the Final Test with an 80% or higher.
 - 2. During week 14, L & D registers the Participant to take the Final Test in TraCorp. L & D emails the Program Manager or OCWI Deputy Chief with instructions. The Final Test is open book. Training materials, notes, 5x8 notecards, and the online policy manual may be used to complete the test. Participants are provided approximately one hour to complete the test.
 - 3. Second and Third Final Test Attempt

The same procedure outlined for Quizzes in VI.D.4 and 5 of this policy are followed.
- H. The Program Manager will evaluate the Participant by completing the Program Supervisor Skills Matrix and retain a copy for their own records.

VII. FORMS INDEX

[DCS-2007 Training Support Agreement](#)

[DCS-3466 Program Supervisor Learning Track Face Sheet](#)

[DCS-3468 Program Supervisor Field Activity Guide #1](#)

[DCS-3467 Program Supervisor Field Activity Guide #2](#)

Program Supervisor Skills Matrix