



TITLE	POLICY NUMBER	
OLR Training Standards (Renewal and Ongoing)	DCS 15-21	
RESPONSIBLE AREA	EFFECTIVE DATE	REVISION
Office of Licensing and Regulation	01/18/19	2

I. POLICY STATEMENT

This policy identifies the standards, responsibilities, and authority of the Department of Child Safety (DCS) Office of Licensing and Regulation (OLR) regarding training standards for caregivers. DCS is committed to ensuring that training received by caregivers for youth in out-of-home licensed environments is standardized and meets best practices for content and delivery. Training provides caregivers the skills, abilities, and knowledge to provide a safe environment for children in the custody of DCS.

II. APPLICABILITY

This policy applies to all licensed foster homes, group homes, shelter facilities, licensing agencies, and OLR Specialists.

III. AUTHORITY

- [A.R.S. § 8-503\(A\) \(4\)\(e\) and \(6\)\(a\)\(b\)](#) Powers and duties
- [A.R.S. § 8-509 \(B\)](#) Licensing of foster homes; renewal of license; provisional license; exemption from licensure; immunization requirements
- [A.A.C R21-6-303 \(A\)\(2\)](#) Training Requirements
- [A.A.C. R21-6-331](#) Requirement for Certification to Provide Special Services

IV. DEFINITIONS

Blended learning: Training that has both computer-based and in-person components. Typically, this includes an assessment (test) of learning.

Caregiver: An adult who is licensed by OLR to provide for the physical, emotional, and social needs of a child who is under the care, custody and control of the Department or other Child Placing Agency. Examples of caregivers can include foster parent(s), adoptive parent(s), kin or relative(s), group home staff.

Child Placing Agency: Any Child Welfare Agency that places children in foster homes for temporary care or in prospective adoptive homes for adoption.

Child welfare agency: Any agency or institution maintained by a person, firm, corporation, association, or organization to receive children for care and maintenance or for 24-hour social, emotional, or educational supervised care or have been adjudicated as a delinquent or dependent child.

Department or DCS: The Arizona Department of Child Safety.

In-person classes: Training delivered by an instructor who has adequate skill, ability, and knowledge to present the information in a proper learning format.

Licensing agency: An entity with which the Department contracts to recruit, train, support foster parents and monitor a licensed foster home for compliance.

Office of Licensing and Regulation (OLR): The administration within DCS that is responsible for reviewing and evaluating applications for licensure; supervising and monitoring licensees; and completing all official licensing actions, including issuing, denying, amending, suspending, and revoking a license.

Online training: Training administered solely via computer-based training (CBT).

V. POLICY

In order to be considered for credit, training must be related to licensing rule requirements and the parameters of the caregiver's license.

A. Acceptable Training Delivery Methods

1. Online Training

- a. Computer-based training shall include an assessment of student learning (test) in order to qualify for training credit.
- b. Blended learning training shall include an assessment of student learning (test) in order to qualify for training credit.
- c. Online Training is not recognized or acceptable for:
 - i. topics required for pre-licensure as defined in [A.R.S. § 8-503 \(A\)\(6\)](#) and [A.A.C. R21-6-303 \(A\) \(1\)](#) unless authorized by the Department;
 - ii. initial training for certification in specialized services (therapeutic or medically complex foster homes) unless authorized by the Department;
 - iii. topics involving the learning and performance of hands-on demonstration skills such as CPR, First Aid, and de-escalation techniques; these skills may be incorporated into a blended learning training but there must be an in-person assessment of the skills learned.

2. In-Person Training

The agency/entity delivering the training shall have the following materials available for audit and review if requested by the Department or private licensing agency:

- a. lesson plan/training outline, including the course learning objectives, of the material covered in the class;
- b. training record documenting class title, length of training, date and location, name of instructor, and, if applicable, assessment results. A formal assessment is strongly recommended but not required;
- c. participant sign-in sheets.

B. Unacceptable Training Delivery Methods

1. Training that is videotaped and/or recorded in which there is neither blended learning nor an assessment component;
2. Training that is online video chat/voice over internet protocol (VOIP) in which there is neither blended learning nor an assessment component.