



TITLE	POLICY NUMBER	
DCS Specialist Trainee Learning Track	DCS 10-02	
RESPONSIBLE AREA	EFFECTIVE DATE	REVISION
Learning and Development	8/9/19	6

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 DCS Specialist Trainees.

II. APPLICABILITY

This policy applies to DCS Specialist Trainees and specific re-hired DCS Specialists. A DCS Specialist Trainee shall successfully complete all requirements of the Specialist Trainee Learning Track in order to promote to a DCS Specialist position. The Department employs accountability mechanisms that ensure:

- A. The Direct Supervisor is responsible for monitoring a DCS Specialist Trainee's completion of the Specialist Trainee Learning Track by accessing the Learning Management System (LMS), (TraCorp) to monitor employees' 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

Computer-Based Training (CBT): Method of learning that uses computers to deliver educational content in an interactive self-paced format.

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

DCS Specialist Core: Instructor-led training courses delivered to DCS Specialist Trainees as part of their pre-service Learning Track requirements.

DCS Specialist Trainee or (Specialist Trainee): A DCS employee, who is training to become 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 Guide: A list of tasks and activities that a Specialist Trainee completes in order to develop and reinforce knowledge, skills, and abilities related to the duties of a DCS Specialist position.

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

Prospective Employee: An individual who has applied for a position with the Department of Child Safety, but has not yet accepted a job offer.

Program Supervisor: The immediate supervisor of the DCS Specialist Trainee.

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

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

V. POLICY

A. Training Records

The L&D Unit shall retain an electronic record of each employees' completed courses within the LMS. It is the responsibility of a Specialist Trainee's Program Supervisor to confirm that required trainings are completed and credited.

B. Specialist Trainee Assignment Plan

1. Reports and cases shall be assigned in accordance with the standards outlined in the [Specialist Trainee Assignment Plan](#).
2. A Specialist Trainee shall not independently perform any assessment or case management functions until completion of Specialist Core training.

VI. PROCEDURES

A. A Specialist Trainee must successfully complete all requirements of the [DCS Specialist Trainee Learning Track](#) in order to promote to a DCS Specialist position. Requirements include:

1. attend Specialist 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; and
4. complete and submit Activity Guides:
 - a. [DCS-2008 Specialist Trainee Field Break Activity Guide #1](#);
 - b. [DCS-2010 Specialist Trainee Field Break Activity Guide #2](#);

c. [DCS-2011 Specialist Trainee Field Break Activity Guide #3](#); and

5. pass a 20-week Test with an 80% or higher.

B. DCS 101 and Specialist Core Training

On the first day of employment, the Specialist Trainee shall complete DCS 101 Training as outlined in [DCS 10-01 DCS 101 Training](#). On the second day of employment, the Specialist Trainee shall report for Specialist Core Training.

Specialist Trainee Core Training consists of three modules, each module is facilitated by a Trainer in a classroom setting:

1. Foundations Module;
2. SAFE AZ Module; and
3. Permanency and Well-Being Module.

C. Upon completion of the Foundations Module the Trainee will:

1. complete the Foundations Module Quiz;
2. complete learning reaction survey;
3. receive the [Specialist Field Break Activity Guide #1](#), this is provided to the Trainee whether the module quiz was missed or failed; and
4. complete the Field Break Activity Guide during the field break.

In order to fulfil the tasks and activities within the Field Break Activity Guide, the Specialist Trainee will observe a DCS Specialist for one week as they perform the duties of their position.

The Field Break Activity Guide includes mandatory Computer Based Training to complete during the field break week.

The Program Supervisor and Specialist Trainee will discuss and verify that the tasks and activities were completed by the Specialist Trainee. The Program Supervisor shall sign and submit the signature page of the Field Break Activity Guide to FieldActivityGuides@azdcs.gov prior to the start of the SAFE AZ module. The Program Supervisor and Trainee shall retain an emailed copy of the signature page for their records.

- D. Throughout the SAFE AZ Module the Trainee will:
1. complete the SAFE AZ Module Quiz, and the Removal and Placement Quiz;
 2. complete the learning reaction surveys;
 3. receive the [Specialist Field Break Activity Guide #2](#), this is provided whether the module quizzes were missed or failed; and
 4. complete the Field Break Activity Guide during the field break.

In order to fulfil the tasks and activities within the Field Break Activity Guide, the Specialist Trainee will observe a DCS Specialist for one week as they perform the duties of their position.

The Field Break Activity Guide includes mandatory Computer Based Training to complete on field break week.

The Program Supervisor and Specialist Trainee will discuss and verify that the tasks and activities were completed by the Specialist Trainee. The Program Supervisor shall sign and submit the signature page of the Field Break Activity Guide to FieldActivityGuides@azdcs.gov prior to the start of the Permanency and Well-Being module. The Program Supervisor and Specialist Trainee shall retain an emailed copy of the signature page for their records.

- E. Throughout the Permanency and Well-Being Module the Specialist Trainee will:
1. complete the Permanency and Well-Being Module Quiz;
 2. complete the learning reaction surveys;
 3. receive the [Specialist Field Break Activity Guide #3](#), this is provided whether the module quiz was missed or failed; and
 4. complete the Field Break Activity Guide within two weeks of completing Classroom Core Training.

In order to fulfil the tasks and activities within the Field Break Activity Guide, the Specialist Trainee will observe a DCS Specialist as they perform the duties of their position.

The Field Break Activity Guide includes mandatory Computer Based Training to complete.

The Program Supervisor and Specialist Trainee will discuss and verify that tasks and activities were completed by the Specialist Trainee. The Program Supervisor shall sign and submit the signature page of the Field Break Activity Guide to FieldActivityGuides@azdcs.gov within two weeks of the completion of core training. The Program Supervisor and Specialist Trainee shall retain an emailed copy of the signature page for their records.

F. Quizzes

1. Passing quizzes is a requirement to promote to a DCS Specialist position. A score of 80% or better is required to receive completion credit for quizzes. A Specialist Trainee will be given a total of four attempts to pass each quiz with an 80% or higher.
2. A blank 5x8 notecard will be provided to a Specialist Trainee 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. TraCorp will display a quiz score immediately following the completion of a quiz.
4. Quiz questions and answers will be reviewed in class to allow an opportunity for a Specialist Trainee to ask questions, seek clarification, and engage in group discussion.
5. A Specialist Trainee who does not achieve a minimum score of 80% can retake the quiz on the scheduled retake day. When retaking a quiz, a Specialist Trainee may use the 5x8 notecard with any new content added.
6. If a Specialist Trainee does not score an 80% or higher on the second quiz attempt, L&D will inform the Program Supervisor. A “key” with the Specialist Trainee’s responses to the questions and correct answers will be provided to the Program Supervisor. The key is meant to be used as a resource by the Program Supervisor in order to provide guidance and coaching. It is not intended to provide answers to the Specialist Trainee.
7. If a Specialist Trainee does not pass the retake quiz, two additional

attempts will be allowed after the Program Supervisor and Specialist Trainee complete the [Trainee Support Agreement](#). If the Specialist Trainee does not pass a quiz after the fourth attempt, a recommendation to not promote will be made by the Program Supervisor to DCS Human Resources.

8. A [Trainee Support Agreement](#) is a tool used by a Program Supervisor and Specialist Trainee when a Specialist Trainee is unable to pass a required quiz after two attempts. Prior to taking a quiz a third time, a Trainee Support Agreement must be completed by the Program Supervisor and the Specialist Trainee. Together, the Program Supervisor and Specialist Trainee shall develop a plan to bridge learning gaps, transfer learning, and connect concepts. Once the support actions have been completed, the Specialist Trainee may take the quiz a third time.
 9. To schedule the third quiz attempt the Program Supervisor will contact L&D via email at Learninganddevelopment@azdcs.gov, include an attached copy of the completed and signed Trainee Support Agreement, and provide the date and time the Specialist Trainee will retake the quiz.
 10. If the Specialist Trainee does not score an 80% or higher on the third quiz attempt, L&D will inform the Program Supervisor. A “key” with the Specialist Trainee’s responses to the questions and the correct answers will be sent to the Program Supervisor. The key is meant to be used as a resource by the Program Supervisor in order to provide guidance and coaching, it is not intended to provide answers to the Specialist Trainee. A new Trainee Support Agreement is completed as previously outlined.
 11. To schedule the fourth quiz attempt the Program Supervisor will contact L&D via email at Learninganddevelopment@azdcs.gov, include an attached copy of the completed and signed Trainee Support Agreement, and provide the date and time the Specialist Trainee will retake the quiz.
 12. If the Specialist Trainee does not score an 80% or higher on the fourth quiz attempt, L&D will inform the Program Supervisor. The Program Supervisor will recommend to DCS Human Resources not to promote the Specialist Trainee.
- G. Each of the three Field Break Activity Guides instructs Program Supervisors 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 the Specialist Trainee and the Program Supervisor to review the results of the quiz score from the prior week.

- H. By the end of week 10, the Specialist Trainee should have completed all Specialist Trainee Learning Track CBTs. The Specialist Trainee must successfully complete all CBTs or a promotion to a DCS Specialist position will not be recommended.
- I. During weeks 9-22, a Specialist Trainee will report to their assigned Program Supervisor and follow the [Specialist Trainee Assignment Plan](#). The Specialist Trainee Assignment Plan is used to provide guidance to the Program Supervisor as they begin to assign reports and cases to a Specialist Trainee. The plan includes a recommend report and case assignment standard for a Specialist Trainee. Based on the Specialist Trainee's demonstrated knowledge, skills and abilities, the Program Supervisor has the discretion to assign above or below the recommended standard. Reports and cases are assigned gradually to promote learning. Reports and cases are not assigned solely to meet training assignments.
- J. During week 20, L&D will register the Specialist Trainee to take the Final Test in TraCorp. An email will be sent to the Specialist Trainee and Program Supervisor 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. A Specialist Trainee is provided approximately one hour to complete the test.
- K. A Specialist Trainee will be given four attempts to achieve an 80% or higher on the final test. If 80% is not achieved after the fourth attempt, the Program Supervisor will make a recommendation to DCS Human Resources not to promote the Trainee.
- L. Prior to submitting the recommendation to DCS Human Resources to promote a Specialist Trainee to a DCS Specialist position, the Program Supervisor will evaluate the Specialist Trainee by completing the [Investigations Skills Matrix](#) or the [Ongoing Skills Matrix](#). The Program Supervisor will submit a copy of the completed matrix to their assigned HR Liaison.
- M. At week 22, if the Specialist Trainee has successfully completed all portions of the Specialist Trainee Learning Track, the Specialist Trainee is eligible to promote to a DCS Specialist position. The Supervisor will obtain the certificate of learning track completion from TraCorp, and submit a copy of the certificate to

their assigned HR Liaison.

VII. FORMS INDEX

[DCS-1008A Personnel Action Transmittal Form](#)

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

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

[DCS-2007 Trainee Support Agreement](#)

[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-2012 Investigations Skills Matrix](#)

[DCS-2013 Ongoing Skills Matrix](#)

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