

TRAIN Florida – APD

How to Locate and Manage the TRAIN Florida APD Zero Tolerance Training Plan

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APD Technical Support and Communication



Image 1

We are just an email away!

If you cannot find the answer to your problem or require technical assistance, **please do not contact** the PFH technical assistance or FDOH; instead, contact the TRAIN Florida APD Support Team at apd.lmssupport@apdcare.org

TIP!

You can locate the **APD Training Plans** from your **Home Page**. Find the Search feature, and click on the Browse Training Plans.

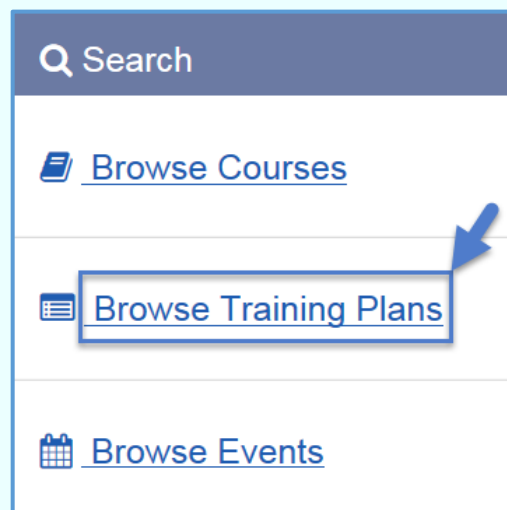


Image 2

Section 1

Introduction

What are APD-Training Plans

Training plans are groups of training courses put together by TRAIN Florida APD site administrators for learners to locate courses that may be required of them. APD use training plans for the following courses: **Direct Care Core Competencies and Zero Tolerance**:

- An APD Training Plan (TP) is a group of APD courses
 - ☐ Training Plans **shorten** the steps for locating courses
 - ☐ The learner can locate a Training Plan through the Browse Training Plans Search feature, which is located on the Home Page
 - ☐ Learners access, and register for assign trainings using the **Your Training Plans feature** in TRAIN Florida.

The following sections will help you locate, access and manage the **TRAIN Florida APD Zero Tolerance Training Plan**.



Additional help for the TRAIN Florida APD training resource, instructions, or tutorials are available and located on the [APD Training Portal](#) web page.

If you have any problems and require technical assistance, please contact the TRAIN Florida APD site administrator by sending an email to apd.lmssupport@apdcares.org.

Section 2

How to locate the TRAIN Florida APD Zero Tolerance Training Plan

This section will help you to locate the **TRAIN Florida APD Zero Tolerance Training Plan**.

Before you enroll into the TRAIN Florida APD Zero Tolerance Training Plan, click this link: [APD - Zero Tolerance Participant's Guide](#), the guide will open in a new window. Download, and save the Guide to your computer.

Step 1

You can locate the TRAIN Florida APD Zero Tolerance Training Plan from your Home Page.

Locate the Search feature, and click on the Browse Training Plans link.

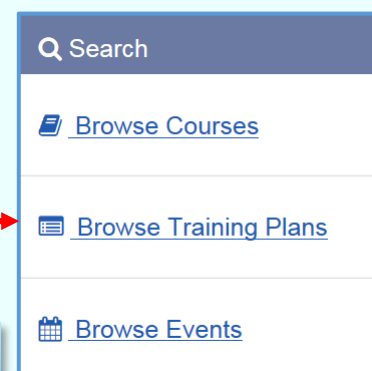


Image 3

Step 2

You should be on the page below.

- A. The APD-Zero Tolerance Training Plan should be the listed in the records found section:

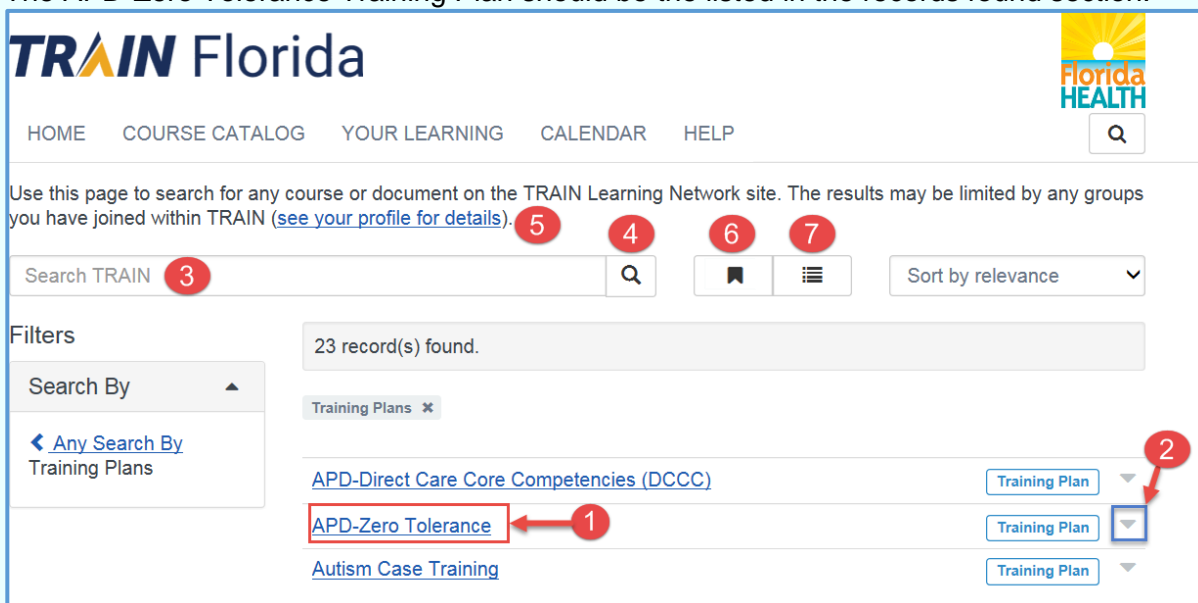




Image 4

- (1) Click on the Training Plan name to see the Training Plan's full description and instructions
- (2) Use the drop-down arrow to see a brief description of the Training Plan
- (3) If you do not see APD-Zero Tolerance Training Plan, enter **APD** into the Search feature
- (4) Click the search icon
- (5) If the APD-Zero Tolerance Training Plan does not display in the records found, click on the (see your profile for details) link.
 - a. On the Your Profile page, click the pencil icon
 - b. On the next page, locate and click on APD Providers - (Do not select the Florida – General group)
 - c. Click on confirm these selections
 - d. On the Your Profile page, click the Save button, then click on the Close button
 - e. You will be returned to the Training Plan page; the APD-Direct Care Core Competencies (DCCC) and APD-Zero Tolerance Training Plans should be listed in the records found section
- (6) This icon  allows you to save your search
- (7) This icon  allows you to view your saved search

Note:

You can use this page to search for any course or document on the TRAIN Learning Network site. The results may be limited by any groups you have joined within TRAIN.

- Most training plans have an expiration date. Once the expiration date has passed, you will no longer have access to the training plan. The courses will show incomplete on your TRAIN transcript and the TRAIN Florida APD site administrator will remove the training plan from your My Training Plans.
- If you have opted-in to receiving from TRAIN Florida, you will receive an email from TRAIN Florida notifying you that the TRAIN Florida APD site administrator has removed you from the training plan.

Section 3

How to access the TRAIN Florida APD Zero Tolerance Training Plan

Step 1

From your Home Page, locate the Search feature, and click on the Browse Training Plans link.

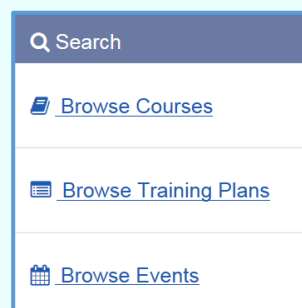


Image 5

Step 2

Click on the Training Plan Name – You will be taken to the APD Zero Tolerance Training Plan page.

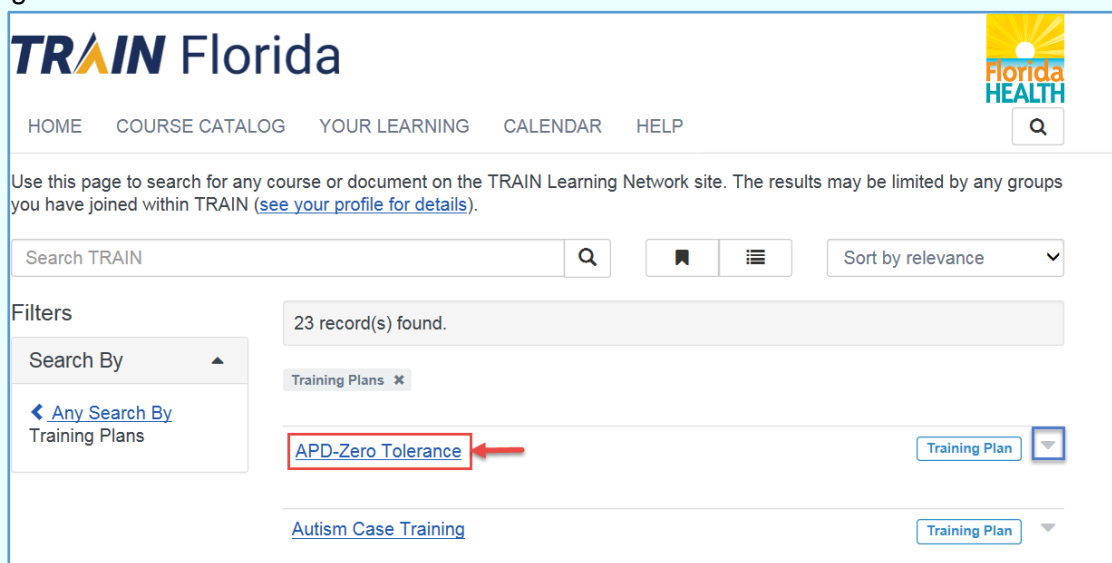
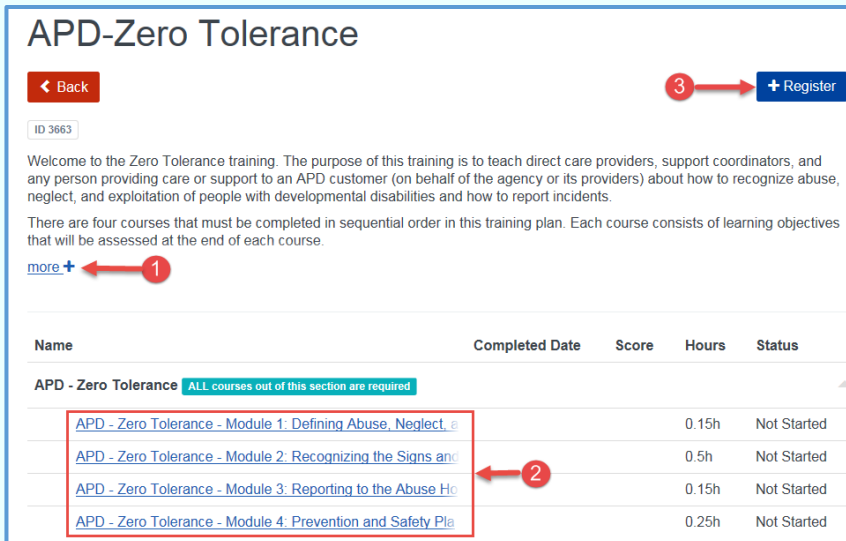


Image 6

Step 3

A. You should be on the page below.



APD-Zero Tolerance

[Back](#) [+ Register](#)

ID 3663

Welcome to the Zero Tolerance training. The purpose of this training is to teach direct care providers, support coordinators, and any person providing care or support to an APD customer (on behalf of the agency or its providers) about how to recognize abuse, neglect, and exploitation of people with developmental disabilities and how to report incidents.

There are four courses that must be completed in sequential order in this training plan. Each course consists of learning objectives that will be assessed at the end of each course.

[more +](#)

Name	Completed Date	Score	Hours	Status
APD - Zero Tolerance ALL courses out of this section are required				
APD - Zero Tolerance - Module 1: Defining Abuse, Neglect, and Exploitation			0.15h	Not Started
APD - Zero Tolerance - Module 2: Recognizing the Signs and Symptoms			0.5h	Not Started
APD - Zero Tolerance - Module 3: Reporting to the Abuse Helpline			0.15h	Not Started
APD - Zero Tolerance - Module 4: Prevention and Safety Planning			0.25h	Not Started

Image 7

- (1) **Do not skip this part.** Click on “more” and read the full Training Plan description and instructions.
- (2) This is the list of courses assigned to the APD-Zero Tolerance Training Plan. You must take the courses in the assigned order. To complete the APD-Zero Tolerance Training Plan, you must complete and pass the assessments with a minimum score of 85% for each course and complete the course evaluations.
- (3) To register in the APD-Zero Tolerance Training Plan Training Plan, click the Register button.

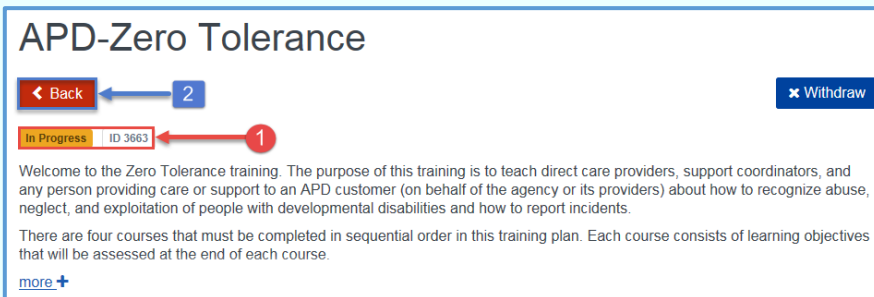
Section 4

How to manage the TRAIN Florida APD Zero Tolerance Training Plan

You now assigned to the APD-Zero Tolerance Training Plan, the following pages will show you how to manage and complete the APD- Zero Tolerance Training Plan Training Plan.

Step 1

You now assigned to APD- Zero Tolerance Training Plan Training Plan.



APD-Zero Tolerance

[Back](#) [Withdraw](#)

In Progress ID 3663

Welcome to the Zero Tolerance training. The purpose of this training is to teach direct care providers, support coordinators, and any person providing care or support to an APD customer (on behalf of the agency or its providers) about how to recognize abuse, neglect, and exploitation of people with developmental disabilities and how to report incidents.

There are four courses that must be completed in sequential order in this training plan. Each course consists of learning objectives that will be assessed at the end of each course.

[more +](#)

Image 8

TRAIN Florida APD > Learner Help & Support

How to Locate and Manage the TRAIN Florida APD Zero Tolerance Training Plan



Step 2

Click the Back button.

Step 3

You should be on the page below.

A. Click the Home link. You will return to your HOME Page.

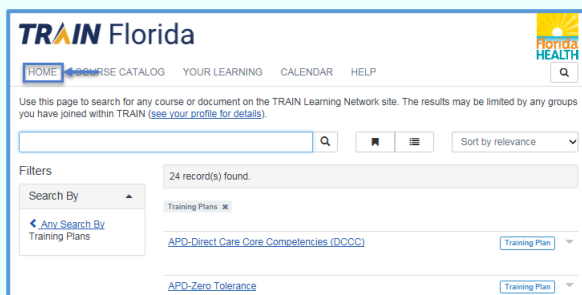


Image 9

B. You should be on the page below in Step (C).

C. How to locate the APD-Zero Tolerance Training Plan

I. Click on the YOUR LEARNING link

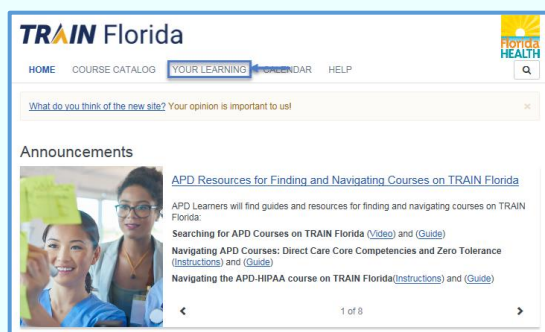


Image 10

II. On the YOUR LEARNING page, click on the Your Training Plans tab

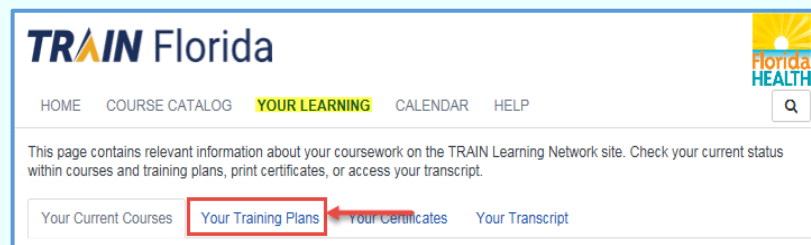


Image 11

III. Your assigned Training Plan is located on the Your Training Plans page. To access the courses, click on the Title link.

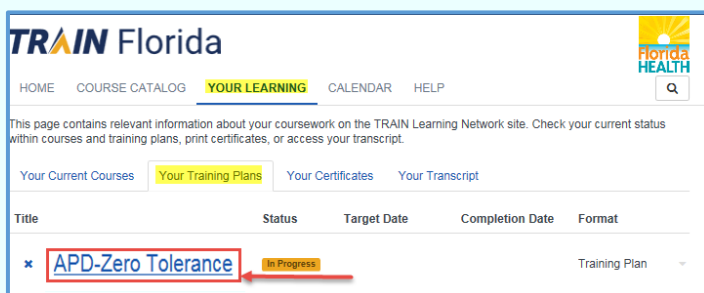


Image 12

D. How to complete the courses in the APD-Zero Tolerance Training Plan

1. You should be on the page to the below:

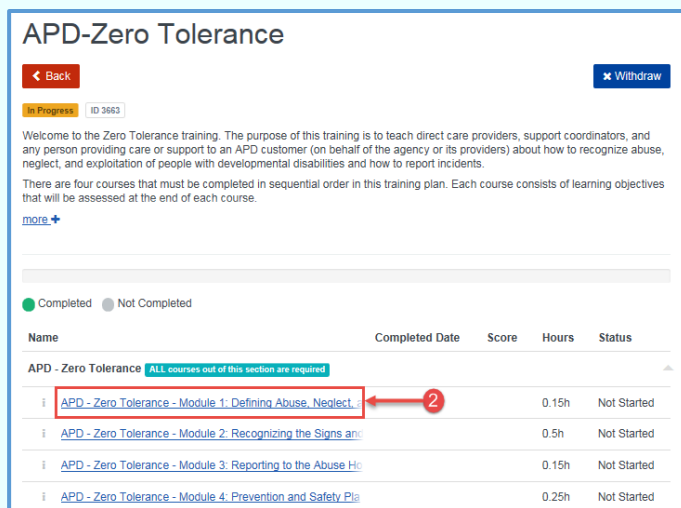


Image 13

2. You must start with APD - Zero Tolerance - Module 1.

A. **Do not skip this part.** Click on the APD – Zero Tolerance - Module 1 link. You can also download the APD Zero Tolerance training plan instructions here, they will help you complete the courses in the training plan.

B. You should be on the page below:

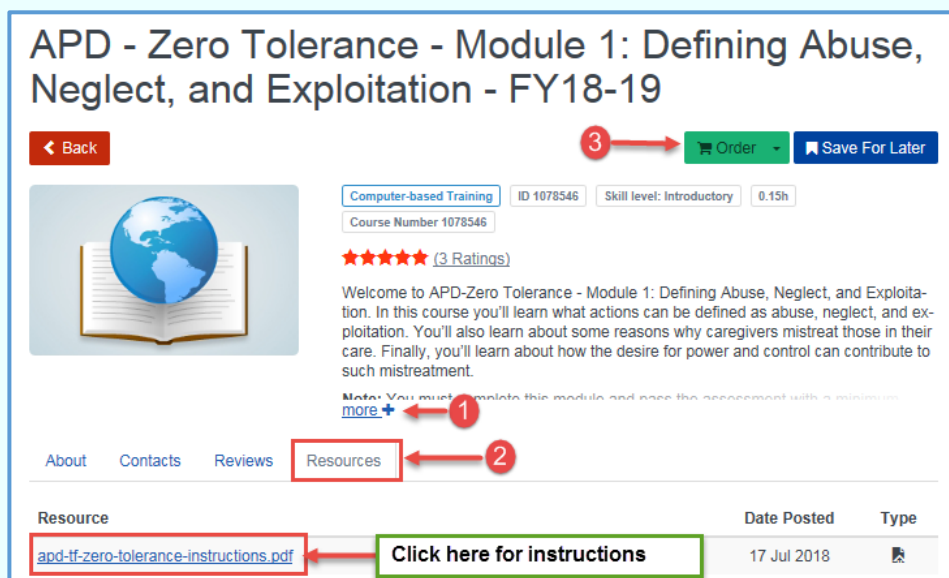


Image 14

1. Click on “more” and read the full Training Plan description and instructions.
2. The APD contact information and course reviews are located here.
 - Click on the Resource Tab.
 - **Do not skip this part.** Click on the resource link and download the APD – Zero Tolerance - Module 1 course instructions.

How to Register for the course and watch the presentation:

3. Click on the Order button and the course presentation will begin play.
4. When you have finished watching the presentation window, close the presentation window

How to take the Course Assessment (test)

5. You should be on the page to the below:

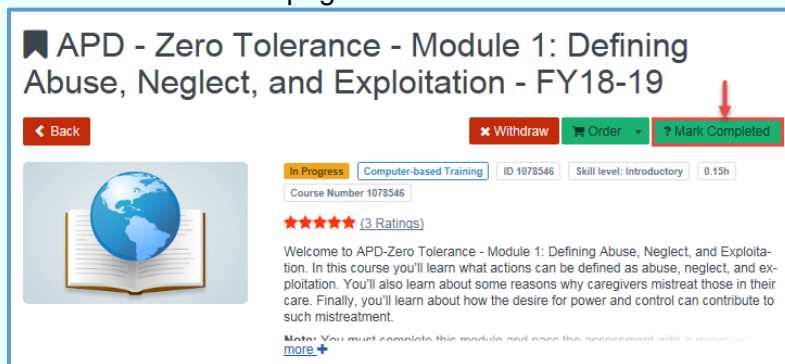


Image 15

- i. Click on the ? Mark Completed button
- ii. When the window appears, click the OK button

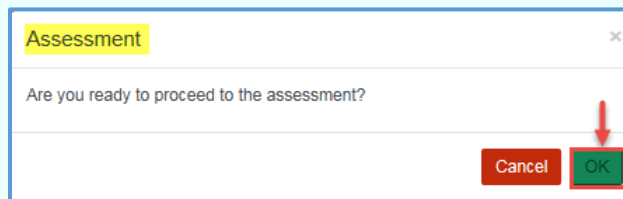


Image 16

- iii. The Assessment Button will appear

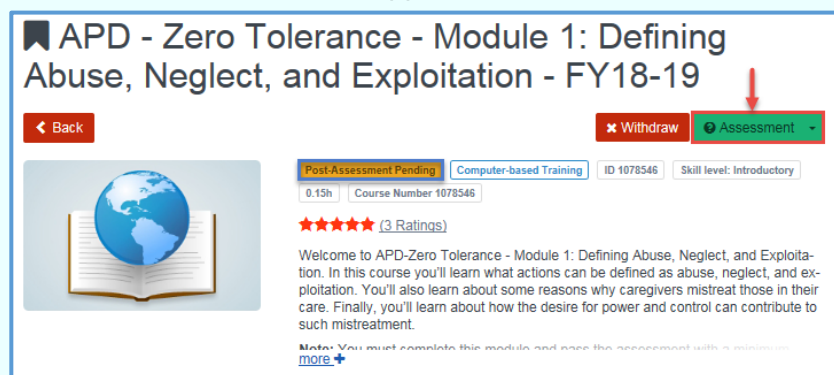


Image 17

- iv. Click on Assessment button
- v. You should be on the page to the below. Follow the instructions to complete the Assessment

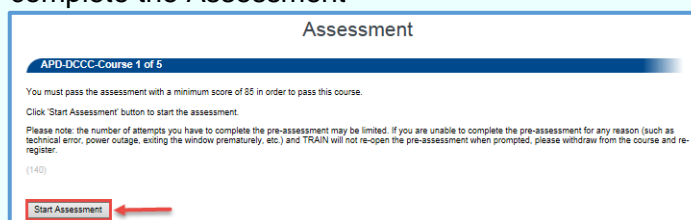


Image 18

- vi. After you have completed the Assessment, click the Close button, and go to Step vii.

- Please follow the steps below if you **do not** pass the assessment:

- You will see the Retake assessment button, click the Close button

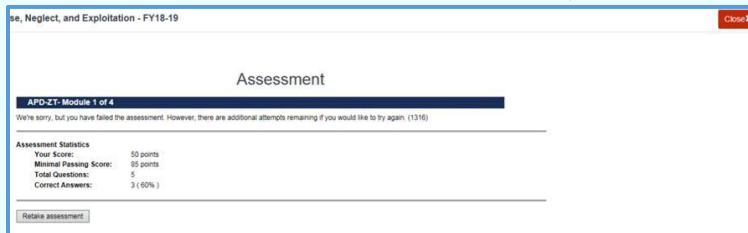


Image 19

- Return to the training plan, the status will show pending post-assessment. Click the Post Assessment button

Name	Completed Date	Score	Hours	Status
APD - Zero Tolerance All courses out of this section are required				
APD - Zero Tolerance - Module 1: Defining Abuse, Neglect, and Exploitation - FY18-19			0.15h	Post-Assessment Pending
APD - Zero Tolerance - Module 2: Recognizing the Signs and Symptoms of Abuse, Neglect, and Exploitation - FY18-19			0.5h	Not Started
APD - Zero Tolerance - Module 3: Reporting to the Abuse Hotline - FY18-19			0.15h	Not Started
APD - Zero Tolerance - Module 4: Prevention and Safety Planning - FY18-19			0.25h	Not Started

Image 20

- You should be on the window below

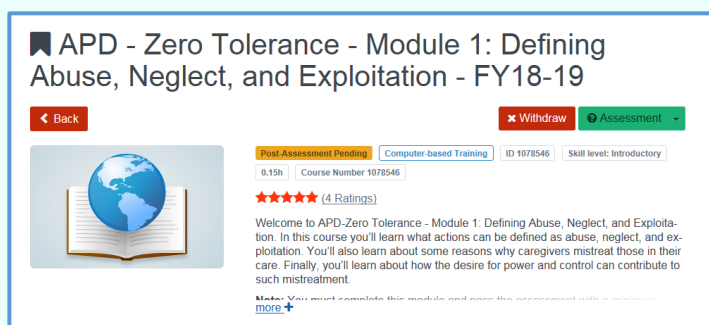


Image 21

- Click the Assessment button to retake the assessment

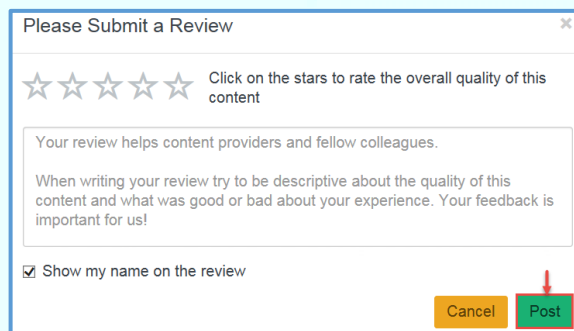
- vii. The “Please Submit a Review” page will appear

- viii. The “Please Submit a Review” page will appear

Please Submit a Review

- 6. You should be on the page to the below:

- i. Click on the stars to rate the overall quality of this content, then, click the Post button



Please Submit a Review

Click on the stars to rate the overall quality of this content

Your review helps content providers and fellow colleagues.

When writing your review try to be descriptive about the quality of this content and what was good or bad about your experience. Your feedback is important for us!

☒ Show my name on the review

Cancel Post

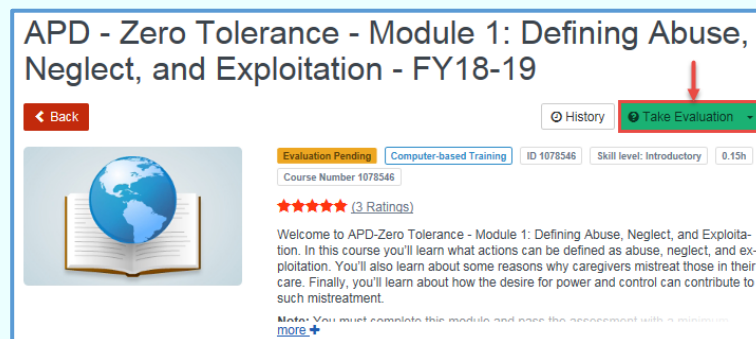
Image 22

- ii. The page will appear with the Course Evaluation button

How to take the Course Evaluation

7. You should be on the page to the below:

- i. Click on the Take Evaluation button



APD - Zero Tolerance - Module 1: Defining Abuse, Neglect, and Exploitation - FY18-19

< Back History Take Evaluation

Evaluation Pending Computer-based Training ID 1078546 Skill level: Introductory 0.15h

Course Number 1078546

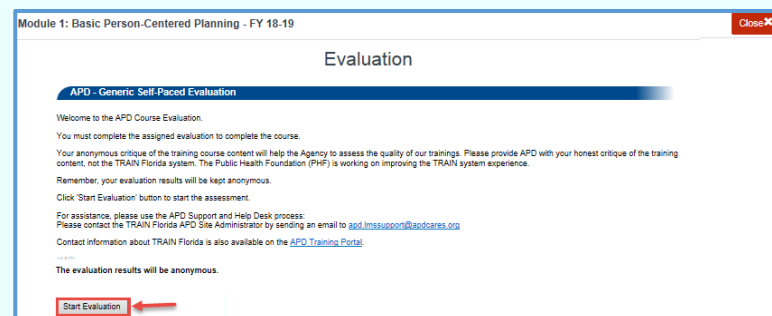
★★★★★ (3 Ratings)

Welcome to APD-Zero Tolerance - Module 1: Defining Abuse, Neglect, and Exploitation. In this course you'll learn what actions can be defined as abuse, neglect, and exploitation. You'll also learn about some reasons why caregivers mistreat those in their care. Finally, you'll learn about how the desire for power and control can contribute to such mistreatment.

More: You must complete this module and pass the assessment with a minimum score of 80% to receive credit for this module.

Image 23

- ii. You should be on the page to the below. Follow the instructions to complete the Evaluation



Module 1: Basic Person-Centered Planning - FY 18-19

Close

Evaluation

APD - Generic Self-Paced Evaluation

Welcome to the APD Course Evaluation.

You must complete the assigned evaluation to complete the course.

Your anonymous critique of the training course content will help the Agency to assess the quality of our trainings. Please provide APD with your honest critique of the training content, not the TRAIN Florida system. The Public Health Foundation (PHF) is working on improving the TRAIN system experience.

Remember, your evaluation results will be kept anonymous.

Click 'Start Evaluation' button to start the assessment.

For assistance, please use the APD Support and Help Desk process. Please contact the TRAIN Florida APD Site Administrator by sending an email to apd_helpsupport@apdcares.org

Contact information about TRAIN Florida is also available on the [APD Training Portal](#).

The evaluation results will be anonymous.

Start Evaluation

Image 24

- iii. After you have completed the Evaluation, click the Close button
- iv. You should be on the page to the below

- v. This page shows that you have completed the APD - Zero Tolerance - Module 1: Defining Abuse, Neglect, and Exploitation

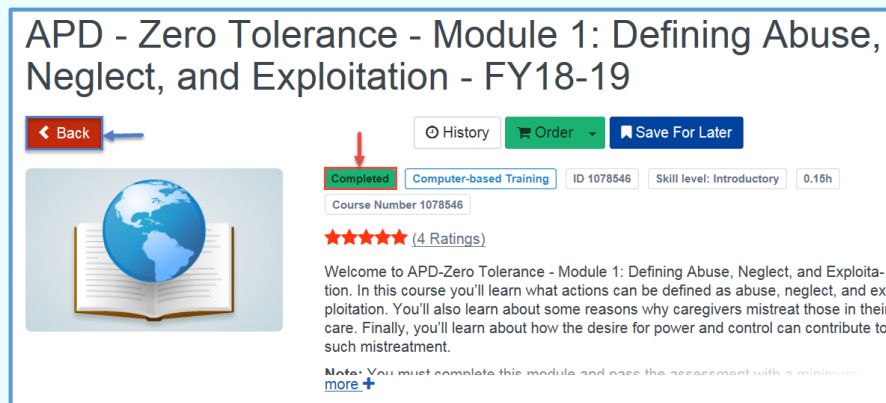


Image 22

- vi. Click the Back button
 vii. You should be on the page to the below:

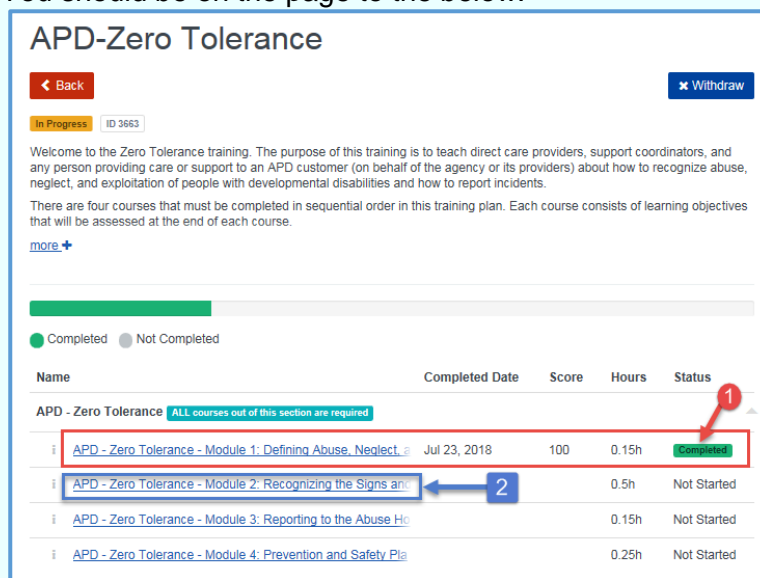


Image 23

- 1 Your course status shows completed. APD - Zero Tolerance – Module 1: Defining Abuse, Neglect, and Exploitation

How to find the other courses in the Training Plan?

- viii. Click on the APD – Zero Tolerance - Module 2 link.
 ix. Follow the Steps in Section 4(D), 2(A) to (B7) for each course listed in the Training Plan

Section 5

TRAIN Florida APD Training Plans FAQs

We have provided a list of Frequently Asked Questions.

If you cannot find the answer to your problem or require technical assistance, **please do not contact** the PFH technical assistance or FDOH; instead, contact the TRAIN Florida APD Support Team at apd.lmssupport@apdcare.org

Question 1	I did not complete a course module in the Training Plan. How do I go back and find the course module?
Answer 1	1. Locate the Your Training Status section on your HOME page and click on TRAINING PLAN (IN PROGRESS), You will be redirected to the YOUR LEARNING/Your Training Plans page. Go to page 7 of this document: How to complete the courses in your TRAIN Plans . Follow the steps in section 4 (3 C III) to (3 D 2 B7 ix).
Question 2	I completed courses in the Training Plan and accidentally clicked the Withdraw button. Do I have to start over?
Answer 2	No! Go to Section 3 of this document and follow the steps. After you click the Register button, go to Section 4 and follow the steps. Your completed courses will be listed in your Training Plan.
Question 3	I entered APD into the Search feature and do not see the APD-Direct Care Core Competencies (DCCC) and APD-Zero Tolerance Training Plans. What do I do?
Answer 3	Your account is not assigned to the APD Group. Go to Section 2, Step 2 (5) and follow the steps.
Question 4	I clicked the Register button and got a message that my profile is not updated. What do I do?
Answer 4	Click on the Update Profile link. On the profile page, enter an address in the Address field. Next, go the Time Zone field, click on the dropdown arrow and click on (GMT-05:00) Eastern Time (US and Canada). Click the Save button, then, click the Close button. You will return to register page. Click the Register button.
Question 5	How do I check the course status in a Training Plan
Answer 5	Locate the Your Training Status section on your HOME page and click on TRAINING PLAN (IN PROGRESS), You will be redirected to the YOUR LEARNING/Your Training Plans page. Click the Training Plan name for your Training Plan of choice. On the next page, locate the Status column. Completed courses show Completed and are highlighted in green.
Question 6	I did not pass an assessment; can I retake the assessment?
Answer 6	Yes! You can retake the assessment. Please follow the steps in (D)(2)(B)(5)(vi).
Question 7	How do locate my training certificate?
Answer 7	Your training certificate is available after you complete the last course in the Training Plan. Click on the Your Learning link. When the page appears, click on the Your Certificates link.

Section 6

Who to contact for questions and problem solutions

APD Technical Support and Communication



Image 24

We are just an email away!

If you have any problems and require technical assistance, please contact the TRAIN Florida APD site administrator by sending an email to apd.lmssupport@apdcare.org.



Image 25

As a TRAIN Florida APD learner, I promise not to contact the Florida Department of Health or the Public Health Foundation for assistance. Thank you for supporting TRAIN Florida APD.