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A. DOHP 300-1

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A. Outcome

This Internal Operating Procedure (IOP) standardizes the Department of Health's learning management system (DOH LMS) procedures for all users of the DOH LMS. This is critical for managing competencies, training compliance and audit-readiness by tracking, executing and reporting on learning activities, accreditation, licensing and certifications across the organization.

Division, county health department (CHD), Children's Medical Services (CMS) and DOH program areas shall assign Administrators and Course Providers to manage learners, course content, training needs and resources, while meeting the DOH requirement to reduce course duplication, standardize the DOH LMS processes, supporting the Department's Agency Workforce plan and Building a Learning Organization initiative.

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B.   Personnel

This Internal Operating Procedure applies to all DOH employees and partners who use the DOH learning management system.

DOH employees include all Career Service (CS), Selected Exempt Service (SES), Senior Management Service (SMS), and Other Personal Services (OPS) employees with the Department of Health.

DOH Non-Full-time Employees (Non-FTEs) include contract employees, federal assignees, interns and volunteers with the Department of Health, as well as community based organizations, partner agencies and public health system partners.

C.   DOH LMS Competencies

1.   All **LMS Site Administrators**, unless otherwise specified by their assigned system permissions, **shall demonstrate specific competencies** in accordance with the Train National policies and DOH LMS Support documents.

2.   All **LMS Lead, Support, and Course Administrators**, unless otherwise specified by their assigned system permissions, **shall demonstrate specific competencies** in accordance with their organization guidelines and DOH LMS Support documents.

3.   All **Course Providers** unless otherwise specified by their assigned system permissions, **shall demonstrate specific competencies** in accordance with their organization guidelines and DOH LMS Support documents.

4.   All **supervisors, employees, DOH** Non-FTEs, and public health system partners shall **demonstrate the ability to operate specific features** in accordance with the DOH LMS Support documents.

D.   Areas of Responsibility

1.   **DOH LMS Site Administrators** are located at DOH central office and include an Oversight Administrator, a Lead Administrator and Support Team members. They are responsible for overall administration of the TRAIN Florida portal.

Site Administrators will maintain, sustain and improve communications about the DOH LMS process and TRAIN Florida portal with partners, sponsors, administrators, course providers and learners. They will work in coordination to maximize the use and benefits of the TRAIN Florida portal. (See the TRAIN Florida Roles and Permissions Guide)

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2. **DOH LMS Lead, Support, and Course Administrators** consist of staff who are assigned based on local level and program area specific training needs within a division, CHD, CMS, or DOH program area. Unless otherwise specified by their assigned system permissions, they are responsible for local level and/or program area administration of the TRAIN Florida portal.

    Prior to being assigned the Course Approval Manager role in TRAIN Florida, Administrators who will approve courses must:
    - Complete the DOH ADDIER (Analysis, Design, Development, Implementation, Evaluation, and Revision) training
    - Be knowledgeable of the DOH LMS Training Content Standards, training policies and course content design requirements for the DOH LMS TRAIN Florida

    Lead Administrators will maintain communications about the DOH LMS TRAIN Florida with partners, sponsors, course providers and learners. They will work in coordination to maximize the use and benefit of the TRAIN Florida portal, and participate in DOH LMS support meetings. (See the TRAIN Florida Roles and Permissions Guide and the DOH LMS Administrator's Requirements.

3. **DOH LMS Course Providers** are responsible for local level and/or program area course administration of the TRAIN Florida portal.

    Prior to being approved for the Course Provider role, Course Providers who design FDOH training course content for delivery in TRAIN Florida must:
    - Complete the DOH ADDIER (Analysis, Design, Development, Implementation, Evaluation, and Revision) training
    - Adhere to the DOH LMS Training Content Standards, the training policies and course content design requirements for the DOH LMS TRAIN Florida (See the TRAIN Florida Roles and Permissions Guide)

4. **DOH Supervisors**, pursuant to DOHP 300-1 are responsible for:
    - Assisting employees with identifying courses and training plans that align with job specific training requirements
    - Ensuring employees document training completion in the DOH LMS TRAIN Florida
    - Knowing how to access and interpret reports from the DOH LMS TRAIN Florida and reports from the DOH Employee Resource Information Center (ERIC) reporting portal
    - Using the DOH LMS Support, TRAIN Florida Tier 1 Support process for technical assistance, discussion threads and resources

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5. **DOH LMS Learners**, pursuant to DOHP 300-1, are responsible for:
- Communicating with their supervisor about training needs, job specific Public Health Core Competencies and accomplishments
- Demonstrating the ability to navigate and use the functions in the DOH LMS TRAIN Florida
- Managing their DOH LMS learner account, training plans, course registrations, assessments, evaluations, surveys, transcripts and certificates
- Knowing how to access and interpret their individual DOH LMS TRAIN Florida and ERIC reports
- Managing and completing courses and training plans within the scheduled timeframe and completing assigned assessments and evaluations
- Using the DOH LMS Support, TRAIN Florida Tier 1 Support process for technical assistance, discussion threads and resources
- LMS Learners **shall not** create a TRAIN Florida account. They are expected to use the TRAIN Florida Tier 1 Support process for technical assistance, or contact the local TRAIN Florida administrator for their area.

III.   Procedures

A.   DOH LMS TRAIN Florida

Florida Department of Health's official learning management system is TRAIN Florida and will host and track all DOH trainings. DOH program areas will assist the Department by ensuring all policy-driven trainings are updated on the DOH Training Matrix and all assigned trainings are available in TRAIN Florida. Trainings formats may be available as classroom, webinars, video, or self-paced courses.

B.   DOH LMS TRAIN Florida Quality Assurance

Quality assurance is maintained through the organizational structure with its designated roles and permissions, the maintenance and audit process, and the requirement for information security and privacy training prior to accessing TRAIN Florida.

1.   **Organizational Structure - Roles and Permissions**
The DOH LMS structure consists of three levels of support and interaction:
- DOH LMS Site Administrator and DOH LMS Support Team
- DOH LMS assigned Lead, Support and Course Administrators
- DOH LMS approved Course Providers

All DOH employees who are assigned to the roles above shall adhere to the DOH LMS Support documents listed in Section VI of this document. The DOH LMS Site Administrator, DOH LMS Support Team, DOH LMS Lead,

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Support and Course Administrators, and Course Providers will abide by and enforce the DOH LMS TRAIN Florida protocols and TRAIN policies with site users.

2. **TRAIN Florida Communication and Support**
All TRAIN Florida users shall adhere to the TRAIN Florida Communication and Support process and use available communication tools. The statewide DOH LMS teams will ensure that all TRAIN Florida inquiries, comments, or issues are resolved within twenty-four hours of submission or request.

3. **Maintenance and Audit**
The DOH LMS Site Administrators will ensure data integrity in TRAIN Florida. All DOH employees who are assigned to TRAIN Florida administrative roles shall adhere to the TRAIN Florida Audit and Maintenance process.

Course Providers are responsible for adhering to the DOH LMS TRAIN Florida and TRAIN course requirements, and maintaining their courses in the DOH LMS TRAIN Florida. They are to review the course evaluation results, the accuracy and currency of the course content and course functioning within the LMS, and make necessary changes on a fiscal year basis.

The DOH LMS Site Administrators and the DOH LMS Lead Administrators or delegate will perform quarterly quality assurance reviews of the courses in the DOH LMS TRAIN Florida. They will provide guidance, reminders and training to improve the quality and maintain the timeliness of data on the DOH LMS TRAIN Florida portal.

The DOH LMS Site Administrators and DOH LMS Lead Administrators reserve the right to refuse or return submissions, edit course listings, subject areas, target audiences, or other attributes for clarity and overall consistency with the DOH LMS TRAIN Florida and TRAIN submission requirements.

The Public Health Foundation (PHF) reserves the right to refuse or revoke any organization's privilege to submit courses to TRAIN (TrainingFinder.org) that are inconsistent with the purpose, scope and target audiences of TRAIN, or for any reason.

C. **DOH LMS TRAIN Florida Registration**

To help ensure the accuracy of account information and training data within the system, the DOH LMS TRAIN Florida learner registration process shall be conducted in accordance with the DOH LMS support documents. Learners include all DOH employees, interns, volunteers, contract employees and public health system partners.

It is expected that learners will **not** self-register in TRAIN Florida. The DOH LMS Lead Administrators shall create a TRAIN Florida learner account as needed. The

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DOH LMS Site Administrators and/or the DOH LMS Support Team will monitor the registration process for duplicate accounts from learners who may have self-registered and take the necessary steps to merge the duplicate accounts into one account.

The DOH LMS TRAIN Florida Site Administrators will use the People First data warehouse and ERIC records to update learner profiles when DOH personnel are hired, reassigned, promoted, transferred or separated.

The DOH LMS TRAIN Florida Administrators or delegates will use the ERIC reports to update learner profiles and TRAIN Florida groups when DOH personnel are hired, reassigned, promoted, transferred or separated.

D.   Course Creation Standards and Approval

To help support the Department's initiative in delivering high quality and adult learning trainings, courses entered into the DOH LMS TRAIN Florida must meet the DOH Training Content Standards (see the [DOH Training Content Standards](#)) and the minimum requirements of TRAIN.

DOH LMS TRAIN Florida Administrators and Course Providers **shall assist with coordinating the creation of courses locally and statewide to avoid duplication.** Prior to creating and posting a course, the DOH LMS Site Administrator, DOH LMS Lead Administrator and Course Provider will search the DOH LMS TRAIN Florida course list to determine if an equivalent or similar course exists. **If an equivalent or similar course does exist, the Course Provider will not create a new course**, but will coordinate with the Course Provider of the existing course to ensure it is, or can be, made available to all staff. If a course is one that would benefit all staff, and does not exist in the DOH LMS TRAIN Florida, the DOH LMS Lead Administrator and Course Provider will coordinate with the DOH LMS Site Administrator to determine the best method for creating the course for statewide use.

E.   Non-TRAIN Florida Courses

Learners may add courses taken outside of the TRAIN Florida LMS to their TRAIN Florida transcript and upload their certificate of completion when it has been approved and verified by the learner's supervisor or the DOH LMS Lead Administrator through the non-Train course approval process. The ERIC system contains all the training data from the previous DOH LMS, and is able to provide a transcript report reflecting all of the courses a learner has completed in previous DOH learning management systems. This will reduce the need for the learner to enter non-TRAIN Florida courses.

F.   Learner Training Plans

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The creation and assignment of learners to a TRAIN Florida Training Plan shall be administered in accordance with the DOH LMS TRAIN Florida Master Training Plan Guidelines. This will ensure the accuracy of course and learner assignments within the system.

The DOH LMS Site Administrator and/or the DOH LMS Support Team will help develop training plans for the DOH mandatory, required and recommended courses on the DOH Training Matrix. DOH LMS Lead, Support and Course Administrators **shall not develop training plans that include courses listed in the DOH Training Matrix**. The DOH LMS Lead, Support and Course Administrators may develop training plans for groups of courses designated for use by local employees and groups.

G. Course Completion and Documentation

Learners are responsible for completing courses that are DOH mandatory, required, or recommended, as well as other course content, assessments, evaluations and surveys associated with the courses in their assigned training plans. Learners are also responsible for maintaining accurate documentation within the DOH LMS TRAIN Florida for completed classes.

Supervisors shall monitor the training status of their employees, retrieve reports from ERIC, and share information and reports with employees and management as needed.

H. Reports

All DOH LMS reports will reside in the Employee Resource Information Center (ERIC) system and will be accessible to the DOH LMS Site Administrators, DOH LMS Lead, Support and Course Administrators, Course Providers and DOH supervisors. ERIC will be used as the primary source for data collection and reports related to training, and standardized and customized reports are available through the Report Request process. TRAIN Florida ad hoc reports will be managed by the DOH LMS Site Administrators who will enable the report sharing feature.

IV. Distribution List

DOH LMS Steering Committee
DOH LMS User Group
Workforce Development, Advisory Council
Workforce Development, Training Directors and Human Resource Liaisons

V. History Notes

N/A

VI. Supportive Data

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A.   DOH Training Content Standards
B.   DOH Training Matrix
C.   DOHP 300-1, Training Policy
D.   DOH LMS TRAIN Florida Support and Communication Guidelines
E.   TRAIN Complete Policies
F.   TRAIN Florida Audit Maintenance Process
G.   TRAIN Florida External Content Process
H.   TRAIN Florida Master Training Plan Guidelines
I.   TRAIN Florida Roles and Permissions Guide
J.   DOH LMS Administrator's Requirements