Event Preparation For Service Providers Policy

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Academy for Professional Excellence

CWDS
Child Welfare Development Services

The Academy for Professional Excellence is a project of the San Diego State University School of Social Work

Event Preparation for Service Providers Policy

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Purpose

The purpose of this policy is to set standards and procedures for service providers that align with the Academy's expectations for delivering workforce development events.

Definitions

Service providers are defined as IES employees, vendors, and/or independent contractors that have been hired with the sole purpose of providing training and Child Welfare Development Services (CWDS) for the Academy.

Workforce Development Events are defined as facilitation, training, instructor-led courses, deliveries, deliverables, consultation, simulation, curriculum development, and learning opportunities.

Policy

All service providers must use the Academy's technology systems for expressing interest and availability in facilitating an event , managing their event schedules, and accessing training and development materials.

All materials (including service provider's proprietary training materials) used for event deliveries must be accessed via CACWT for both learners and facilitators .

All service providers are expected to adhere to Academy procedures for event preparation.

Responsibility

It is the responsibility of the Learning & Development Operations Manager to ensure this policy is reviewed and updated on an annual basis or as changes are required.

It is the responsibility of the Development Operations Coordinator to communicate this policy and the expectations outlined here to the service providers during the orientation process and update or review as necessary.

Within the Academy, the LMS team is our technical support for CACWT access. In compliance with the Americans with Disabilities Act (ADA) of 1990, all materials on CACWT must meet the accessibility standards. The Workforce Management and Development department is responsible for ensuring curriculum materials are ADA compliant through the remediation process. For more details pertaining to the remediation of proprietary, service provider owned training materials, refer to the remediation of proprietary curriculum procedure.

Procedure

CACWT Account

The California Department of Social Services (CDSS) has implemented a statewide Learning Management System called CACWT. All service providers will be assigned a CACWT account and will use CACWT to access and deliver course curriculum.

- Service providers that are current employees with a county child welfare agency will use their county CACWT account to access and deliver course curriculum.
- Service providers that are not current county employees will have a CACWT account created after completing CWDS Service Provider orientation.
- Learners will also have an active CACWT account to access course materials.

Use of CACWT

The Academy's LMS team ensures all development materials are available online via the CACWT system.

All service providers are responsible for ensuring they have access to CACWT and learning materials in advance of their delivery event.

- Additional guidance can be found by accessing Zoho Knowledge Support Articles.
- If a service provider cannot access materials, they should immediately submit a Zoho ticket to the Academy LMS support team.

To access materials for Common Core and statewide standardized courses, see the CACWT ACCESS Guide. Materials for Common Core and all statewide standardized

courses are provided by the state in the CACWT system. Service providers should only utilize the materials provided in CACWT to ensure they are utilizing the correct version of the content.

The state regularly engages in Continuous Quality Improvement (CQI) updating and enhancing curriculums based on feedback.

- Service providers are responsible for checking the curriculum in CACWT and looking for "Version Change Document" which lists the changes recently made to a curriculum.
- Updates to curriculum will also be shared with service providers via "The More You Know..." Monthly Service Provider Newsletter.

Service Providers wanting hard copies of materials are responsible for their own printing. Learners can also access trainee materials online via CACWT and are responsible for downloading hard copies of training materials.

Use of Access PlanIt

Access PlanIt is a scheduling software that allows users to receive recruitment notifications, schedule events, and manage upcoming event schedules.

- An Access PlanIt account will be created for a service provider once they have completed CWDS Service Provider orientation and reached their start date.
- New service providers will receive an email from the Workforce Management Assistant notifying them of their new account and providing them with instructions for setting up their password (Access Planit Login Guide) and accessing guides to learn how to Navigate Your Dashboard, Navigate Courses, and Navigate Your Calendar.
- Once notified, it is the responsibility of a service provider to set up their new password and review the guides to learn how to use the Access PlanIt platform. Service providers are expected to use Access Planit to Request to Deliver upcoming training opportunities. Note that a request only indicates interest in training and is not confirmation that a service provider has been scheduled for that particular event.
- Service providers are responsible for managing their schedule. This includes checking Access PlanIt regularly for recruitments and scheduling notifications, ensuring the accuracy of calendar events, and confirming dates/time/location of upcoming events. Service providers will receive confirmation of booking an event within their Access PlanIt calendar.

Preparation For an Event

- Service providers are expected to review training and development curriculum in preparation for the delivery event.
- Service providers that onboarded as IES employees will be paid for up to 2 hours of prep time for each classroom facilitation event. If a service provider needs additional prep time, they must get approval from the WMD Development Operations Supervisor or Learning & Development Operations Manager.
- Vendors and Independent Contractors have the 2 hours of prep time incorporated into their daily rate.
- Arrival time: In Person (Full day or half day): Arrive an hour before training start time. If arriving after 8 please communicate with your assigned TOA. IES employees need to make sure they enter their actual arrival time on their IES timecard.
    - Virtual: Log in 30 minutes before training start time. If arriving after 8:30 please communicate with your assigned TOA. IES employees need to make sure they enter their actual arrival time on their IES timecard.)
- New service providers are encouraged to connect with their assigned Training Operations Assistants for the purpose of introductions, creating agreements, identifying roles, reviewing the agenda, and/or making arrangements to view the training location and classroom technology.
- Service Providers who wish to observe a facilitation delivery to support their learning and development may submit an Observation Request Ticket. A service provider that has been assigned to observe a specific facilitation event by the WMD Facilitator Supervisor will be paid for their time. All other observations are considered development opportunities and will be unpaid.
- Service providers assigned to consultation or curriculum development projects will work directly with program project leads in determining delivery due dates and submissions of timesheets or invoices.

Canceling an Event

Occasionally the Academy/CWDS is required to cancel a training event due to factors such as low enrollment, natural disasters or other challenges. We will make every effort to notify service providers of the cancellation 5-7 business days prior to the scheduled training/event. We are unable to pay IES Employees, Vendors, or Contractors for canceled training/events.

If a service provider needs to cancel a scheduled event (outside of an emergency situation), they are expected to notify the Training Coordinator no less than 7 business days prior to the scheduled event. In the case of an emergency, a service provider should notify a Training Coordinator as soon as possible.

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