

Limited Service County DL New Hire Onboarding (Eff 10/29/2024)

New Hire Training plan

Week 1

All new DMV employees are required to attend the **DRIVES LMS Virtual Orientation Training** course within the first week of being hired. These training sessions are scheduled every Tuesday morning. We strongly recommend that County employees also enroll in this class so new employees have the knowledge they need to navigate the LMS and complete the required training.

Once you have the start date for a new employee, you will need to register your new employee for this class, follow the steps below.

- Send an email to the LMS administrator at dor_dmv_county_lms@state.co.us and the Training team at dor_dltrainingoperations@state.co.us.
- Email should include:
 - Employee name
 - Start date
 - Email (if available)
 - Supervisor Name
 - Manager Name
 - Business unit

The LMS administrator will send an email to the employee and supervisor regarding the course date and time, and virtual login information.

The employee will need the following for the LMS training:

- Internet Access
- Full Name
- State/County Email Address (if available)
- Work phone #
- Employee ID (State employees only, if available)
- Official Job Title
- Supervisor Name and Email

Upon completion of this course and the LMS Administrator has approved their LMS accounts, all new hire training courses required by DPA, CDOR HR and OIT will automatically be assigned to the employee for completion. (State Only) In addition, the required DMV specific courses will be assigned to all State and County employees.

CDOR HR Required Training - State Only

CDOR HR in partnership with DPA and OIT have required training that must be completed within 60 days of the new hire date. The CDOR HR training is required for all permanent employees, temps and contractors.

This list of required courses is updated frequently, the most recent version can be found on OHR intranet site.

DMV Training

Each of the following learning plans outlined below will consist of a pre assessment which has no minimum passing score, a series of web based training modules, a virtual instructor led class and a post assessment. As a reminder there is an 80% minimum passing score for the post assessment in order to move onto the next learning plan. The Post assessment must be passed as a prerequisite for the next flipped classroom.

This list is an all inclusive list which shows what training has been developed and is currently available in the LMS. This list also shows the topics that are on deck to be developed so you can see the entire curriculum.

All WBTs highlighted in **green** are confirmation that this training topic is available in the LMS.

Verbal Defense and Influence (Required for DMV Staff)

This training focuses on preparing employees to predict, prevent and reduce conflict. Participants will gain the knowledge, skills and abilities to interact with anyone, in person, virtually, by phone or in writing. In addition, employees will learn de-escalation techniques to limit conflict and verbal attacks.

This course is offered twice monthly and employees are ***strongly encouraged*** to take this course before the employee interacts with the public. The full schedule can be found in the LMS.

Disability Awareness and Etiquette (Required for DMV Staff)

This course serves as a baseline curriculum of understanding in regards to disability topics in the workplace. In this course, learners will build awareness of common issues surrounding People with Disabilities (PWDs) in obtaining employment, learn how to utilize Disability Etiquette and proper language when engaging with PWDs, and how to challenge their own Ableism in the workplace.

DRIVES Compliance Certificate Plan

NEW Training Completion Requirements Effective 07/01/2023

As of July 1, 2023, all new DRIVES users or those previous end users whose access ended more than 6 months ago will need to complete the **DRIVES Compliance Certificate Plan** and submit the completion certificate before DRIVES access can be granted.

Here are the steps to follow to ensure DRIVES access is granted successfully.

1. DRIVES Access

a. All new DRIVES users will need to complete the **DRIVES Compliance Certificate Plan** located in the Learning Management System prior to DRIVES access being granted.

i. Supervisors will continue to submit the OIT Access Form to OIT in order to set up the new hires network access. Supervisors will complete the form and include the DRIVES access request and appropriate authorized signatures.

ii. Training completed

1. When training is completed the end user will email the completed certificate from the LMS to **dor_drives_prod_traininghelp@state.co.us**

iii. DRIVES Access Granted

1. Once Production Support receives the certificate via email, they will set up DRIVES access within 24 hours of receipt.

DRIVES Compliance Certificate Plan

Total Completion Time for Certification Plan: 2.5 Hours

Total Learning Plans: 1

Pre Assessment : 15 minutes

WBTs: 2.0 hours (12 WBTs)

Post Assessment: 15 minutes

Competencies: This certificate program is designed to provide the learner with terminology, concepts and organizational framework necessary to understand the various work groups within the Department of Revenue. You will be able to provide a general overview of Federal and State regulations which mandate the security of records and discrimination Policies within the DMV.

1. DPPA Part 1: The Driver's Privacy
Protection Act of 1994

2. DPPA Part 2: Personal Identifiable
Information

3. DPPA Part 3: Workplace Application
of DPPA

4. DPPA Acknowledgement

5. Address Confidentiality Program
(ACP)

6. ASL / Foreign Language Interpreter
Overview

7. Anti Discrimination Policies and the
DMV

8. Anti Discrimination Complaint
Process

Welcome to the DMV

1. DMV Overview
2. Skip the Trip

3. myColorado App Overview

DL - Capture Suite for Driver License Certification Plan

Total Completion Time for Certification Plan: 3.75 hours

Total Learning Plans: 1

Pre Assessment : 15 minutes

WBTs: 1.5.hours (5 WBTs)

Flipped Classroom: 2 hours

Post Assessment: 15 minutes

Competencies: This certificate plan is designed to provide the learner with basic computer operations of the capture suite, such as navigating between windows, or screens and running the program. How to operate related equipment, such as printers and scanners. And finally the departmental procedures for processing Applicant requests and workflows for each type of authentication result.

Course Description: The participant will be able to demonstrate the skills necessary for basic navigation within the Capture Suite. The participant will learn the common features for the document scanning and image capture workstations, including the peripheral equipment used. Lastly, the special situations involving the capture suite process will be explained.

WBTs in recommended order:

1. DL - Capture Suite:
Commonalities/Document Scanning
Overview
2. DL - Video Demonstration - Capture
Suite - Document Scanning
3. DL - Capture Suite: Image Capture
Workstation

4. DL - Video Demonstration: Capture
Suite - Image Capture
5. DL - Capture Suite: Special
Situations
6. DL Photo Requirements

DL - Fraud Detection & Remediation Certification Plan

Total Completion Time for Certification Plan:

Total Learning Plans: 2

Pre Assessment : 15 min
WBTs: 5.25 hours (21 WBTs)
Flipped Classroom: 2 hours
Post Assessment: 15 min

Competencies: This certificate plan introduces the basic techniques of fraudulent document recognition that staff can employ without the need for expensive forensic tools.

DS - AAMVA Fraud Detection and Remediation

Course Description : This suite of modules introduces the basic techniques of fraudulent document recognition that staff can employ without the need for expensive forensic tools. By providing in-depth examples and explanations of the types of security features in circulation today, and most importantly, how to identify them, the modules provide the tools needed to flag documents for review that may have otherwise been accepted at face value as genuine. There is no pre or post assessment tied to this specific curriculum nor a virtual instructor-led class. These assessments and flipped classrooms will be developed when the fraud curriculum is developed for new hires. This course will function as a standalone required set of courses until the development is completed.

There are a total of 16 modules for Tech 1-III, 17 modules for Tech IV and above AAMVA Fraud Training modules for new hires to complete. Technician III and above will take one additional Manager Fraud course offered by AAMVA

WBTs in recommended order:

01- Introduction to Fraud- AAMVA FDR

09- Military ID Cards AAMVA FDR

02 - Security Features AAMVA FDR

10- Canadian Travel, Citizenship, and Immigration Docs AAMVA FDR-

03- Birth Certificates AAMVA FDR

11- Canadian Birth, Driver, and Vehicle Docs AAMVA FDR

04 Vehicle Identification Documents- AAMVA FDR

12- Mexican Documents- AAMVA FDR

05- Driver Licenses and ID Cards AAMVA FDR

13- Counterfeits and Alterations AAMVA FDR

06- Travel Documents AAMVA FDR

14- People and Actions AAMVA FDR

07- Social Security Cards AAMVA FDR

15- S01-Internal Fraud for Staff AAMVA FDR

08- US Immigration Documents AAMVA FDR

16 - S02-High Quality Counterfeits AAMVA

****S03-Internal Fraud for Managers AAMVA FDR ****

Time to complete:

- Web Based Trainings - 4.50 Hours

DS - Fraud for Contact Professionals

Course Description: This Learning plan provides participants with the basics of fraud detection and remediation, including the different types of fraud, and the DMV employee's responsibilities in detecting and deterring fraud. The modules in this plan review the common security features on/in paper and plastic documents, the fraud prevention tools available to DMV employees, the definitions of DRIVES fraud types, and the procedures for handling fraud within the office. Additionally, participants are exposed to the Request for Investigations process in DRIVES and will learn both fingerprinting and photo comparison principles and apply these principles to identify potential matches.

WBTs in recommended order:

1. DS-Fraud Detection and
Remediation Basics

2. DS-Fraud Procedures and DRIVES
3. DS - Fraud Prevention tools

Time to complete:

- Pre Assessment - 15 min
- Web Based Trainings - .75 Hours (3 WBTs)
- Flipped Classroom - 2 Hours
- Post Assessment - 15 min

DS - Fundamentals Certification Plan

Total Completion Time for Certification Plan:

Total Learning Plans: 5

Pre Assessment : 1.75 hours

WBTs: 10.25 hours (41 WBTs)

Flipped Classroom: 14 hours

Post Assessment: 1.75 hours

Competencies: This certificate program is designed to provide the learner with terminology, concepts and organizational framework necessary to understand the statutory requirements and guidelines for gathering necessary customer information and the roles and responsibilities as defined for each work group. Additionally, the learner will be able to demonstrate the skills necessary for basic navigation within the DRIVES system.

DS - Introduction to DS Fundamentals

Course Description: The introduction to DS fundamentals learning plan is a review for new hires addressing the procedural requirements that must be followed and understood prior to credential issuance. This includes statutory requirements, guidelines for gathering necessary customer information, and background information on why these processes were put in place.

WBTs in recommended order:

1. DS - Voter Registration for Driver Services
2. DS-Credential Types and Services Provided
3. DS - Initial Customer Contact for Driver Services

4. DS - Proof of Address
5. DS-Account Note Guidelines
6. DS - Identifier Numbers
7. DS - Introduction to Indicators

Time to complete: 4.25 Hours

- Pre Assessment - 15 min
- Web Based Trainings - 1.75 hours (7 WBTs)
- Flipped Classroom - 2 hours
- Post Assessment - 15 min

****Q-Flow training will be added to this curriculum once the project is finalized and WBTs developed.****

DL - Introduction to DL Fundamentals

Course Description: This course will provide the Technician a review of the Roles and Responsibilities of the Advisor and the various roles you are tasked with completing daily. Including proper Cash Handling policies and the standards for security and verification. Finally, users will review key sections of the Driver License/County Office Manager.

WBTs in recommended order:

1. DL - Organ, Eye and Tissue Donation Overview
2. DL - Roles and Responsibilities of the Advisor
3. DL - Roles and Responsibilities of a DL Technician

4. DL - Cash Handling Technician I-III
5. DL - Driver License and County Office Manager

Time to complete: 3.75 hours

- Pre Assessment - 15 min
- Web Based Trainings - 1.25 hours (5 WBTs)
- Flipped Classroom - 2 hours
- Post Assessment - 15 min

DS - DRIVES Fundamentals 101- Updated 1/1/2023

Course Description: This learning plan examines the fundamentals as they relate to the DRIVES system. Covering accessing DRIVES, basic navigation for data entry and commonly used managers. As well as, basic cashing as it relates to everyday job responsibilities and finally. Lastly, learners will also review resources available for Driver Service employees, and e-services for Colorado customers.

WBTs in recommended order:

- | | |
|---------------------------------|----------------------------------|
| 1. Logging On and Off of DRIVES | 5. Activity Navigation |
| 2. DS-Home Screen Navigation | 6. DL - Basic Cashiering |
| 3. Using Help in DRIVES | 7. DS - Roadmap of Resources-NEW |
| 4. DS-Search Manager | 01/01/23 |

Time to complete: 4.25 hours

- Pre Assessment - 15 min
- Web Based Trainings - 1.75 hours (7 WBTs)
- Flipped Classroom - 2 hours
- Post Assessment - 15 min

DS - DRIVES Fundamentals 102

Course Description: This learning plan assists new State and County DRIVES users in reviewing the various types of Driver Services accounts, with an emphasis on the Driver License Account springboard. Users will describe the difference between Tier I and Tier II, recognize the information contained in Tier II, and apply that information when reviewing an account.

WBTs in recommended order:

- | | |
|--|---|
| 1. DS - Account Types | 4. DS - Tiered Data for Driver Services |
| 2. DS - Individual Springboard | |
| 3. DS - Driver License Account Springboard | |

Time to complete: 3.5 hours

- Pre Assessment - 15 min
- Web Based Trainings - 1.00 hours (4 WBTs)
- Flipped Classroom - 2 hours
- Post Assessment - 15 min

DS - DRIVES Fundamentals 103

Course Description: This learning plan introduces new DRIVES users to the Document Retention requirements and the process for batch scanning of supporting documentation to customer accounts. Participants will explore the Customer Relationship Management tab, and its relevance to their daily work. The 'My Work Manager' answers the question of how you will gain access to your daily work. Additional topics covered are an overview of the SPEXS/PDPS systems, the Driver License compact law, and the composition of the Driving Record (aka MVR).

WBTs in recommended order:

1. DS - Batch Scanning for Document Retention
2. DS - Customer Relationship Management (CRM)
3. My Work Manager

4. DS - Introduction to SPEXS/PDPS System Verification
5. DS - Driver License Compact Law
6. DS - Introduction to Motor Vehicle Records (MVR)

Time to complete: 4 hours

- Pre Assessment - 15 min
- Web Based Trainings - 1.50 hours (6 WBTs)
- Flipped Classroom - 2 hours
- Post Assessment - 15 min

DS - Credential Requirements Certification Plan

Total Completion Time for Certification Plan:

Total Learning Plans: 5 Learning Plans

Pre Assessment : 1.25 hours

WBTs: 7.00 hours (28 WBTs)

Flipped Classroom: 10.00 hours

Post Assessment: 1.25 hours

Competencies: This certificate plan will teach the learner the required elements for the different types of customers and the identification documents which meet the elements. The learner will be able to explain the notification required per statute for customers unable to meet the required elements. General eligibility requirements for obtaining a Colorado credential, as well as testing guidelines for knowledge and skills tests. Lastly, the learner will be introduced to the impact citations and withdrawal actions can have on the customer's driving privilege.

DS - Identification Requirements 101

Course Description: This learning plan provides participants with a working knowledge of the Identification requirements for the different types of customers.. Additionally, the participant will learn the proper notice to provide the customer who is unable to meet the requirements, and the Exception process that may be available as well as the required notification for the customer who refuses to follow the process.

WBTs in recommended order:

1. DS- Identification Requirements for PLP customers
2. DS- TLP and NLP Identification Requirements

3. DS - Identification Requirements for Existing Customers
4. DS - Notice of Incomplete Application (NIA)

5. DS- Exceptions Processing

6. DS- Notice of Denial

Time to complete: 4 hours

- Pre Assessment - 15 min
- Web Based Trainings - 1.5 Hours (6 WBTs)
- Flipped Classroom - 2 Hours
- Post Assessment - 15 min

DS - Eligibility Requirements 101

Course Description: This learning plan identifies who is eligible to apply for a Colorado credential (ID Card, Driver License, Instruction permit) and provides an overview of the residency requirements, expiration dates and fees associated with issuance, as well as the customers exempt from obtaining a CO credential. Additionally, participants will review identification and lawful presence requirements and are introduced to the physical aptitude analysis and vision screening requirements.

WBTs in recommended order:

- | | |
|--|--|
| 1. DS - Requirements for Obtaining a Colorado Identification Card | 3. DS- Physical Aptitude Analysis and Vision Screening |
| 2. DS - Requirements to Obtain a Basic Colorado Driver's License (NCL) | 4. DS - NCL Restrictions |
| | 5. DS - Endorsements for NCL Drivers |

Time to complete: 3.75 hours

- Pre Assessment - 15 min
- Web Based Trainings - 1.25 Hours (5 WBTs)
- Flipped Classroom - 2 Hours
- Post Assessment - 15 min

DS - Eligibility Requirements 102

Course Description: This learning plan introduces participants to the examination fundamentals and process, such as: waiving examinations, guidelines after restoration of driving privilege, denying a skills test and reciprocity agreements. Standards for Non commercial drivers, including minor drivers and the different types of instruction permits. Lastly, participants are introduced to the Colorado Automated Testing system (CATS) and the purpose of Commercial Driving Schools and their role within the DMV and the examination process in DRIVES.

WBTs in recommended order:

- | | |
|---|--|
| 1. DS- Examination of Drivers Overview | 3. DS - Colorado Automated Testing System (CATS) |
| 2. DS- Guidelines for Examination of Non-Commercial Drivers | 4. DS - Commercial Driving Schools for Non-Commercial Drivers Training |

5. DS - Types of Instruction Permits Overview

6. DS - Guidelines for Minor Drivers 7. DS- Special Situations for Minor Drivers

Time to complete: 4.25 hours

- Pre Assessment - 15 min
- Web Based Trainings - 1.75 Hours (7 WBTs)
- Flipped Classroom - 2 Hours
- Post Assessment - 15 min

DS - Principles 101

Course Description: This learning plan will provide the participant with a basic understanding of how sanctions, taken against the driving privilege can affect the driver, In terms of the Colorado points system. As well as, withdrawal actions and Administrative Hearing requests. The learner will learn how to interpret the motor vehicle record and ensure that multiple records are merged to ensure the one person, one record mandate.

WBTs in recommended order:

1. DS - Driving Privilege and Points
2. DS - Life cycle of a citation
3. DS - Introduction to Withdrawals

4. DS - Introduction to Hearing
Requests
5. DS - Merging Records

Time to complete: 3.75 hours

- Pre Assessment - 15 min
- Web Based Trainings - 1.25 hours (5 WBTs)
- Flipped Classroom - 2 Hours
- Post Assessment - 15 min

DS - Principals 102

Course Description: This learning plan will provide the participant with a basic understanding of the Financial Responsibility Act and the effect on a drivers account. Participants will learn the different types of insurance and evaluate when insurance is required. As well as, analyzing a DL account for restoration of the driving privilege and the use of DRIVES to add insurance, restore a customer's driving privilege. Lastly the participant will be provided with a summary of the Express Consent Law, and the flow of the Express Consent case.

WBTs in recommended order:

1. DS - Introduction to Financial
Responsibility
2. DS - Nuts & Bolts of Insurance
Processing

3. DS - Restoration of Driving Privileges
4. DS - Lifecycle of Express Consent -
Administrative Process

Time to complete: 3.50 hours

- Pre Assessment - 15 min
- Web Based Trainings - 1.0 hours
- Flipped Classroom - 2 Hours
- Post Assessment - 15 min

DL - Issuance Certification Plan

Total Completion Time for Certification Plan: 12.5 hours

Total Learning Plans: 3

Pre Assessment : .75 hours

WBTs: 5 hours (20 WBTs)

Flipped Classroom: 6 hours

Post Assessment: .75 hours

Competencies: This certificate plan builds upon the concepts covered in the Fundamentals and Credentials certificate plans. The learner will learn the basics of credential issuance using DRIVES, and will apply the concepts from the Fundamentals and Credential certificate plans to issue the different credentials in DRIVES correctly the first time. Learners are taught the requirements for making changes to Driver License accounts based on customer requests, such as name and sex designation changes. Additionally, the learner will learn the clearance requirements for sanctions taken against a driver's driving privilege. As well as expanding on cash drawer management.

DL - Issuance 101

Course Description: This learning plan will provide the participant with an overview of registering a new customer in DRIVES by Driver License technicians. Participants will learn the common features within the Issuance Core of DRIVES and the processes for issuing identification cards, driving credentials, including licenses and permits. Lastly, the participant will learn the DRIVES process for credential duplication and MVR issuance.

WBTs in recommended order:

1. DL - Register a New Customer
2. DL - DRIVES Issuance Core
3. DL - DRIVES ID Card Issuance
4. DL - DRIVES Instruction Permit Issuance

5. DL - DRIVES Driver License Issuance
6. DL - Duplicating a Credential
7. DS - Motor Vehicle Records (MVR)
8. DL - Issuing a New Customer Identifier

Time to complete: 4.25 hours

- Pre Assessment - 15 min
- Web Based Trainings - 1.75 hours (7 WBTs)
- Flipped Classroom - 2 hours
- Post Assessment - 15 min

DL - Issuance 102

Course Description: This learning plan exposes the participant to second level cashiering processes in DRIVES, defining changing versus reversing activities and the common reasons for both. Additionally, the participant will learn the classification of a returned credential and the types of extensions and downgrades as well as the requirements for each. The participant will be able to explain the name and sex designation standards in Colorado and how to model best practices for both. Lastly, the participant will learn the DRIVES processes for changing, and reversing activities, duplicating, and downgrading credentials and the DRIVES steps for processing returned credential(s).

WBTs in recommended order:

- | | |
|---|---|
| 1. DL - Cashiering 2 | 6. DL - Name Standards for Colorado Credentials |
| 2. DS - Changing and Reversing Credentials | 7. DL - Sex Designation on Colorado Credentials |
| 3. DS - Life Cycle of a Returned Credential | |
| 4. DL - Driver License Extension | |
| 5. DL - Downgrading a Credential or Endorsement | |

Time to complete: 4.25 hours

- Pre Assessment - 15 min
 - Web Based Trainings - 1.75 hours (7 WBTs)
 - Flipped Classroom - 2 Hours (In Development)
 - Post Assessment - 15 min
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- **90**Pre Assessment - 15 min
 - Web Based Trainings - 1.50 hours (6 WBTs)
 - Flipped Classroom - 2 Hours
 - Post Assessment - 15 min

END OF GENERAL NEW HIRE ONBOARDING CURRICULUM

