Learning Portal Guide

Updated August 2020

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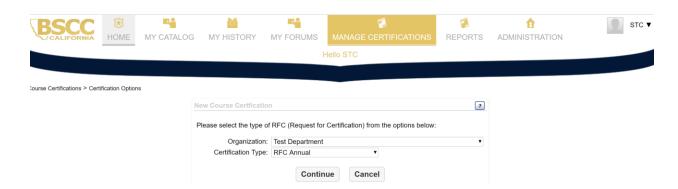
RFC Annual Course Certification

- This guide provides instructions specific to submitting an annual RFC course in the STC Learning Portal.

- Upon logging into the Learning Portal, the home screen can be viewed.

- To access the course certifications, click on "manage certifications".
- Next, click "new" to begin designing a course.

- Select "RFC annual" and click "continue". Please note the certification type cannot be changed once the "continue" button is clicked.

Course Information

Course Certification Edit 'How to enter an RFC in the LMS'

Update   **Cancel**

Course Information

Status: New Working Copy

Type: RFC Annual

Cert. Number: N/A

Version: 1.0

Course Title: How to enter an RFC in the LMS

Class Size: 10

Course Hours: 8

Primary Population:
- ☑ Adult Corrections Officer
- ☑ Probation Officer
- ☑ Juvenile Corrections Officer
- ☑ Officer Managers/Administrators
- ☑ Supervisors

Agency Specific: No ▾

Delivery Method: ILT – Instructor Lead Training ▾

Course Summary: This course will give instructions on how to enter an RFC in the learning portal.

Keywords:

- Only select "yes" for agency specific training designed to be attended by personnel from one agency due to specific content and /or tailored to the agency's specific policies.
- If "yes" is selected for agency specific training, the course will not be advertised in the STC catalog or calendar.

Course Contact/Provider Information

Course Contact: Course designee

Email: sara.dunham@bscc.a.gov

Phone: 9162255003

Provider Information

Provider Name: Agency information

Contact: Training manager

Email: sara.dunham@bscc.ca.gov

Phone: 9162255003

Fax:

Mobile Phone:

Website:

Address Line 1:

Address Line 2:

City:

State: ▼

ZIP / Postal Code:

Will this course exceed the STC maximum tuition of $12.50 per hour/per trainee?
(i.e. $100.00 per person per 8 hour course) No ▼ [?]

- The course contact field should reflect the information for the individual to be contacted regarding the course.
- The provider information should reflect the contact information for the individual responsible for STC certifications.
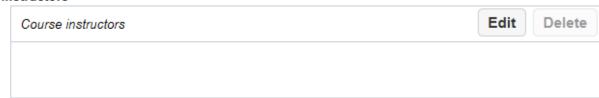
Performance Objectives

Performance Objectives
At the conclusion of the course, trainees will be able to:

> (Use measurable and observable verbs such as explain, describe, and demonstrate. Stay away from verbs that do not measure performance such as know, learn, understand, etc.)

Edit

Testing Procedures (if applicable)
Check all that apply:
- ☐ Pre Test
- ☐ Post Test
- ☐ Final Examination
- ☐ Performance (Behavior Skills)
- ☐ True or False
- ☐ Multiple Choice (Job Knowledge)
- ☐ Written Skills (Essay)

Assurance Statement
I OD, STC certify that STC will adhere to **the STC Policies and Procedures Manual for Training Providers**, including the requirement to have a lesson plan on file for this course. I further certify that the information included in this request is accurate to the best of my knowledge.

Assured by Provider: [▼]

- Each course requires clearly stated performance objectives. Well constructed objectives provide direction for those who teach the course, focus the trainee's learning and serve as a means to evaluate the course.

- Write specific and measurable performance objectives that clearly indicate the job related knowledge or skill that the trainees will be able to demonstrate upon course completion.

- Select "yes" to confirm that STC Policies and Procedures will be followed for the course certification process.

Instructors

Instructors

Course instructors	**Edit**	**Delete**

- Click "edit" to populate the list of current instructors.
- Select one or more instructors from the list and click "update".
- The instructor will be added to the course.

Instructors 'Test for LA'   [?]

Update   **New**   **Import**   **Cancel**

Search [Names ▼] for [   ]   **Go**   **Reset**

Display [All Users ▼]   Show [50 per page ▼]

- If the instructor is not listed in the Learning Portal, a new instructor profile will need to be created.
- Prior to adding a new instructor, an effort should be made to determine if the instructor is already a STC trainer. If the instructor is a STC trainer, their profile may already exist within the Learning Portal, in this case, please contact the assigned field representative before adding the instructor to the Learning Portal.

New Instructor

General

First Name*: [ ]

Last Name*: [ ]

Login*: [Instructor email address]

Password*: [ ]

Confirm Password*: [ ]

Image: [ ] **Select**

Primary Role: [User ▾]

Company

Organization: [▾]

Status: [Active ▾]

Contact

Email*: [Instructor email address]

Phone: [ ]

Fax: [ ]

Mobile Phone: [ ]

Website: [ ]

Address Line 1: [ ]

Address Line 2: [ ]

City: [ ]

State: [▾]

Province / Region: [ ]

ZIP / Postal Code: [ ]

Country: [▾]

Other

Bio: [ ]

- The login is the instructor's email address.

- The generic password: Bscc@123 (case sensitive) should be used to set up the initial instructor profile. The generic password can be changed when the instructor logs into the Learning Portal.

- Change the primary role from "user" to "instructor".

- Enter the organization. Please note if the organization if not selected, the instructor will not be able to be viewed in the instructor pool.

Other

Bio: Enter instructor narrative here.

- The instructor information page describes the qualifications of each course instructor.

- Provide information that directly relates to the course as well as any other courses delivered by that instructor.

- Input or revise the instructor "bio" in a narrative format, describing the instructor's expertise, background, work experience related to all courses taught by the instructor and relevant specialized instructor training courses.

- Click "new" to add or update employment history.

- Click "new" to add or update certifications.

User Info 'Lightyear, Buzz'

[?]

Edit   **Close**

Lightyear, Buzz

Status: Active

Agency

Organizations: Los Angeles County Probation Department **(Primary)**

Applicant Contact Information

buzz.lightyear@bscc.ca.gov   2 Infinity and Beyond
Phone: (916) 888-8888   Andy's Toy Box, CA

View Transcript   Login as User

Roles

Edit

Instructor   This role was created during database setup.

Employment History

New   **Delete**

Certifications

New   **Delete**

Instructor Certification

Certification Edit 'Lightyear, Buzz'

Update **Cancel**

Certification Information

Type: [▾]

Expiration Date: [   ] **Select**
(for courses with no expiration date enter 1/1/1900)

Course Description: [   ]

Cert #: [   ]

Agency Information

Agency Name: [   ]
Agency Owner: [   ]
Agency Phone: [   ]
Address Line 1: [   ]
Address Line 2: [   ]
City: [   ]
State: [▾]
ZIP / Postal Code: [   ]
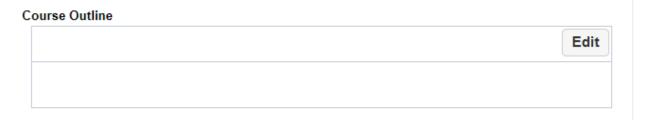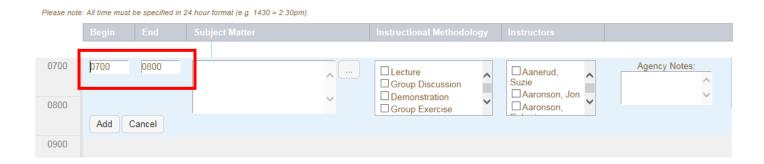
- Instructor certifications must be updated and current. For courses that rely on current proficiency or license of the instructor, the training provider has the responsibility for ensuring that the instructor possesses the required credentials and will need to enter this information in the certification section on the instructor page. The provider must clearly state that the instructor possesses the applicable, currently valid, license, certificate or training in the appropriate data field or in the space provided for a narrative.

- If the instructor is a subject matter expert in multiple areas, add all specialized instructor training courses.

- The expiration date for specialized instructor training courses must be current. If the course does not have an expiration date, use 1/1/1900 as a generic date.
- Courses with expired instructor certifications should not be submitted to STC as they will not be approved.
- The "course description" field should describe the course curriculum.
- Add the course certification number if applicable.
- The "agency information" should reflect the contact for the provider of the specialized instructor training.
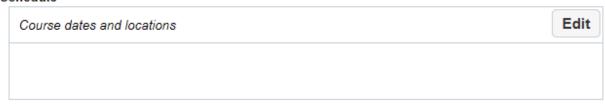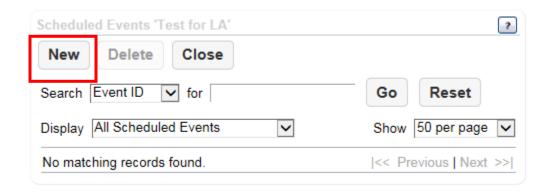
Course Outline

- A detailed course outline for each day of the course is required to be submitted.

- Military time format must be used in the outline.

- Time frames and blocks of time should be listed as the curriculum changes.

- Do not enter a lunch breaks or any subsequent short breaks.

- Enter the subject matter providing sufficient detail to evaluate course content, job relatedness, the relationship between content and performance objectives.

- Select the instructional methodology checking all methodologies that apply for any given segment.

- Identify which instructor will be teaching each segment.

- Enter any additional information under "agency notes" if needed.

- Please note that the process will be different when designing core courses.

Course Schedule

- The Learning Portal will not allow a course to be submitted without at least one scheduled course date.

- For RFCs, a separate date and location must be entered for each course presentation. On-line courses may have a range of dates.
- These dates are automatically added to the course catalog and calendar which is viewable by participating agencies seeking training courses. If a course is designated as "agency specific," the course will not be viewable in the course catalog and calendar.
- Course dates may be added or deleted without submitting the course for STC approval.
- As course dates change, are added or deleted, the provider should update the information in the "schedule" portion of the Learning Portal.

Managing Certifications

Results 1 - 50 of 541 |<< Previous | Next >>|

Cert #	Agency	Type	Course Title	Expires	Last Changed ▲	Status
09513219	Los Angeles County Probation Department	RFC Annual	Trauma Informed Training for Staff and Service Providers	1/25/2019	1/25/2017	Approved
N/A	Los Angeles County Probation Department	RFC Annual	Fitness Court Report – Training for Trainers (T4T)	1/1/1900	1/23/2017	Returned For Re-submission
N/A	Los Angeles County Probation Department	RFC Annual	Adaptive ART Training for Trainers	1/1/1900	1/19/2017	Returned For Re-submission
06466762	Los Angeles County Probation Department	RFC Annual	Developmentally Disabled Minors: Monitoring (IHTP) Goals	1/24/2019	1/17/2017	Approved
06159778	Los Angeles County Probation Department	RFC Annual	Introduction to Commercial Sexual Exploitation of Children (CSEC) 101	1/12/2019	1/11/2017	Approved
N/A	Los Angeles County Probation Department	RFC Annual	Developmentally Disabled Minors: Monitoring (IHTP) Goals	1/1/1900	1/11/2017	Returned For Re-submission
N/A	Los Angeles County Probation Department	RFC Annual	Developmentally Disabled Minors: Monitoring (IHTP) Goals	1/1/1900	1/9/2017	New Working Copy
N/A	Los Angeles County Probation Department	RFC Annual	Arming Academy	1/1/1900	1/9/2017	Returned For Re-submission
02890452	Los Angeles County Probation Department	RFC Annual	Expandable Baton Basic	1/1/2019	12/29/2016	Approved
07790583	Los Angeles County Probation Department	RFC Annual	Perishable Skills Training (Basic Handcuffing)	1/1/2019	12/24/2016	Approved
08952371	Los Angeles County Probation Department	RFC Annual	Probation Officer Field Contact Simulations	1/8/2019	12/21/2016	Approved
00704672	Los Angeles County Probation Department	RFC Annual	CRIME SCENE INVESTIGATION FOR PROBATION FACILITIES	12/22/2018	12/20/2016	Approved
06205216	Los Angeles County Probation Department	RFC Annual	Effective Supervision Using a Values-Based Decision Making Approach	12/24/2018	11/30/2016	Approved
03883349	Los Angeles County Probation Department	RFC Annual	AB109 Case Plan and Case Consultation Booster Training	11/23/2018	11/21/2016	Approved
08721647	Los Angeles County Probation Department	RFC Annual	RTSB Hope Center Policy & Procedures	1/20/2019	11/8/2016	Approved

- Prior to making changes to a course that has already been approved, check the status of the course. The main page of the certifications will display a status for the course.

- A system generated email will also be sent to the course contact if a course is "approved" or "returned for re-submission."

- Clicking on the course title will display the course information along with the status of the course.

- Courses can only be deleted by request to the assigned STC field representative. Please note that this action is permanent and cannot be undone.

Probation Officer Field Contact Simulations

Type: RFC Annual   ➜   Status: Approved

                                                         Cert. Number: 08952371
Version: 1.0   Certification Date: 1/8/2017
                                                         Expiration Date: 1/8/2019

Expiration Dates

Course Title	Expires ▼	Last Changed	Status
2 Hour Coaching for Lesson Plan Development	1/14/2018	1/1/1900	Approved
2 hour Juvenile Facilities Pre-Inspection Breifing	1/14/2018	1/1/1900	Approved
2 hours Pre-Inspection Briefing - Adult Facilities	1/14/2018	1/1/1900	Approved
4 hour Juvenile Pre-Inspection Briefing	1/14/2018	1/1/1900	Approved
4 hours Adult Facilities Pre-Inspection Briefing	1/14/2018	1/1/1900	Approved
6 Hour Annual Lesson Plan Development	1/14/2018	1/1/1900	Approved
6 hour Lesson Plan Development	1/14/2018	1/1/1900	Approved
6 Hour Lesson Plan Development for Annual Training Instructors	1/14/2018	1/1/1900	Approved
8 hour Lesson Plan Development for Annual Instructors	1/14/2018	1/1/1900	Approved
Beginning Presentation Skills	1/14/2018	1/1/1900	Approved
Core Instructor Development - 28	1/14/2018	1/1/1900	Approved
Evaluating STC Lesson Plans	1/14/2018	1/1/1900	Approved
Opening the STC Learning Gateway	1/14/2018	1/1/1900	Approved
STC Instructor Development Course	1/14/2018	1/1/1900	Approved
STC Overview for Training Coordinators	1/14/2018	1/1/1900	Approved
Testing in Core	1/14/2018	1/1/1900	Approved
Train the Trainer: Lesson Plan Development	1/14/2018	1/1/1900	Approved
Reducing Racial and Ethnic Disparities	5/26/2018	1/1/1900	Approved
Learning Styles	1/23/2019	1/1/1900	Approved
Sexual Assault Workgroup Meeting	1/23/2019	1/17/2017	Approved
Lesson Plan and Testing in Core	2/6/2019	1/1/1900	Approved
Core Coordinator Regional Meeting	4/5/2019	10/24/2016	Approved
STC Training Manager's Course	9/19/2019	9/19/2017	Approved

- The "expires" column identifies the course expiration date. Clicking on the "expires" title will sort the course by expiration date.

- System generated emails will be sent to the course contact 30 days prior to course expiration.

- If a course contact is not designated for the course, an email notification cannot be generated.

- RFCs are valid for 2 years upon approval. If a provider wishes to extend the certification for another 2 years, the course should be submitted to STC prior to the expiration date.

Frequently Asked Questions

General Questions:

Q: Which browsers does the Learning Portal support?

A: Any modern browser can be used with the Learning Portal (i.e. Google Chrome, Microsoft Edge, Safari). The Learning Portal was designed in Google Chrome, which makes it the preferred browser. Using anything other than Google Chrome may result in application instability.

Q: When using a preferred browser, why do problems persist with the Learning Portal?

A: If problems continue with the Learning Portal, ensure there aren't any firewalls blocking access to the Learning Portal.

Q: Is the same assigned login shared amongst all users from the same agency or provider?

A: No, each individual has a unique email based login. Additional profiles can be created by training managers and providers to add their staff to the Learning Portal.

Annual Certification Questions:

Q: Why does the course start date show as 1/1/1900?

A: This is a system generated date that identifies courses that have been moved over to the Learning Portal from the previous system.

Q: When adding days to the course outline, why does nothing happen when clicking "add day"?

A: At the end of completing a training day, click "add day" once to confirm that day is complete and then click "add day" one more time to create a new day tab.

Q: What are the required fields for completing a certification request?

A: All fields that are required to be completed will be highlighted with a red text box detailing what has not been completed. There will be a symbol next to the incomplete field. This only occurs after clicking the "continue" box.

Q: What is the character limit in the "subject matter" field?

A: There is a limit of 164 characters. If the text exceeds this limit, consider breaking up the curriculum into separate time frames.

Tutorials

Removing a User/Instructor

This process will allow a user/instructor to be removed from the instructor list without completely deleting the instructor from the Learning Portal. This method should be used to remove staff that no longer train for the assigned agency however may still train within California.

1. Log into the Learning Portal
2. Click **My Agency**
3. Click **Organizations**
4. Select your organization, a new screen will populate on the right side of the screen.
5. Scroll down to the **Users** box and click the **Edit** button
6. Locate the user(s) to be removed and unselect the checked box next to the instructor's name
7. Scroll to the top of the page and click **Update**
8. The user/instructor will be removed from the instructor list

Create a "Working Copy" or Recertifying a Course

This process extends the certification for another one to two years depending on the type of certification. RFC and IT courses can be recertified for 2 years. Special Certification and WRE courses can be recertified for 1 year.

1. Log into the Learning Portal
2. Click **Manage Certifications**
3. Click the drop-down menu next to **Display** and click **Expired Certifications** OR click the header in the **Status** column *twice* to filter your course list to show expired courses first
4. Click on the expired course
5. To change **Course Information, Provider Information, Performance Objectives or Testing Procedures**, click the **Edit** button from the top of the page
6. To edit **Instructors, Course Outline** or the **Schedule**, click the **Edit** button next to that specific section
7. In the box at the top of the page titled **Description of Latest Changes**, describe the changes made to the certification and click **Save**
8. Click **Submit**

Creating a Special Certification

Special certifications can be used by agencies to receive credit when a training event meets STC requirements for an RFC in terms of format, content, and instructor expertise, but the majority of the participants targeted for the training event are outside local corrections or the provider

has not chosen to seek an RFC through STC. Special Certifications are valid for one year however maybe recertified if the course is identical to the original certification.

1. Log into the Learning Portal
2. Click **Manage Certifications**
3. Click **New**
4. Select your **Organization** from the drop-down menu
5. Select **SC (Special Certification)** from the **Certification Type** drop-down menu
6. Click **Continue**
7. Fill in all course and provider information (the **Provider Information** and **Course Contact** should be the agency or private provider that is inputting the course).
8. In the **Course Summary**, provide information about the course subject matter. If the course is certified by either POST or NIC, list the POST or NIC number
9. **Performance objectives** must be active and measurable
10. Once the information is complete, scroll to the top and click **Continue**
11. Next add course **Instructors**
12. From the instructor box, click **Edit**
13. Select the instructors that will be teaching the course and click **Update**. If the course is POST or NIC certified, add the instructor titled **"Cert, Special"** from the instructor list
14. In the course outline box, click **Edit** and provide a detailed course outline for each day of the course (if the course is POST or NIC certified, add POST or NIC in the course outline **Subject Matter** box)
    a. Time must be in military format
    b. For time blocks less than hourly increments, change the start and end time of each section. When adding new blocks, select the next hour time block and adjust the start and end time to line up with the previous entry. Click **Update** to add the time block
    c. Fill in the Subject Matter, Instructional Methodology, and Instructor(s). Note: The instructor must be listed on the certification in order to be available on the course outline
    d. After completing each time block, click the **Add** button in the lower left corner of each entry
    e. Once the outline is complete, click **Close**
15. Click **Edit** next to the Schedule box
16. Click **New** and fill in subject, location, start and end time/date and click **Update**
17. Once complete, scroll to the top of the page and click **Submit**

Creating a Work Related Education (WRE) Certification

WREs can be used by agencies to receive STC training credit for attendance at events that are not otherwise STC certified and corrections personnel may not be the primary audience. This may include continuing education, professional or personal development opportunities, or attendance at seminars or conferences. WRE certifications are valid for one year however maybe recertified if the course is identical to the original certification.

1. Log into the Learning Portal
2. Click **Manage Certifications**
3. Click **New**
4. Select your **Organization** from the drop-down menu
5. Select **WRE (Work Related Education)** from the **Certification Type** drop-down menu.
6. Click **Continue**
7. Fill in the **Course Information** (in the course summary please identify the name of the training provider), **Provider Information** (your agency) and click **Continue**
8. No **Course Outline or Instructor Information** is required
9. Enter the **Schedule** date of the course
10. Scroll to the top of the page and click **Submit**

Creating an Intensified Format Training (IFT) Certification

The IFT is used by agencies and provides an opportunity to obtain up to two hours of training per session. IFT certifications are valid for two years however maybe recertified.

1. Log into the Learning Portal
2. Click **Manage Certifications**
3. Click **New**
4. Select your **Organization** from the drop-down menu.
5. Select **IFT (Intensified Format Training)** from the **Certification Type** drop-down menu.
6. Click **Continue.**
7. Fill in the **Course Information, Provider Information**, **Performance Objectives** and click **Continue**.
8. For IFTs, the Provider is the agency.
9. Fill in the **Performance Objectives** and **Course Outline**.
10. **Instructors** are not required (if using an IFT for high-risk courses, please list the instructor and respective instructor certification).
11. The Learning Portal will require an instructor. Each agency has an instructor already assigned called **"Instructor, IFT,"** select this as your instructor.
12. **Schedule Dates** are not required.
13. Scroll to the top of the page and click **Submit.**

Adding "Training Staff"

"Training Staff" is anyone assigned the training unit who will be certifying courses in the Learning Portal.

1. Log into the Learning Portal
2. Click **My Agency** and select the **"Users"** tab
3. Click **New**
4. Fill in the following
   a. First Name
   b. Last Name
   c. Login – enter the training staff's email address as their login.
   d. Password – enter the temporary, generic password: **Bscc@123** (can be changed upon login)
   e. Confirm Password – **Bscc@123**
   f. Select **"Training Staff"** as their primary role
   g. **Organization** – The organization they are assigned to. If the organization is not selected, the instructor will not be viewable in the agency list.
   h. **Email** – re-enter their email address
5. **Bio** - enter the instructor's biography, background and expertise in a narrative format
6. Click **Update**
7. Click **Edit** on "**Roles**" section
8. Click the box next to **Manager** (both the **"Training Staff"** and **"Manager"** box must be selected)
9. Click **Update**
10. Click **Edit** on the "**Organizations Managed by this user"** section
11. Click on the box next to the name of your Agency/Provider
12. Click **Update**
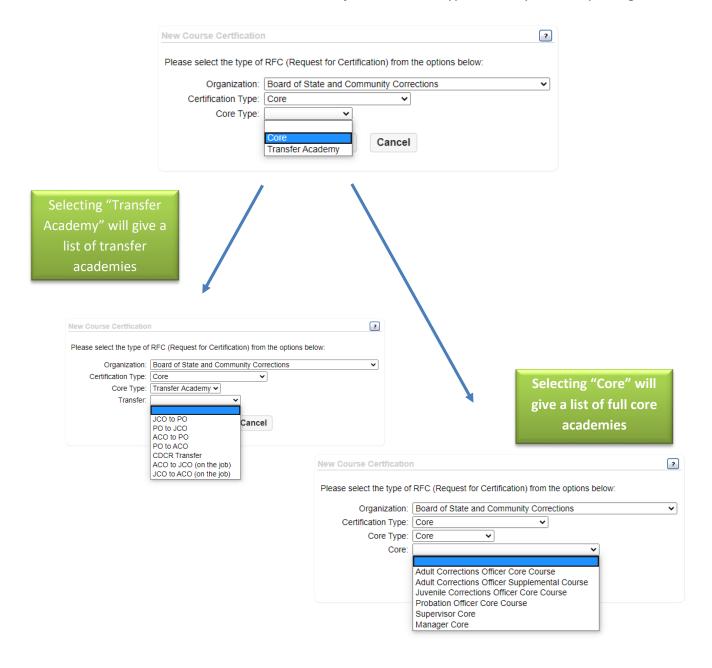13. Have the user login to the Learning Portal and change their password

Adding an Instructor

Prior to adding a new instructor, an effort should be made to determine if the instructor is already a STC trainer. If the instructor is a STC trainer, their profile may already exist within the Learning Portal, in this case, please contact the assigned field representative before adding the instructor to the Learning Portal.

1. Log into the Learning Portal
2. Click **My Agency** and select the **"Users"** tab
3. Click **New**
4. Fill in the following
    a. First Name
    b. Last Name
    c. Login – enter the instructor's email address as their login. If you receive an error message that the email address is already in use, this means the user is already in the system, please contact your assigned field representative to have the instructor added to your list.
    d. Password – enter the temporary, generic password: **Bscc@123** (can be changed upon login)
    e. Confirm Password – **Bscc@123**
    f. Select **"Instructor"** as their primary role
    g. **Organization** – The organization they are assigned to. If the organization is not selected, the instructor will not be viewable in the agency list.
    h. **Contact** - enter the instructor's contact information
5. **Bio** - enter the instructor's biography, background and expertise in a narrative format
6. Scroll to the top of the page and click **"Update"**
7. On the instructor bio screen, for all high-risk courses enter the instructor's certification information providing as much detail as possible

Certifying a Core Course

1. Log into Learning Portal
2. Click **Manage Certifications** from the top ribbon
3. Click **New**
4. Select your **Organization** from the drop-down menu
5. Select **Core** from the **Certification Type** drop-down menu
6. Select either **Core** or **Transfer Academy** based on the type of core you are inputting.

New Course Certfication

Please select the type of RFC (Request for Certification) from the options below:

Organization: Board of State and Community Corrections
Certification Type: Core
Core Type: [ ]
Core
Transfer Academy
Cancel

Selecting "Transfer Academy" will give a list of transfer academies

New Course Certfication

Please select the type of RFC (Request for Certification) from the options below:

Organization: Board of State and Community Corrections
Certification Type: Core
Core Type: Transfer Academy
Transfer: [ ]
JCO to PO
PO to JCO
ACO to PO
PO to ACO
CDCR Transfer
ACO to JCO (on the job)
JCO to ACO (on the job)
Cancel

Selecting "Core" will give a list of full core academies

New Course Certfication

Please select the type of RFC (Request for Certification) from the options below:

Organization: Board of State and Community Corrections
Certification Type: Core
Core Type: Core
Core: [ ]
Adult Corrections Officer Core Course
Adult Corrections Officer Supplemental Course
Juvenile Corrections Officer Core Course
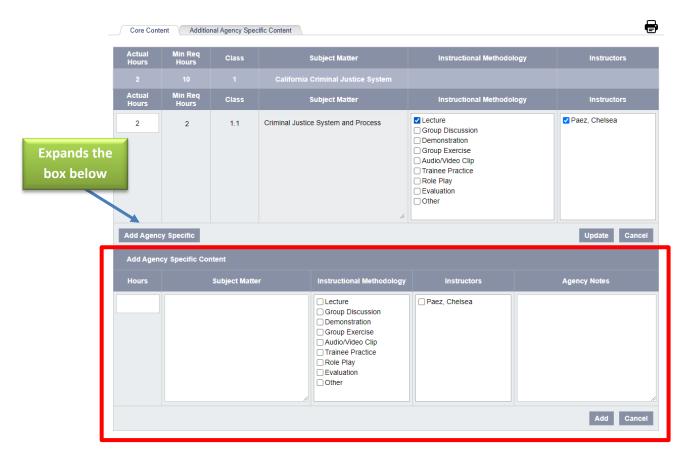Probation Officer Core Course
Supervisor Core
Manager Core

7. Click **Continue**
8. Fill in all course and provider information (the **Provider Information** and **Course Contact** should be agency or private provider that is inputting the course).
9. Performance objectives have already been input.
10. Make sure all 3 Assurance Statements are selected.
11. Once you have completed this page, scroll to the top and click **Continue**.
12. From this screen, you will add your instructors.
13. From the Instructor box, click **Edit**.
14. Select the instructors that will be teaching this course and click **Update**.
15. In the course outline box, click **Edit** to complete the outline.
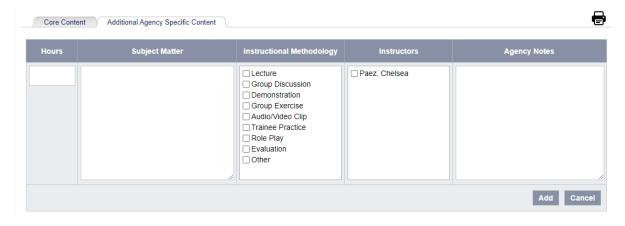   a. The outline is now pre-populated with the minimum standards effective July 1, 2020 (hours and subject matter),

    b. Insert the **Actual Hours, Instructional Methodology** and **Instructors** and click **Update,**

c. To add additional content within an existing class, select the **Add Agency Specific** button

d. To add additional content that is not expanding an existing class, click the **Additional Agency Specific Content** tab

e. All entered hours will add up as entered. All Minimum Required Hours must be met before submitting.

16. Click **Edit** next to the Schedule box
17. Click **New** and fill in subject, location, start and end time/date and click **Update.**
18. Once complete, scroll to the top of the page and click **Submit.**