



Learning Portal Guide

Standards and Training for Corrections (STC)

Updated February 2023



BOARD OF STATE & COMMUNITY CORRECTIONS
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LEARNING PORTAL HOME PAGE

After logging in, the user will be taken to the Home Page. See the chart below for Home Page navigation information.

The screenshot shows the BSCC Learning Portal Home Page. At the top, there is a navigation bar with the BSCC logo and several menu items: HOME (1), MY CATALOG (2), MY HISTORY (3), MY FORUMS (4), MANAGE CERTIFICATIONS (5), REPORTS (6), MY AGENCY (7), and a user profile dropdown (8) for Chelsea. Below the navigation bar is a dark blue banner with the text "Hello Chelsea". The main content area is divided into four columns. The first column is titled "CALENDAR" (9) and contains a section for "UPCOMING" events, including "MANAGER/ADMINISTRATOR CORES" and "Management Leadership Academy (MLA)". The second column is titled "COURSE CERTIFICATIONS" and has a "Manage Certifications" button (5). The third column is titled "ANNUAL TRAINING PLANS" and contains the text "Under Development!". The fourth column is titled "COMPLIANCE" and also contains the text "Under Development!". At the bottom of the page, there is a "Latest Headlines" section with the text "Welcome to the STC Learning Portal."

#	Function
1	Home – Will take you back to this page
2	My Catalog – To search for active courses
3	My History – Will show a history of completed activities (i.e., BHU courses)
4	My Forums – Frequently asked questions, Tutorials & Instructions for submitting courses
5	Manage Certifications – Search, View, Add, Update certs for your assigned organization(s)
6	Reports – Built in system reports (i.e., Active Certs, Contact info, Conferences)
7	My Agency – Place to manage organization and users/instructors
8	Profile/Settings – Change your profile information, switch to BHU courses, log out
9	Calendar – Search for scheduled event dates

COURSE CERTIFICATION

The screenshot shows the BSCC California website's 'Manage Certifications' page. The top navigation bar includes links for HOME, MY CATALOG, MY HISTORY, MY FORUMS, MANAGE CERTIFICATIONS (highlighted), REPORTS, and ADMINISTRATION. A user profile for 'STC' is in the top right. Below the navigation bar is a 'Hello STC' message. The main content area is titled 'Course Certifications' and contains a 'New' button, a 'Delete' button, a search bar with 'Go' and 'Reset' buttons, and a display filter set to 'All Certifications' for 'All Agencies'. A 'Show 50 per page' dropdown is on the right.

- To access the course certifications, click on “Manage Certifications” from the Home Page
- Next, click “New” to begin designing a course

The screenshot shows the 'New Course Certification' dialog box. It prompts the user to 'Please select the type of RFC (Request for Certification) from the options below:'. The 'Organization' dropdown is set to 'Test Department' and the 'Certification Type' dropdown is set to 'RFC Annual'. 'Continue' and 'Cancel' buttons are at the bottom.

- From this screen, select the organization you’re creating a new certification for. Any organization you are assigned to manage will be listed here.
- Select the “Certification Type” from the drop-down menu. If you select “Core,” an additional drop down will populate. From here, choose whether you are certifying a full core academy or a transfer academy.

This screenshot shows the 'New Course Certification' dialog box with more options selected. The 'Organization' dropdown is set to 'Board of State and Community Corrections'. The 'Certification Type' dropdown is set to 'Core', which has populated a 'Core Type' dropdown set to 'Core'. The 'Core' dropdown is set to 'Adult Corrections Officer Core Course'. 'Continue' and 'Cancel' buttons are at the bottom.

COURSE INFORMATION (ANNUAL)

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 Led 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.
- For “Delivery Method,” *Instructor Led* refers to either classroom or virtual training, as long as there is a live instructor. *Computer Based* refers to all other virtual training (including self-paced).

COURSE CONTACT/PROVIDER INFORMATION

Course Contact:
Email:
Phone:

Provider Information

Provider Name:
Contact:
Email:
Phone:
Fax:
Mobile Phone:
Website:
Address Line 1:
Address Line 2:
City:
State:
ZIP / Postal Code:

Will this course exceed the STC maximum tuition per hour/per trainee?

- The course contact field should reflect the information for the individual who submitted the course in the portal.
- The provider information should reflect the contact information for the individual responsible for managing and maintaining STC certifications.

PERFORMANCE OBJECTIVES (ANNUAL)

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

By submitting this course you are assuring that you are following **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.

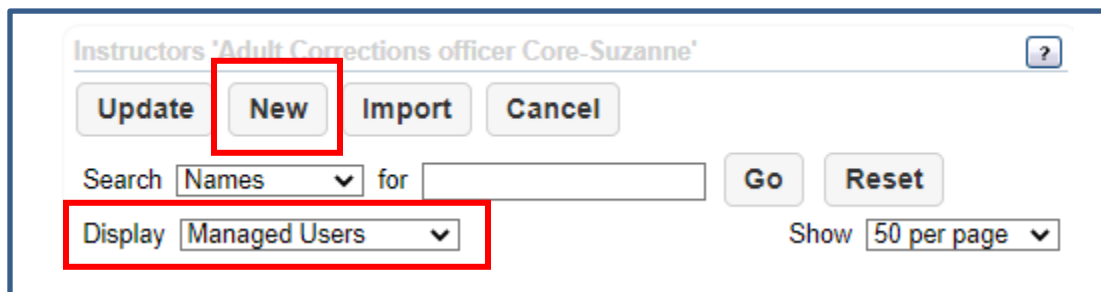
Assured by Provider:

- 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. Please use active and measurable verbs, Ex: identify, demonstrate, etc. The performance objectives should be numbered and match the content in the course outline
- Select "yes" to confirm that STC Policies and Procedures will be followed for the course certification process.

INSTRUCTOR MANAGEMENT



- Click “Edit” to populate the list of current assigned instructors.
- Select one or more instructors from the list and click “Update”.
- The instructor will be added to the course.



- Your instructor list will automatically populate with your organization’s “Managed Users”. You can view all instructors in the Learning Portal by selecting “All Users” from the “Display: drop-down menu. You will have the ability to add outside users to your course but will not have the ability to edit their instructor bio. This must be done by the user’s primary organization or your assigned Field Representative.
- If the instructor is not listed in the Learning Portal at all, a new instructor profile will need to be created.
- Prior to adding a new instructor, an effort should be made to determine if the individual is already a STC Instructor. Please search the “All Users” list before adding a new instructor to avoid duplicate profiles. If the individual is already an STC instructor, their profile may already exist within the Learning Portal. Using the “All Users” filter will allow you to search for and add individuals already in our system.

ADDING A NEW INSTRUCTOR

General

First Name*:

Last Name*:

Login*:

Password*:

Confirm Password*:

Image:

Primary Role:

Company

Organization:

Status:

Contact

Email*:

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. Please only use email addresses to avoid duplicate profiles being create.
- The generic password: Bsc@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. If the organization is not selected, the instructor will not be able to be viewed in your instructor pool.

Other

Bio:

- 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.

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

Phone: (916) 888-8888

2 Infinity and Beyond

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](#)

- Click “new” to add or update employment history.
- Click “new” to add or update certifications.

INSTRUCTOR SPECIAL CERTIFICATIONS

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 certification/ 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 (ANNUAL)

Course Outline

Edit

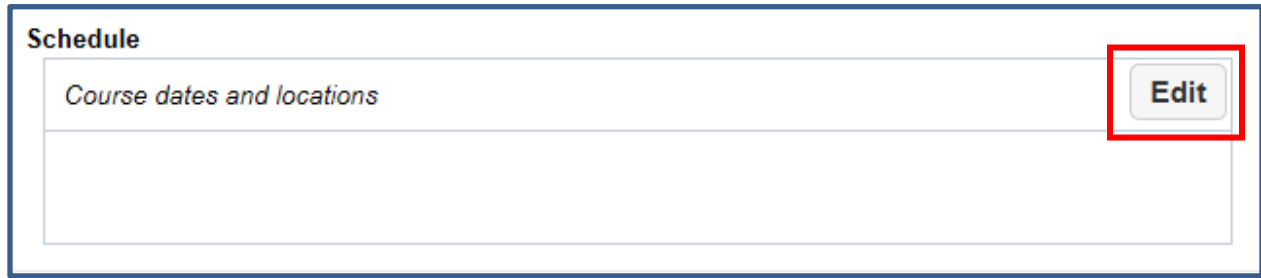
Please note: All time must be specified in 24 hour format (e.g. 1430 = 2:30pm).

Begin	End	Subject Matter	Instructional Methodology	Instructors	Agency Notes:
0700	<div style="border: 2px solid red; padding: 2px;">0700 0800</div>		<input type="checkbox"/> Lecture <input type="checkbox"/> Group Discussion <input type="checkbox"/> Demonstration <input type="checkbox"/> Group Exercise	<input type="checkbox"/> Aanerud, Suzie <input type="checkbox"/> Aaronson, Jon <input type="checkbox"/> Aaronson,	
0800					
0900					

Add Cancel

- 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. When completing the time, each new time frame should drop to the next hour increment.
- Do not enter a lunch break 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 (see Core Certification section).

COURSE SCHEDULE

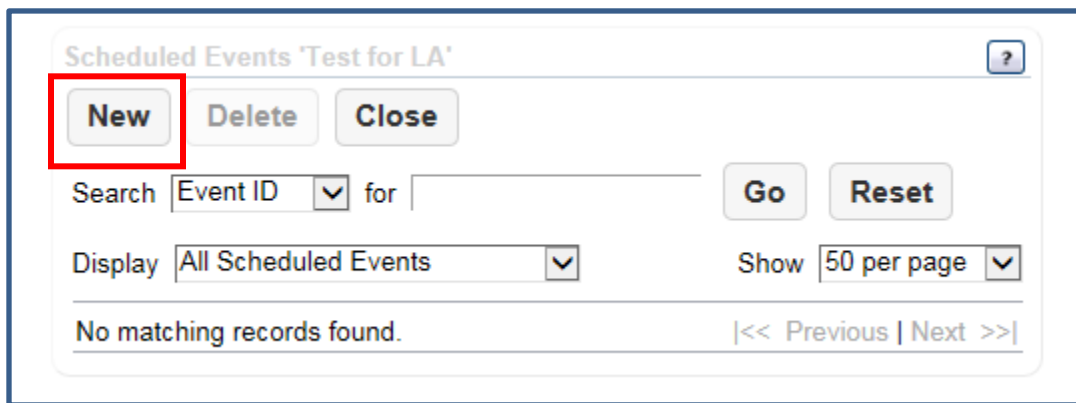


Schedule

Course dates and locations

Edit

- The Learning Portal will allow you to submit a certification without a Scheduled event date, but your course will not show on the Calendar without an upcoming date listed.



Scheduled Events 'Test for LA'

New Delete Close

Search Event ID for Go Reset

Display All Scheduled Events Show 50 per page

No matching records found. << Previous | Next >>

- For Annual certifications, a separate date and location must be entered for each course presentation. For online courses, please use the first date of the course.
- 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. Computer Based Training (CBT) will not show in the calendar or catalog.
- Course dates may be added or deleted without submitting the course for STC approval. Do not create a New Working Copy. Open the certification, add the dates to the schedule and update.
- As course dates change, are added or deleted, the provider should update the information in the “Schedule” portion of the Learning Portal in order for the Catalog, Calendar and Reports show the most accurate information.

CORE CERTIFICATION

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.

The screenshot shows the 'New Course Certification' form. The 'Organization' field is set to 'Board of State and Community Corrections'. The 'Certification Type' field is set to 'Core'. The 'Core Type' dropdown menu is open, showing two options: 'Core' (highlighted in blue) and 'Transfer Academy'. A 'Cancel' button is visible to the right of the dropdown.


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

This screenshot shows the 'New Course Certification' form with 'Transfer Academy' selected in the 'Core Type' dropdown. A second dropdown menu, labeled 'Transfer', is open, displaying a list of transfer options: 'JCO to PO', 'PO to JCO', 'ACO to PO', 'PO to ACO', 'CDCR Transfer', 'ACO to JCO (on the job)', and 'JCO to ACO (on the job)'. A 'Cancel' button is located to the right of the 'Transfer' dropdown.

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

This screenshot shows the 'New Course Certification' form with 'Core' selected in the 'Core Type' dropdown. A third dropdown menu, labeled 'Core', is open, displaying a list of core academy options: 'Adult Corrections Officer Core Course', 'Adult Corrections Officer Supplemental Course', 'Juvenile Corrections Officer Core Course', 'Probation Officer Core Course', 'Supervisor Core', and '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),

Core Content
Additional Agency Specific Content


Actual Hours	Min Req Hours	Class	Subject Matter	Instructional Methodology	Instructors
	10	1	California Criminal Justice System		
Actual Hours	Min Req Hours	Class	Subject Matter	Instructional Methodology	Instructors
1	2	1.1	Criminal Justice System and Process	<input type="checkbox"/> Lecture <input type="checkbox"/> Group Discussion <input type="checkbox"/> Demonstration <input type="checkbox"/> Group Exercise <input type="checkbox"/> Audio/Video Clip <input type="checkbox"/> Trainee Practice <input type="checkbox"/> Role Play <input type="checkbox"/> Evaluation <input type="checkbox"/> Other	<input type="checkbox"/> Paez, Chelsea

Add Agency Specific

Update
Cancel

- 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

Core Content Additional Agency Specific Content

Actual Hours	Min Req Hours	Class	Subject Matter	Instructional Methodology	Instructors
2	10	1	California Criminal Justice System		
2	2	1.1	Criminal Justice System and Process	<input checked="" type="checkbox"/> Lecture <input type="checkbox"/> Group Discussion <input type="checkbox"/> Demonstration <input type="checkbox"/> Group Exercise <input type="checkbox"/> Audio/Video Clip <input type="checkbox"/> Trainee Practice <input type="checkbox"/> Role Play <input type="checkbox"/> Evaluation <input type="checkbox"/> Other	<input checked="" type="checkbox"/> Paez, Chelsea

Expands the box below

Add Agency Specific

Add Agency Specific Content

Hours	Subject Matter	Instructional Methodology	Instructors	Agency Notes
		<input type="checkbox"/> Lecture <input type="checkbox"/> Group Discussion <input type="checkbox"/> Demonstration <input type="checkbox"/> Group Exercise <input type="checkbox"/> Audio/Video Clip <input type="checkbox"/> Trainee Practice <input type="checkbox"/> Role Play <input type="checkbox"/> Evaluation <input type="checkbox"/> Other	<input type="checkbox"/> Paez, Chelsea	

Add Cancel

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

Core Content Additional Agency Specific Content

Hours	Subject Matter	Instructional Methodology	Instructors	Agency Notes
		<input type="checkbox"/> Lecture <input type="checkbox"/> Group Discussion <input type="checkbox"/> Demonstration <input type="checkbox"/> Group Exercise <input type="checkbox"/> Audio/Video Clip <input type="checkbox"/> Trainee Practice <input type="checkbox"/> Role Play <input type="checkbox"/> Evaluation <input type="checkbox"/> Other	<input type="checkbox"/> Paez, Chelsea	

Add Cancel

- 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**.
***Note:** A scheduled event date is no longer required for new certifications, but your certification will **NOT** show up in the calendar if there is no upcoming Scheduled Event listed. Additionally, your certification will NOT show on the “Active Core Course Report” without an upcoming Scheduled Event Date.*
18. Once complete, scroll to the top of the page and click **Submit**.

OTHER IMPORTANT COURSE INFORMATION

- 1) **Performance Objectives:**
 - a. When developing performance objectives, keep this phrase in mind: “At the end of this course, the student will be able to...”
 - b. Always use active and measurable verbs (e.g., demonstrate, identify, explain, describe, etc.). Stay away from passive verbs (e.g., understand, learn, know, review, etc.).
 - c. Please assign a number to each performance objectives and use the number in the corresponding area of the course outline. This ensures that each of the performance objectives are covered in the outline.
 - d. The number of performance objectives should be commensurate with the length of the course.
- 2) **Course Outline:**
 - a. Do not use the outline as a lesson plan. It is not a place for step-by-step instructions. Instead, include a brief statement or a few bullet points detailing how the performance objectives are being met during each timeframe, with sufficient detail for the Field Rep to determine whether instructors have the appropriate qualifications.
 - b. Try to use one- or two-hour blocks rather than short 15-minute increments or long three-hour increments. Again, this is the outline, and those more specific timeframes belong in the lesson plan.
- 3) **Course Dates:**
 - a. Please include dates of course in the schedule.
 - b. Do not use timeframes of one or two years.
 - c. You can add dates at any time without resubmitting to the Field Rep for approval. There is no need to create a new working copy, just modify the schedule.
- 4) **Job Relevance:** Please make sure the course you are submitting is relevant to the job duties of the intended correctional staff audience, i.e., ACO, JCO, PO, Supervisor or Manager. Example: Retirement planning is not relevant to the job.
- 5) **Instructor Qualifications:** For high liability courses (see Policy and Procedure Manual for Training Providers), make sure that all instructors possess valid instructor certifications and list those in the Instructor Bio. For other specialized courses, make sure the instructor possesses the relevant job experience, training and/or education and include it in the Instructor Bio.

SUMMARY OF RECENT CHANGES

Based on feedback from system users, STC has implemented the following upgrades and enhancements within the STC Learning Portal:

1. When courses are in “Working Copy” status, they will no longer show a date of 1/1/1900. The date on the Working Copy will now show as “N/A” until the request has been submitted, approved and assigned an actual certification date.
2. Managers will now have the ability to add instructors in the system that may or may not be assigned to your organization.



Update New Import Cancel

Search Names ▼ for

Go Reset

Display Managed Users ▼ Show 50 per page ▼

Will default to “Managed Users.” To view users/instructors outside of your organization, select “All Users” from the *Display* drop down.

Please note, you will not have the ability to change any of the information associated with users outside of your organization. If you need to edit an instructor’s profile, please contact your assigned Field Representative.

3. All course outlines are now printer-friendly. As of 2020, the new core templates added a printer-friendly feature. This feature has now been implemented systemwide. Select the printer icon at the top right of the outline to prompt printer settings.
4. Templates for Special Certifications (SC), Intensified Format Training (IFT), Conferences, and Work-Related Education have been updated to reflect the requirements in STC’s Policy and Procedure Manuals.
5. You are no longer required to complete the “Scheduled Events” section in order to submit a Core or Annual course certification. Please be aware, however, that if you do not add a scheduled event date, your event will NOT show on the Calendar.
6. Expired courses will now automatically archive and no longer be visible on your organization’s list of certifications. WRE, SC and IFT certifications will archive one year after expiration; all other certifications will archive two years after expiration.

7. Courses that are expired will now be highlighted red in your work base. Courses that are expiring in 30 days or fewer will be highlighted yellow.

Results 1 - 13 of 13

A - B - C - D - E - F - G - H - I - J - K - L - M - N - O - P - Q - R - S - T - U - V - W - X - Y - Z

<< Previous | Next >>

Cert #	Agency	Type	Course Title	Expires	Certification Date ▲	Status
09013563	Los Angeles Police Department	RFC Annual	Academy Instructor Certification Course - AICC	2/10/2023	2/10/2021	Approved
06710405	Los Angeles Police Department	RFC Annual	Arrest and Control Techniques Instructor Course 80 Hours	2/10/2023	2/10/2021	Approved
			Recruit Custody Officer Academy	2/3/2023	2/3/2021	Approved
			Sexual Abuse Prevention and Rape Elimination Act (PREA) II	5/6/2022	5/6/2020	Expired
			33 Operator Training	2/10/2022	2/10/2020	Expired
			Training Officer	12/6/2021	12/6/2019	Expired
			Health Awareness and Tactics	8/27/2021	8/27/2019	Expired
			ational Survival	3/14/2019	3/14/2017	Returned For Re-submission
			First Aid CPR/AED (8 hour)	N/A	N/A	New Working Copy
			Train The Trainer	N/A	N/A	New Working Copy
			Aid CPR/AED	N/A	N/A	New Working Copy
			Arrest and Control Techniques Instructor Course 80 Hours	N/A	N/A	New Working Copy
			Academy Instructor Certification Course - AICC	N/A	N/A	New Working Copy

<< Previous | Next >>

8. The system will no longer automatically create a “New Working Copy” for expired courses. Alternatively, the “Status” shown for any course will show the most current status, rather than multiple statuses for the same course.
9. Training Managers, Training Staff and Private Providers can now edit their own bios. Previously, this had to be done by the organization’s assigned Field Representative.
10. The “Manager” role has been removed. The functions of the Manager role were consolidated with the Training Manager, Training Staff and Private Provider roles.
11. We have added several search filters to the Catalog and Calendar. Please note the “Location” and “From”/“To” (date) filters will only work if there is a “Scheduled Event” (with an upcoming date and/or location) associated with a particular course.

Certification Type:

Agency:

Location:

Provider:

Search:

Certification Number:

Certification Hours:

From:

To:

☐ Course Title
☐ Performance Objectives
☐ Course Summary
☐ Keywords

Instruction:
☐ Computer Based (CBT)
☐ Instructor Led (ILT)

Display

☒ Display calendar of scheduled events
☐ Display list of upcoming scheduled events

Show

Enter all search criteria/filters before submitting

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. If you're still having trouble logging in, contact your assigned Field Representative.

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

A: No, each individual user has a unique, email-based login. Additional profiles can be created by Training Managers/Private Providers for Training Staff or Courseware Users.

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 county and city agencies only and provides an opportunity to obtain up to two hours of internal training per session. IFT certifications are valid for two years, however, may be 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

APPENDIX: BEHAVIORAL HEALTH UNIT (BHU) TRAINING REFERENCE GUIDE

INTRODUCTION

The purpose of this guide is to assist agencies in accessing and using the online Behavioral Health Trainings developed by the Standards and Training for Corrections (STC) division. These trainings may be used to satisfy STC annual training requirements.

BEHAVIORAL HEALTH UNIT CLASSES

Online Training Hours: ACO= 12.5 hours JCO= 12.5 hours PO= 14.25 hours

Class	Training Time	STC Cert #
Signs and Symptoms of Substance Abuse (All)	1 hour	00950440
Trauma (All)	1.5 hour	04522003
Interventions, Resources, Referrals (All)	1.5 hour	02259387
Stigma & Bias (All)	1 hour	05693459
Roles & Responsibilities (ACO, JCO)	1 hour	01672399
Roles & Responsibilities (PO)	1.5 hour	01196065
Liability (All)	1 hour	09846118
Suicide Prevention (All)	1.5 hour	06082877
Behavioral Health Case Planning (PO)	1.25 hour	00996667
Foundations and Definitions (All)	1.5 hour	03735367
Safety (All)	1 hour	01230025
Emotional Survival (All)	1.5 hour	03326781

I. LOG IN/REGISTER

To access the Behavioral Health Unit (BHU) training courses, each user must register.

Registration Link: <https://stc.yourlearningportal.com/bscc/register.aspx>

Users that already have a login to the Learning Portal will “Log In” here. This will automatically link your current account to the role that will allow you to take these courses.

If you already have an account, log in here.

Log In

Email:
Password:

Submit

If you don't have an account, register here to create one.

Register

First Name:
Last Name:
Agency:

Alameda County Probation Department
Alameda County Sheriff's Office
Alpine County Probation Department
Amador County Probation Department
Amador County Sheriff's Department

Classification:

Phone:
Email:
Password:

Submit

Users who do not currently have a Learning Portal login will “Register” here.

Please note, all fields are required.

II. LANDING PAGE

After registering, the courses applicable to the user's selected classification will display.

Will auto-populate based on classification chosen at registration

Adult Corrections Officer ▼

BSCC CALIFORNIA

Introduction video

Adult Corrections Officer

Review the courses below so that you can craft your own personal toolbox for working with people who struggle mentally, emotionally, or who are abusing harmful substances. You will learn how to respond in difficult situations, connect people with the resources they need, and manage your own well-being through it all. Navigating these mental and behavioral health issues (MHBI) is not easy, but worth it as you serve in your role as an adult corrections officer (ACO).

Emotional Survival →
Discover the insights and practice the protocols needed to take action to protect yourself and your family.

Foundations and Definitions →
Dive into some of the foundational terminology, characteristics, and behaviors present for people with MHBI.

Interventions and Resources →
Utilize basic techniques for preventing and de-escalating emotionally charged situations for people with MHBI.

Liability →
Understand liability issues when working with people that have mental health challenges or experience suicidal ideations.

Role and Responsibilities →
Review some of the basic responsibilities you are legally in charge of as it relates to MHBI, as well as how to address related issues when writing an incident report.

Safety →
Mitigate MHBI-related risks and take action in situations that may escalate to a dangerous level.

Stigma and Bias →
Address the common stigmas and biases against people with MHBI.

Substance Abuse →
Identify trends in substance abuse and learn common names, uses and symptoms of illegal substances frequently abused by people.

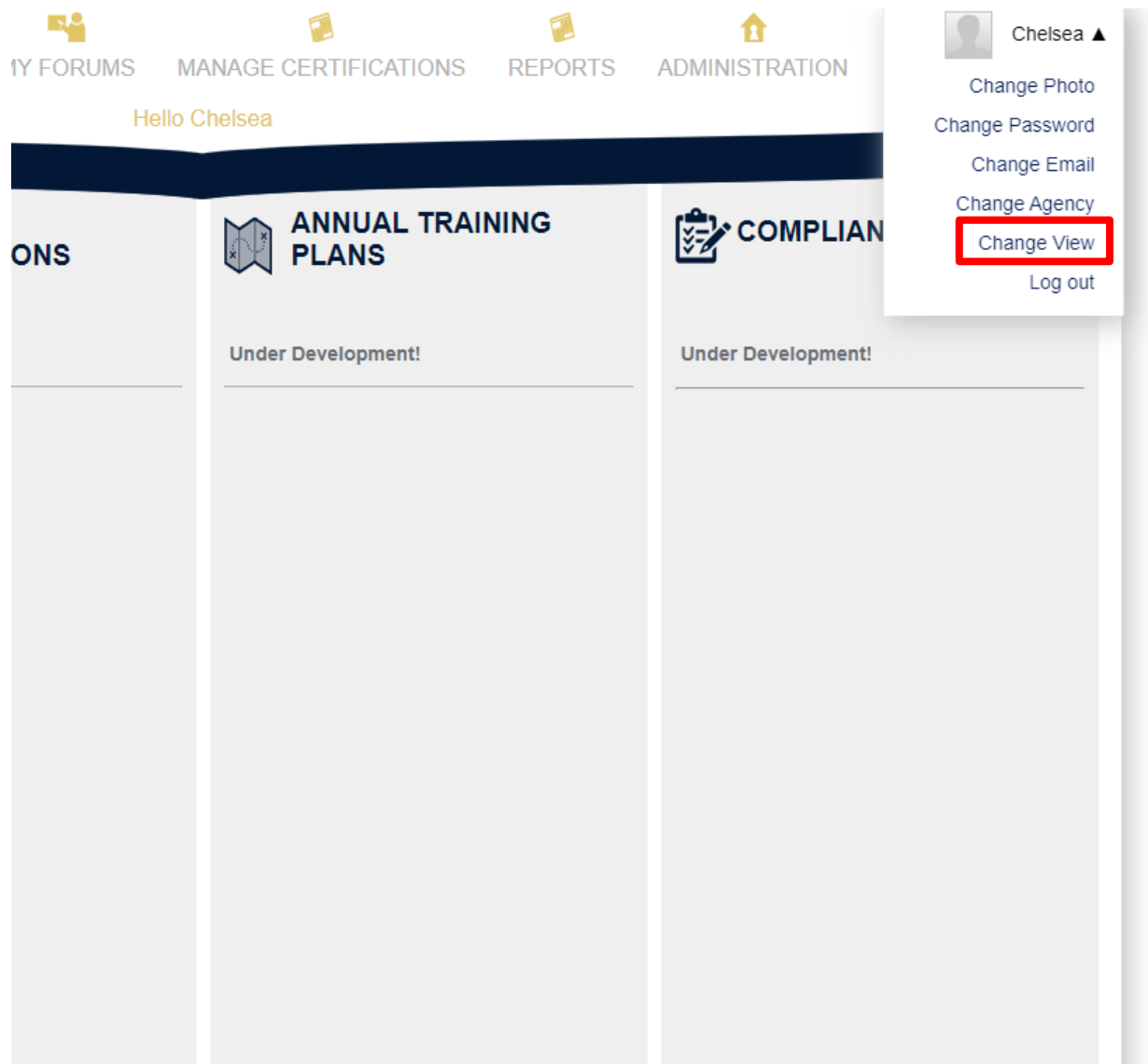
Suicide Prevention →
Practice recognizing suicidal ideation and self-harming behaviors early so that you can take immediate action as needed.

Trauma →
Recognize the key signs and symptoms of trauma, and how to help those that have witnessed or directly experienced traumatic events.

Select the course title to open the module in a new window

The classes shown on this page will be specific to the classification chosen

After registering, those that use the Learning Portal solely for completing the BHU training will only see the course landing page upon each login. Training managers and training staff will continue to see the regular home page when logging in. To toggle back to the course landing page from the usual Learning Portal “Home” page, select “Change View” from the profile drop down in the upper right-hand corner.



III. COURSE NAVIGATION

Once a course has been selected, you'll be taken to the individual class information. This page includes a brief description of the course, performance objectives and the user's progress on the course.

Back to course
home page

Status will either show as ***“Not Started”***, ***“Incomplete”*** or ***“Complete”***

← Back

Emotional Survival

Status: Not Started

Reporting for duty as a corrections or probation officer means standing on the front lines of stressful situations. You are human. Your colleagues are human. Thankfully, there are supports in place to help minimize and address that stress. In this course, you will discover the insights and practice the protocols needed to take action to protect yourself and your family.

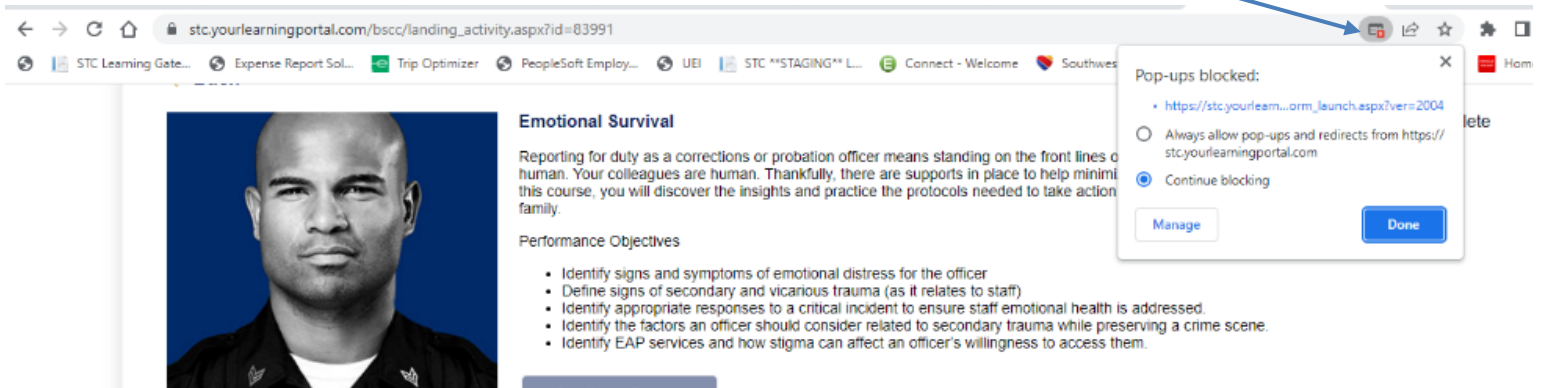
Performance Objectives

- Identify signs and symptoms of emotional distress for the officer
- Define signs of secondary and vicarious trauma (as it relates to staff)
- Identify appropriate responses to a critical incident to ensure staff emotional health is addressed.
- Identify the factors an officer should consider related to secondary trauma while preserving a crime scene.
- Identify EAP services and how stigma can affect an officer's willingness to access them.



Start Course



Will either show as ***“Start Course”***, ***“Continue Course”*** or ***“Review Course”*** and ***“Download Certificate”***

Make sure you enable pop-ups for our site before you start a course. They open in a pop-up window.





Once you are inside the course itself, you will see a list of modules for that class.

**Review Suzie's Case**

**Reflect on Suzie's Case**

Assessment

After you have completed the assessment to unlock this module or assessment until the previous module has been completed.



Completed modules will show a check mark

No symbol means this is your current module

The lock symbol means you have not completed the previous module and cannot unlock this module or assessment until the previous module has been completed.

You must complete all activities before advancing to the next section of the course. Sections may include voice recordings, videos, matching activities, stories, or definitions.

The BHU courses have many question types. These include multiple choice, yes or no, open-ended and matching.

IV. CERTIFICATE

Course certificates can be downloaded and printed after full completion of each specific course.

Review Your Insights

The button below will give you a digital copy of your answers to the open-ended questions you responded to throughout this course.

You are highly encouraged to discuss your answers with a mentor or a supervisor.

REVIEW YOUR INSIGHTS

Print Your Certificate of Completion!

Congratulations on completing the course successfully! Now that you've completed all course activities and passed the assessment, you can print off your certificate of completion using the button below.

You can return to this course, or to the course overview page in the learning portal, to print at any time.

DOWNLOAD/PRINT

Click here to download your completion certificate. This will open as a PDF in a new window. From here, you can save to your computer and print.

After completing all activities and tests for a course, you must “Review Your Insights” before you can “Download/Print” your certificate. Your Insights gathers your responses to any of the open-ended questions.

Completion

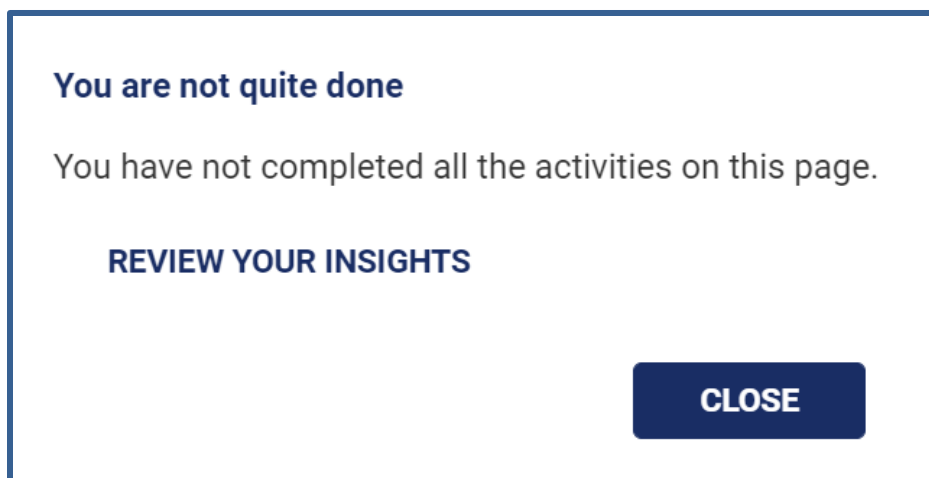
Adobe Acrobat | Certificate-26269-83991

This is an encrypted document and cannot be edited.

BSCC CALIFORNIA

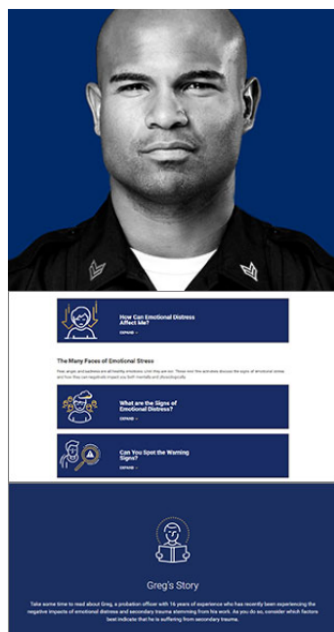
CERTIFICATE OF COMPLETION

If the certificate and/or completion link is locked, it means you have not completed all required activities. A box will appear with a list of items that need to be completed before you may move forward.



You can review this course or access your certificate at any time, by selecting the completed course from the home page and choosing “Review Course” or “Download Certificate”.

← Back



Emotional Survival

Status: Complete

Reporting for duty as a corrections or probation officer means standing on the front lines of stressful situations. You are human. Your colleagues are human. Thankfully, there are supports in place to help minimize and address that stress. In this course, you will discover the insights and practice the protocols needed to take action to protect yourself and your family.

Performance Objectives

- Identify signs and symptoms of emotional distress for the officer
- Define signs of secondary and vicarious trauma (as it relates to staff)
- Identify appropriate responses to a critical incident to ensure staff emotional health is addressed.
- Identify the factors an officer should consider related to secondary trauma while preserving a crime scene.
- Identify EAP services and how stigma can affect an officer's willingness to access them.

Review Course

Download Certificate

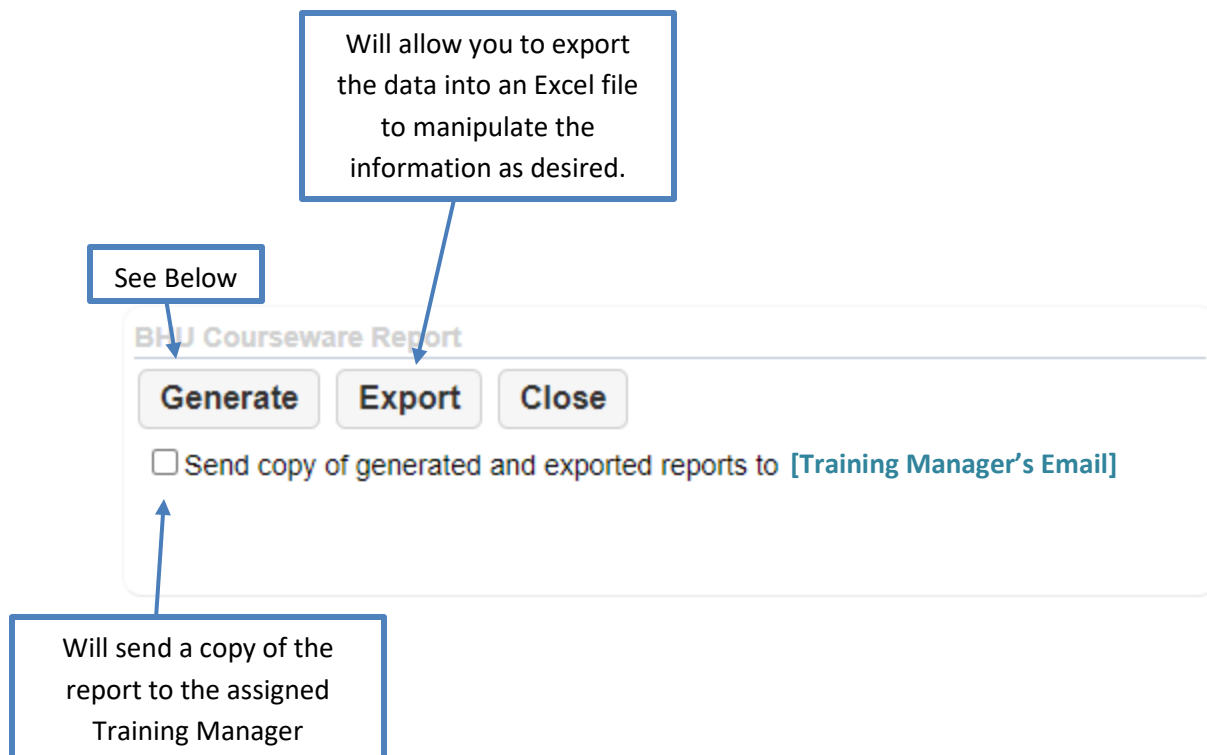
V. REPORTS

The Training Manager can run a report to check the completion status of BHU courses for your agency. This report will list the user's name, the specific class name, the status (Complete or Incomplete) and the date completed. Users will only appear on this report if they have started or completed a course.

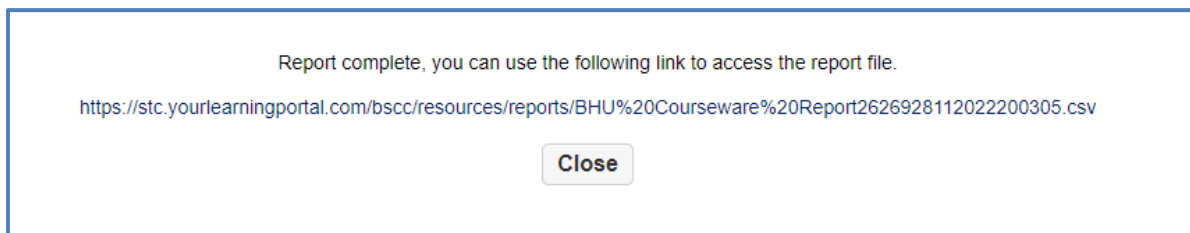
The screenshot displays the Training Manager interface. At the top, there is a navigation bar with icons and labels: 'G', 'MY HISTORY', 'MY FORUMS', 'MANAGE CERTIFICATIONS', 'REPORTS' (highlighted in yellow), and 'MY AGENCY'. Below the navigation bar, a dark blue banner contains the text 'Hello Erandy'. A blue arrow points from a text box to the 'REPORTS' button. The text box contains the text: 'Click here to access a report showing BHU course progress for staff in your agency.' Below the banner, a white box titled 'General Reports' contains a list of report options: 'Active Core Course Report', 'Agency Contact Information', 'All Approved Conference Report', 'BHU Courseware Report' (highlighted with a red box and a blue arrow), and 'Provider Contact Information'.

Click here to access a report showing BHU course progress for staff in your agency.

BHU Courseware Report



Selecting “*Export*” will create the link shown below. Clicking this link will download the file as a .csv that can be opened in Microsoft Excel. Make sure to save the file in Excel format for easier formatting.



Selecting “*Generate*” will generate the list within your browser. This is a quick way to generate the report, but you will not have the ability to manipulate or save the data.

Organization	User Name	BHU Class	Hours	Status	Date Completed
STC	Robinson, Greta	Emotional Survival	1.5	Incomplete	
STC	Robinson, Greta	Foundations and Definitions	1.5	Incomplete	
Board of State and Community Corrections	Morales, Mercedes	Trauma	1.5	Completed	10/11/2022 11:51 AM PST
Board of State and Community Corrections	Morales, Mercedes	Suicide Prevention	1.5	Completed	10/11/2022 12:01 PM PST
Board of State and Community Corrections	Morales, Mercedes	Case Planning (PO)	1.15	Completed	10/11/2022 12:00 PM PST
Board of State and Community Corrections	Morales, Mercedes	Substance Abuse	1	Completed	10/11/2022 12:17 PM PST
Board of State and Community Corrections	Morales, Mercedes	Stigma and Bias	1	Completed	10/11/2022 12:27 PM PST
Board of State and Community Corrections	Morales, Mercedes	Safety	1	Completed	10/11/2022 12:31 PM PST
Board of State and Community Corrections	Morales, Mercedes	Foundations and Definitions	1.5	Completed	10/11/2022 12:41 PM PST
Board of State and Community Corrections	Morales, Mercedes	Emotional Survival	1.5	Completed	10/11/2022 12:50 PM PST
Board of State and Community Corrections	Morales, Mercedes	Roles and Responsibilities (PO)	1.5	Completed	10/11/2022 1:00 PM PST
Board of State and Community Corrections	Morales, Mercedes	Interventions and Resources	1.5	Completed	10/11/2022 1:09 PM PST
Board of State and Community Corrections	Morales, Mercedes	Roles and Responsibilities	1	Completed	10/11/2022 1:13 PM PST
Board of State and Community Corrections	Paez, Chelsea	Foundations and Definitions	1.5	Completed	10/12/2022 1:12 PM PST
Board of State and Community Corrections	Paez, Chelsea	Interventions and Resources	1.5	Completed	10/12/2022 2:14 PM PST
Board of State and Community Corrections	Paez, Chelsea	Liability	1	Completed	10/12/2022 4:10 PM PST
Board of State and Community Corrections	Paez, Chelsea	Roles and Responsibilities	1	Completed	10/12/2022 4:30 PM PST
Board of State and Community Corrections	Paez, Chelsea	Safety	1	Completed	10/12/2022 5:12 PM PST
Board of State and Community Corrections	Morales, Mercedes	Liability	1	Completed	10/11/2022 12:33 PM PST
Board of State and Community Corrections	Paez, Chelsea	Stigma and Bias	1	Completed	10/13/2022 12:15 PM PST
Board of State and Community Corrections	Paez, Chelsea	Substance Abuse	1	Completed	10/13/2022 1:07 PM PST
Board of State and Community Corrections	Paez, Chelsea	Suicide Prevention	1.5	Completed	10/13/2022 1:47 PM PST
Board of State and Community Corrections	Paez, Chelsea	Trauma	1.5	Completed	10/13/2022 2:49 PM PST
Board of State and Community Corrections	Carroll, Joyce	Suicide Prevention	1.5	Incomplete	
Board of State and Community Corrections	Paez, Chelsea	Emotional Survival	1.5	Completed	12/6/2022 10:52 AM PST

VI. FREQUENTLY ASKED QUESTIONS (FAQ)

Question: Can these training classes be used in core?

Answer: No, the online Behavioral Health Trainings may only be used towards annual training hours.

Question: How often can an officer take the same class?

Answer: The trainings may be taken for STC credit towards annual training hours once per fiscal year (July 1 – June 30).

Question: Can administrators, supervisors and managers take this training?

Answer: Yes. They would select the officer classification that corresponds with their role. For example, a Jail Commander would select ACO, a Probation Chief would select Probation Officer and Juvenile Hall Manager would select JCO.

Question: Do the classes have to be taken in a specific order?

Answer: No, you may complete the individual classes in any order. The modules within each class must be taken in order.

Question: What documentation do we use for compliance monitoring?

Answer: You may use the report generated in the “Reports” tab of the Learning Portal or the individual officer’s certificate of completion. This report can be pulled by the agency training manager or assigned training staff.

Question: How can I access the Zoom recording of the system training?

Answer: The zoom recording can be accessed here:

<https://us02web.zoom.us/rec/share/6K1QV5ouU2DKNum32S4UVX59iTsW38y6aHJtPIFcJ2aIEcCpIECTjMJ53zJsCLkK.McvzGMgEYrtY7Id3>

The passcode is: #F87A02+

Question: Who do I contact if I have questions or problems?

Answer: You should first contact your assigned field representative. They will try to trouble shoot and escalate if necessary.