

**Direct Support Professionals
 Refresher/Recertification Curriculum
 Enrollment**

DRAFT 12/27/23!

Directions: This document is designed to provide guidelines for enrolling existing staff (not NEW HIRE staff) into the Docebo LMS. An "existing staff" is someone who already works for you, the provider, and who has completed their initial training Learning Plan or the equivalent. Docebo Power Users should NOT assign an existing staff to a Learning Plan. Existing users must be individually created in Docebo, there is NO bulk download. Additional guidance is provided below the course chart. **Please review the entire document prior to enrolling existing staff into Docebo as users.**

If this class is in someone's initial Learning plan...

... then they have to refresh/recertify by taking this class.

Initial Training Title	Modality	Refresher	Refresher/Recertification Title
Behavior and Crisis Intervention	Online	Annual	"Non-aversive Techniques for prevention and Treatment of Challenging Behavior" is the actual requirement. This ANNUAL REFRESHER can be met by any of the following: Behavior and Crisis Intervention (Docebo) - 1st Choice! Gentle Teaching WELLE (formerly NAPPI) CPI Contact the OCHN Learning Center manager for approval of other classes. All certificates must be uploaded into Docebo if the class is not taken in Docebo.
Bloodborne Pathogens & Infection Prevention Note: Health and Wellness does not require refresher, however the BBP contained within the class does.	Online	3 yrs	Bloodborne Pathogens & Infection Prevention Online class in Docebo Includes Universal Precautions Note: Learners enrolled in Health & Wellness are getting BBP within that class. The BBP portion of Health & Wellness must be refreshed every 3 years.
CPR	Online/ Live Demo required	2 years	CPR Contracted service. Classroom portion is online. Return demo offered at two sites Registration completed through Docebo Recertification required every 2 years.

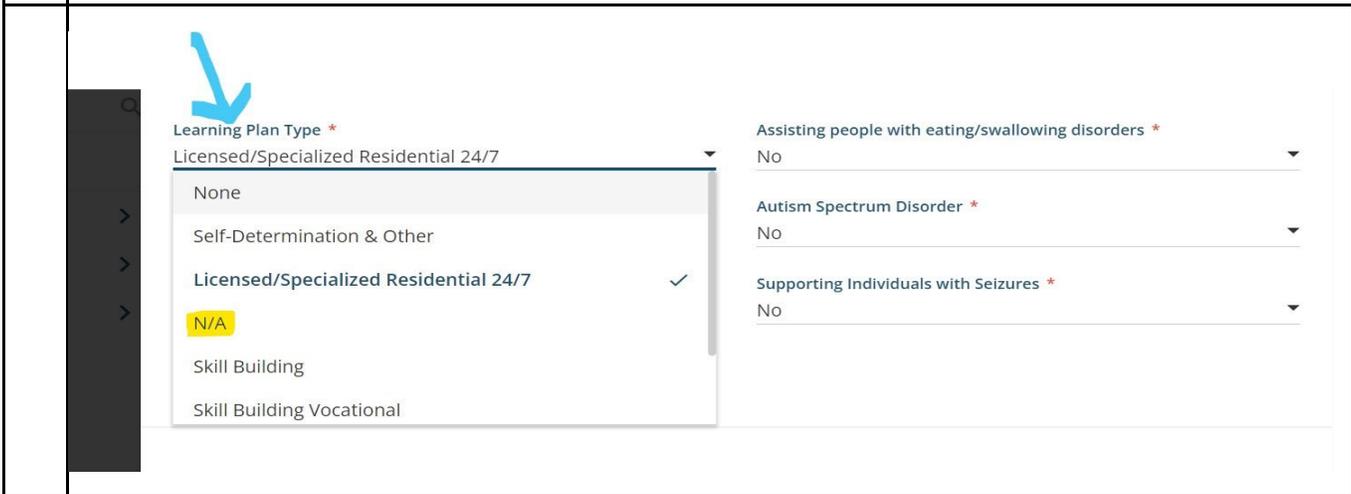
Cultural Competency for Direct Support Professionals	Online	3 years	Cultural Competency for Direct Support Professionals Online through Docebo Refresher every 3 years.
First Aid	Online/ Live Demo required	2 years	First Aid Contracted Service Recertification every 3 years Classroom portion online, return demo in person Registration through Docebo
Health and Wellness - DSP	Online	None	Note: Health and Wellness contains some information that DOES need to be refreshed, Bloodborne Pathogens. Learners must complete BBP every three years (see above).
Limited English Proficiency (LEP)	Online	3 years	Limited English Proficiency (LEP) Individual providers MAY offer this class themselves OR it can be taken on Docebo. If you are providing this training to your staff, do NOT add it to their Docebo profile! Required every three years.
Medication Administration Medication Administration consists of four classes and an in-person return demonstration.	Online	3 years	Medication Administration: An Overview (only one course, not all four) Refresh every three years One class taken online via Docebo. Required for learners who MUST complete full Medication Administration initial sequence to pass/ administer medications at their job sites. No return demonstration required unless Docebo Power User chooses to assign.
New Hire Recipient Rights Required to be completed within 30 days of hire date.	Virtual then Online	Initial then Annual	Annual Recipient Rights Update Online class in Docebo. Required annually after New Hire Recipient Rights is completed. Annual expiration date may NOT expire. Otherwise return to New Hire Recipient Rights class.
The Person-centered Planning Process for Direct Support Professionals Includes: Self-Determination	Online	3 years	The Person-Centered Planning Process for Direct Support Professional Includes: Self-Determination Required every three years. Online on Docebo

Trauma Informed Supports	Online	3 years	Trauma Informed Supports Required every 3 years. Online on Docebo
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Power User Instructions for adding an existing staff to Docebo!

Adding an existing staff as a new user to Docebo requires some decision-making by the Power User and the provider administration. You do NOT want to treat your existing staff the same as your new hire staff as this would result in existing staff having to take training over again (when you assign them a Learning Plan). So, existing staff are NOT assigned a Learning Plan! Follow the instructions below:

- 1 Start by adding existing staff using the same USER enrollment process that you would use for a new hire staff. Add User ID, name, etc.
- 2 When you get to Part 3 "Additional Fields" and the Learning Plan choice, STOP/THINK! If this was a new hire, what Learning Plan would they be enrolled in? What classes would they be taking in their assigned Learning Plan and which of those classes require a refresher or recertification (see class table above)? Example: CPR, First Aid, Bloodborne Pathogens, Recipient Rights, etc?
- 3 Choose "n/a" for the Learning Plan and for the six specialty classes immediately following (diabetes, wheelchair use, seizures, etc.)



- 4 Continue to complete the new USER process until you get to Tab 5 "Review". Create the new USER by clicking on the tab "Create User" at the bottom right of the screen. Once you've created the new USER, you will be given the option to pick classes for that person (Tab 6) Remember that under the Learning Plan selection, you picked "N/A", so right now they don't have any classes assigned to them.
- 5 Continue to complete the new USER process until you get to Tab 6 "Courses".
- 6 Using the drop down box for Course Selection, pick the classes that this staff person needs to be refreshed or recertified in. Use the course description grid at the top of this document to make your choices.
- 7 Once enrolled in the refresher/recertification classes they will need, the Docebo system will automatically send reminder emails and auto-enroll them for repeat after 1, 2 or 3 years.

Some things to think about!

The Docebo system handles refresher/recertification notices very well with automatically generating the next due date for each class and sending reminder emails in advance of the due date. However, in order to do this, the system has to know what to do. For new hire staff who get a Learning Plan assigned, the refresher/recertification is automatically programmed. Example: New hire Staff A takes "New Hire Recipient Rights" successfully, then Docebo automatically enrolls them in "Annual Recipient Rights Update" for a year from the date of the completion of the first class.

However, existing staff aren't building their refreshers on a curriculum already in Docebo (Learning Plan), so Power Users need to give the system something to work with by inserting the first refreshers manually. After that, Docebo will take over with reminding and scheduling. Think about how you, as a Power User, want to get existing staff on their refresher journey. Choose the option below that makes the most sense for your agency.

1	Assign all Refreshers at the same time: This means that, when you add an existing staff, you add all of their refreshers at the same time. As staff complete them, each class would enter into the refreshing cycle and be due again in 1, 2 and/or 3 years.
2	Assign Refreshers based on when last class was taken. This requires that you look through data from their last classes and add refreshers based on when the next one is due. After that, Docebo will take over with reminders, etc.
3	Assign Refreshers based on when the next refresher is due. Example: Kimberly is next scheduled for Annual Recipient Rights Update training in May. You wait until May and then enroll her in all of her annual refreshers. Repeat the process for 2-year and 3-year refreshers.
4	Insert actual last training data into Docebo to start the refresher process. Example: Kimberly is already updated in all of her classes through a different training provider. Using downloaded data, you enter all of her last training dates into Docebo so that the system can use that data to calculate her next requirements. You would also need to upload verifications/certificates.