



DEVELOPMENTAL DISABILITIES ADMINISTRATION  
Olympia, Washington

---

TITLE:	DDA TRAINING EXPECTATIONS, PROTOCOLS, AND CONDUCT	8.01
--------	--	------

---

Reference: [DSHS Administrative Policy 18.34](#)  
[DSHS Administrative Policy 18.64](#)  
[Executive Order 22-04](#)      Implementing the Washington State Pro-Equity  
Anti-Racism (Pear) Plan & Playbook  
[DDA Equity, Diversity, Access, and Inclusion](#)

### PURPOSE

To notify staff of DDA training standards reflecting ethical and professional conduct as well as required administrative protocols in the training environment. These standards and protocols identify expectations pertaining to training registration/enrollment, learner participation, course completion, and participant accountability.

### SCOPE

This policy applies to all DDA staff.

### DEFINITIONS

**Access request** means adjustments in environment or expectations that support a participant to be fully engaged in training. This can include reasonable accommodations approved through the HR process or individualized requests on an “as needed” basis.

**Instructor-led training** or **ILT** means training facilitated by a designated facilitator or instructor.

**Online Learning Training** or **OLT** means training provided in online module format through the Washington State Learning Center.

**Registration** means researching, identifying and selecting training by identifying available “course offerings” in the Washington State Learning Center.

---

**Virtual instructor-led training** or **VILT** means training facilitated by a designated facilitator or an instructor through a virtual interactive platform (i.e., Zoom, Webinar, TEAMS, etc.).

**Washington State Learning Center** or **the Learning Center** or **LC** means the statewide application program where all training is created, housed, tracked and managed as a course, course offering, or curriculum package.

## POLICY

### A. Training Registration

1. A participant must register for a training before the start date and within the timeframe outlined in the LC.
  - a. Registration deadlines are determined by the owner or facilitator of the training.

Note: If a participant attempts to register after the deadline, LC will block the registration.
  - b. Cancellation deadlines are determined by the owner or facilitator of the training.
    - i. To cancel, the participant must do so in the LC before the cancellation deadline.
    - ii. Attempting to cancel registration after the cancellation deadline may result in “no show” being recorded on the participant’s transcript in the LC.
    - iii. Declining training calendar invite is not considered a cancellation and may result in “no show” being recorded on the participant’s transcript in the LC.
    - iv. If there is an emergent situation that arises after the cancellation deadline that will prevent the participant from attending training, the participant must communicate directly with the facilitator to notify them of their absence.
  - c. A participant who attends training without adhering to the correct registration process outlined by the instructor may not receive credit for attendance (e.g., using a forwarded Teams meeting link).

- 
- d. Training not available for registration (i.e., not searchable) in the LC is approved on a program-specific basis. Registration processes and requirements are determined by the training facilitator and communicated to intended participants.
2. An employee may be automatically assigned to a training by the LC or manually by their direct supervisor based on their job role and responsibilities.
    - a. A task or training that is automatically assigned may require registration action by the participant. Refer to the timeline in the LC to check registration status for assigned trainings.
    - b. If a supervisor assigns a training to an employee, the supervisor must:
      - i. Inform the employee of the assigned training; and
      - ii. Support the employee as needed to attend the training.

Note: Examples of support include coordinating workload coverage, task reassignment, and schedule adjustments.
    - c. The employee must complete the assigned training by the due date established by their supervisor or within the timeframe identified in the LC.
  3. Invitations for VILT offerings (e.g., Teams Meeting links) are distributed to participants either automatically via the LC or directly by the instructor.
    - a. Participants should not forward training event invites to others.
    - b. A participant who attends a training without adhering to the proper registration procedure may not receive credit for attending the training.

## B. Engagement During Training

1. The employee must fully engage in the training based on the expectations set forth by the training facilitator or instructor.
  - a. Engagement in training may take many forms and is determined by the training facilitator. Engaging in training may include:

- 
- i. Activities such as breakout rooms, group discussions, individual work, teach-back opportunities, role play, quizzes, and annotations;
      - ii. Group chat feature;
      - iii. Verbal interaction via microphone or audio feature;
      - iv. Visual interaction via computer camera feature; and
      - v. Submitting an evaluation at the end of the training.
    - b. An employee must join VILT via a state-issued desktop or laptop computer, unless otherwise approved by the training facilitator or delegating authority before the start date of training.
  2. The employee must be punctual to training, attend for the full duration of the training, be “fully present” and free from external distractions.
    - a. For a VILT, “fully present” can include:
      - i. Maintaining camera visual of the participant as determined by the training facilitator or accommodated by the training facilitator;
      - ii. Participating in activities and discussions;
      - iii. Using virtual platform features, such as chat and polls; and
      - iv. Engaging in all assigned activities.
    - b. For an ILT, “fully present” is defined as maintaining a physical presence throughout the duration of training and within the identified, physical training space.
    - c. For OLT, “fully present” is defined as:
      - i. Maintaining attention to and focus on the online or eLearning course being accessed;
      - ii. Noting appropriate entry and exit instructions; and

- 
- iii. Completing or responding to requested actions, assignments and assessments prompted by the OLT course.
  3. If an attendee is unable to engage in the training, the facilitator may require the attendee to withdraw from the current training and register for another iteration of the training when the attendee can be fully present.
    - a. Examples include driving, taking phone calls, engaging in work tasks, etc. while attending training.
    - b. The facilitator must notify the attendee's direct supervisor if asked to leave training.
  4. Each person has unique needs in order to be fully present and fully engaged during training. As such, it is encouraged that staff be aware of their needs and communicate them to the facilitator privately before the training if necessary and appropriate.
  5. An employee must conduct themselves in training in a way that is consistent with and reflects [the values of the administration](#) and [the governor's Pro-Equity, Anti-Racist organization initiative](#). If it is determined by the facilitator that a participant is behaving in a manner that is disruptive, disrespectful, or otherwise inconsistent with the values of the administration and the governor's Pro-Equity, Anti-Racist organization initiative, the employee:
    - a. Will be asked to remove themselves from the training;
    - b. Will not receive credit for attending; and
    - c. Their behavior will be communicated to their direct supervisor.

### C. Training Completion

1. Training completion requirements vary according to the nature, content, infrastructure, and modality of the training.
  - a. To be considered "complete," at minimum, a participant must:
    - i. Adhere to registration standards (i.e., deadlines for registration/cancellation);
    - ii. Complete any prerequisite tasks/activities assigned by the facilitator; and

- 
- iii. Exhibit full engagement during training and complete all assigned tasks/activities from the facilitator.

Note: Course completion status displays in the employee's LC transcript once attendance is confirmed by the course instructor and any additional expectations outlined by the course are met.

Note: If an employee completes a course but the status is not correctly reflected in their LC transcript, the employee must contact their local Learning Center Coordinator for assistance correcting the status. It is the employee's responsibility to follow-up on any inconsistencies or corrections needed.

- b. Completion requirements for OLT offerings are explained at the beginning of each OLT offering and can range from a review of all slides within the OLT, or satisfactory performance on one or multiple learner assessments and assignments.

Note: DDA staff who do not adhere to communicated recommendations for access to the Learning Center platforms (i.e., use of Google Chrome, accessing through Active Directory, etc.) may be required to retake OLT offerings if they are not marked completed.

- 2. DDA staff will have the opportunity to enroll in training offerings that support their professional and career development. These trainings will be researched, selected, and registered by the employee wishing to attend.

- a. Once registered, an employee is expected to attend the entirety of the training and coordinate with their direct supervisor to ensure their availability to attend the entirety of the training scheduled.
- b. Supervisors should support their staff in identifying and recommending training that will enhance their performance and support their professional goals and career development.

Note: Before registering for a training with registration costs, the employee must work with their manager to obtain approval.

- 3. Staff returning to DDA from separation of service or extended leave of absence might be asked to reattend required training. Decisions regarding whether or not staff will be asked to reattend training will be made on a program-specific basis. Factors that might impact the decision are:

- 
- a. Length of time separated or absent from DDA;
  - b. Program needs;
  - c. Program changes during separation or absence; and
  - d. Staff performance during previous employment with DDA.

#### D. Access Requests

1. Access requests for participants in training should be communicated directly to the training facilitator before the training start date. Access requests can be communicated by the participant or the participant's supervisor on their behalf.
  - a. Best practice is to communicate any access needs two weeks before the training start date to ensure adequate time to plan for the specific needs.
  - b. Access requests communicated less than two weeks before the training start date may not provide enough time to be addressed or executed and may result in the intended participant needing to enroll in a future offering.

Note: Access requests should not be confused with reasonable accommodations. For information about reasonable accommodations, see [DSHS Administrative Policy 18.26](#), *Disability Reasonable Accommodation*.

2. The facilitator is not responsible for troubleshooting or providing technical assistance during training.
  - a. If technical assistance is required to attend or complete training, the employee should reach out to the appropriate IT contact to resolve any technical issues.
  - b. If technical issues prevent staff from attending and engaging in training, they will not be considered out of compliance with this policy and will be asked to enroll in a future iteration of the training after receiving technical assistance.

Note: Engagement is determined by the nature of the training and the standards set by the facilitator (see Engagement During Training above)

#### EXCEPTIONS

Any exception to this policy must have the prior written approval of the deputy assistant secretary.

---

TITLE:

DDA TRAINING EXPECTATIONS, PROTOCOLS,  
AND CONDUCT

8.01

---

**SUPERSESION**

None.

Approved:

  
\_\_\_\_\_  
Deputy Assistant Secretary  
Developmental Disabilities Administration

Date: February 15, 2025