

## Contents

Training FAQs .....	2
1. How do I register for a Training Management System (TMS) account? .....	2
2. What is the web address for the Training Management System (TMS)?.....	2
3. How do I contact you? .....	2
4. I forgot my TMS Username and/or Password? .....	2
5. How do I set up my security questions?.....	2
6. How do I get my certificates once I've completed a training? .....	3
7. I just completed a course; how long will it take before my evaluation shows up?.....	3
8. What is the cancellation policy? .....	3
9. What happens if I miss a training without canceling? .....	3
10. Where can I find a list of required courses?.....	3
11. What's the difference between a Mini-Regional and an Onsite training?.....	3
12. Are DDAP trainings approved for Continuing Education Units (CEUs)? .....	4
13. Does DDAP offer any online training? .....	4
14. Can I request a specific training? .....	4
15. I have questions about CRS, CADC or CRFS certification? .....	4
Trainer FAQs.....	5
1. How do I become a trainer?.....	5
2. How do I contact you?.....	5

## Training FAQs

### 1. How do I register for a Training Management System (TMS) account?

You can easily create an account in our Training Management System (TMS). With this account you can register for trainings, view a course catalog, check the schedule for upcoming training events, and register for those you are interested in. You can also keep track of your training certificates in TMS.

Go to: <https://apps.ddap.pa.gov/TMS/Logon.aspx>

If you already have a training account, sign in using your Username and Password.

If you do not have an account, click on “Create Account” and complete the registration form.

**Please note: You, not your employer owns your TMS account. You are responsible for all scheduled trainings and keeping your information up to date.**

### 2. What is the web address for the Training Management System (TMS)?

You can view your profile, schedule trainings and view upcoming trainings at:

<https://apps.ddap.pa.gov/TMS/Logon.aspx>

### 3. How do I contact you?

E-mail is the preferred method of contact. The Training Section E-mail is: [ra-datraining@pa.gov](mailto:ra-datraining@pa.gov)  
You may also contact us via phone at: 717-736-7452.

When emailing, please remember to include your name as it appears on your TMS account, so we can easily locate your account and provide assistance.

### 4. I forgot my TMS Username and/or Password?

Click the forgot username/password link at the bottom of the home page.

(<https://apps.ddap.pa.gov/TMS/Logon.aspx>). Follow the prompts on your screen. If you are requesting a password reset, you will be prompted to enter a new password.

### 5. How do I set up my security questions?

Login to your TMS account (<https://apps.ddap.pa.gov/TMS/Logon.aspx>) and click “update your information” on the left sidebar. Your profile will be displayed, and you will see two security question boxes near the top of the page, complete them and hit save to set up your security questions.

6. How do I get my certificates once I've completed a training?

Certificates are available online approximately five business days after completing the course. After logging into your TMS account (<https://apps.ddap.pa.gov/TMS/Logon.aspx>), you can obtain a copy of your certificate by clicking on "Print Certificate" on the left sidebar. You will be required to complete an online course evaluation before accessing your certificate. You can find your evaluations either on the Print Certificate screen or the Evaluation Form screen.

7. I just completed a course; how long will it take before my evaluation shows up?

Evaluations are available online approximately five business days after completing the training course.

8. What is the cancellation policy?

Our office must be notified of all cancellations by 5:00 p.m. on the day of the course. We recommend that individuals cancel their registrations online through TMS before the course start date. Be advised that you MUST contact DDAP if you need to cancel the day of the training. Contacting the host facility on the day of the training does not guarantee DDAP will receive your cancellation notice.

9. What happens if I miss a training without canceling?

If a training is missed without canceling, you will be assigned a \$50 no show fee, and your TMS account becomes locked. When your account is locked, you cannot register for trainings or login to TMS. Any registrations you had prior to receiving the no show fee will NOT be canceled. For example, John Smith signs up to take two trainings, one on a Monday and another on Friday, John misses Monday's training and receives a notification that his account is locked. His registration for the Friday training will NOT be canceled, and if he doesn't attend the training or contact DDAP to cancel it, he will be assigned a second no show fee.

10. Where can I find a list of required courses?

**Please note: There are three separate lists and that each has different requirements. All that are applicable must be met.**

First: 28 Pa. Code §704.11. Staff development program:

<https://www.pacode.com/secure/data/028/chapter704/chap704toc.html>

Second: DDAP's Treatment Manual:

[https://www.ddap.pa.gov/Professionals/Pages/For\\_Treatment\\_Providers.aspx](https://www.ddap.pa.gov/Professionals/Pages/For_Treatment_Providers.aspx)

Third: DDAP's Prevention Manual:

[https://www.ddap.pa.gov/Professionals/Pages/For\\_Treatment\\_Providers.aspx](https://www.ddap.pa.gov/Professionals/Pages/For_Treatment_Providers.aspx)

11. What's the difference between a Mini-Regional and an Onsite training?

**Onsite trainings** are offered at the request of the SCA (Single County Authority) or Drug and Alcohol Commission offices and are often conducted at the SCA or local treatment provider facilities.

**Mini-Regionals** are training sessions that DDAP offers every other month at more public venues (hotels, universities, etc.) at various locations around the state. Course content at Mini-Regional Trainings and Onsite trainings are the same.

12. Are DDAP trainings approved for Continuing Education Units (CEUs)?

Trainings that are offered at a Mini-Regional event are approved by the PA Certification Board (PCB) and the PA Chapter of the National Association of Social Workers (NASW) for CEUs. CEUs for Onsite courses are offered at the discretion of the SCA offices.

13. Does DDAP offer any online training?

DDAP is currently in the process of developing online trainings. In the meantime, the following is a list of organizations that may offer online trainings deemed to provide independent training equivalent to clock hour requirements.

<https://www.ddap.pa.gov/Licensing/Documents/Licensing%20Alerts/Alert%202010-01.pdf>

14. Can I request a specific training?

If you would like to see a specific training offered in your area, please contact your SCA (Single County Authority) offices.

<https://apps.ddap.pa.gov/gethelpnow/SCACountySearch.aspx?county>

15. I have questions about CRS, CADC or CRFS certification?

DDAP does not certify individuals; we only license facilities. All questions regarding CRS, CADC or CRFS certifications should be directed to the PCB at [info@pacertboard.org](mailto:info@pacertboard.org) or 717-540-4455.

## Trainer FAQs

### 1. How do I become a trainer?

There are a few steps in the process of becoming an approved trainer for the Dept of Drug and Alcohol Programs. The first is to submit a resume highlighting your experience in the drug and alcohol field, as well as your training experience, including the topic area or names of any courses/curricula. Once we have received and reviewed your information, we will contact you to discuss the next steps in the process.

If you are approved as a DDAP trainer, the next step will be to attend a Training of Trainers (TOT) event. Whenever we update curricula, we will hold one of these events, and a notice will be sent to all DDAP-approved trainers. Part of the TOT event will be a teach-back, where you will be required to present a 15 to 20-minute section of the curriculum for evaluation.

After DDAP staff complete the evaluation of your teach-back, you will be notified whether you have been approved to train that curriculum. If you have been approved, you will be granted access to the DDAP Trainers SharePoint site, where you will find the materials (PowerPoint, trainers notes, participant handouts, etc.) for the training.

In addition to being approved to train using DDAP's curricula, we can also review any training materials that you may have developed for the consideration of adding it to DDAP's course catalog.

### 2. How do I contact you?

E-mail is the preferred method of contact. The Training Section E-mail is: [ra-datrainig@pa.gov](mailto:ra-datrainig@pa.gov)