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# 2021 County Training Update



June 16, 2021

MVD Education and Outreach- Training Team

# County Training Overview

## Existing Training Offerings



The following trainings are currently offered in DOTU today:

1. Driver Services New Hire Onboarding Training Program
2. CDE Virtual Classroom Training
3. Certified Commercial Examiner (CCE)
4. SPEXS Training
5. Driver's Privacy Protection Act (DPPA) Training
6. Get There Your Way Training
7. 2021 AAMVA FDR Training

## Driver Services New Hire Onboarding Training Program



The Driver Services New Hire Onboarding Training Program consists of 13 modules and is an important part of the onboarding journey with the Iowa DOT.

The goal behind these modules is to take some of our most complex processes and procedures and break them down into more easily accessible and user-friendly learning platforms. Users may access these modules at any time and refer to them throughout their training journey.

This training is intended to be used in conjunction with side-by-side on the job training.

## CDE Virtual Classroom Training



This required virtual classroom training is required to obtain the AAMVA Certified Driver Examiner Certification (a mandatory certification for all Driver Examiners in the state of Iowa).

The CDE Pre-Course Online Modules and Section F Assessment are required prior to enrolling in this classroom training.

The class is required once as a new hire, with refresher trainings required every 4 years to maintain certification.

## Certified Commercial Examiner (CCE)

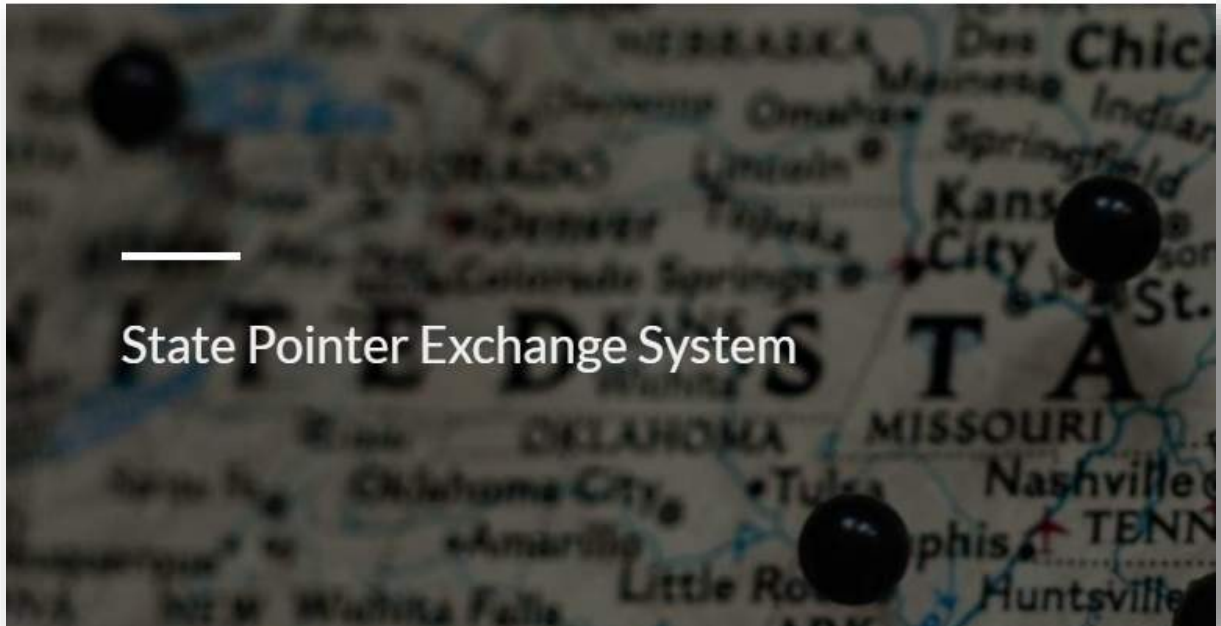


This required virtual classroom training is required to obtain the AAMVA Certified Commercial Examiner Certification (a mandatory certification for all Commercial Driver Examiners in the state of Iowa).

The class is required once as a new hire, with online recertification trainings required every 4 years to maintain certification.



## SPEXS Training



This training course is developed to assist team members with identifying what State Pointer Exchange Service (SPEXS) is and how it works in conjunction with their role.

These modules will help team members gain knowledge on the basics of SPEXS; as well as, how SPEXS impacts issuance protocol, the AAMVA Help Desk, and the Bureau.

## Driver's Privacy Protection Act (DPPA) Training



This course identifies the importance of knowing and understanding federal laws, Iowa Code, and Iowa DOT policies and procedures that protect the privacy of our customers.

In addition, this module contains materials focusing on the importance of ethics and integrity in the workplace.

## Get There Your Way Training



This training provides users with an overview of the Iowa DOT Get There Your Way program and the online tools and resources accompanying this program.

The goal is to ensure users are best equipped to assist our customers with increased access to identity and mobility-related information and services specific to Iowa.



## 2021 AAMVA FDR Training



AAMVA's Fraud Detection & Remediation (FDR) program is the industry's premier fraud training used by DMV's, Law Enforcement, Federal agencies, and corporations worldwide.

With training modules and supplements that develop skills in the authentication of more than 12 document categories, FDR is the most comprehensive anti-fraud toolbox available. The modularized eLearning suite is critical to anyone handling secure documents or sensitive transactions and is mandatory for all team members.



The following trainings are coming soon:

1. Human Trafficking Awareness Training
2. CCKE New Examiner Training
3. Customer Services Bureau: New DL Team Member Orientation
4. Customer Services Bureau: Records Training
5. Customer Services Bureau: New Vehicle Services Team Member Online Orientation
6. Customer Services Bureau: New Motor Carrier Services Team Member Online Orientation
7. FEMA Active Shooter Training
8. Certified Motorcycle Examiner (CME) Program

## Human Trafficking Awareness Training



**Anticipated Arrival:** June, 2021

Human Trafficking Awareness training is intended to create and enhance the awareness of human trafficking; as well as identify next steps in the event someone suspects or recognizes human trafficking.

## CCKE New Examiner Training

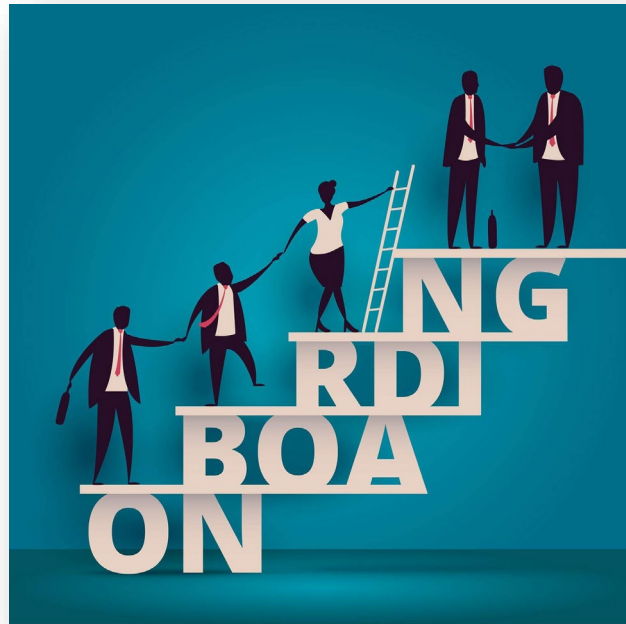


**Anticipated Arrival:** July, 2021

Formally a 1-day classroom session in Ankeny, this class will be transitioning to online, on-demand, training in July. If we have learned anything from COVID, it is that we can save time and efforts by transferring this content to an online, easier to access format.

The class is required once as a new hire, with online recertification trainings required every 4 years to maintain certification.

## Customer Services Bureau: New DL Team Member Orientation



**Anticipated Arrival:** July, 2021

This in-person, classroom, training, is available the 2nd and 4th Wednesday of every month in Ankeny, beginning July 14th. It is intended for all new team members performing driver services (Iowa DOT and county). While new team members are in Ankeny, they will also be able to complete the required fingerprinting and badge photo processes.

Modules include “Where we are going and Where we have been”, An overview of MVD, the DL Team and Field Services Roles, MVD Bureau introductions and overviews, and an overview of our driver programs and new hire training plan.

This training is the new pre-requisite to the DIS New Team Member Onboarding Training (13 modules total).



## Customer Services Bureau: Records Training



**Anticipated Arrival:** July, 2021

This training discusses Sanctions and Reinstatements and is intended to take some of our most complex processes and procedures and break them down into a more easily accessible and user-friendly learning platform. This training will be mandatory for all existing employees and new hires.

## Customer Services Bureau: New Vehicle Services Team Member Online Orientation



**Anticipated Arrival:** July, 2021

Like the New DL Team Member Orientation, the purpose of these modules is to provide new team members with an enhanced view of the processes and procedures surrounding their everyday roles and responsibilities involving vehicle registration and titling laws.

These modules should be used in conjunction with the online county manual, and on the job training. This training may be helpful in training new team members; as well as supporting existing team members.

## Customer Services Bureau: New Motor Carrier Services Team Member Online Orientation



**Anticipated Arrival:** August, 2021

The purpose of these modules is to provide new team members with an enhanced view of the processes and procedures surrounding their everyday roles and responsibilities involving motor carrier services.

These modules should be used in conjunction with the online county manual, and on the job training. This training may be helpful in training new team members; as well as supporting existing team members.

## FEMA Active Shooter Training



**Anticipated Arrival:** August, 2021

Active shooter situations are unpredictable and evolve quickly. All employees can help prevent and prepare for potential active shooter situations.

This optional, in-person, MVE training provides guidance to individuals, including managers and employees, so that they can prepare to respond to an active shooter situation.

## Certified Motorcycle Examiner (CME) Program



**Anticipated Arrival:** October, 2021

This online, virtual classroom, training is required to obtain the AAMVA Certified Motorcycle Examiner Certification (a mandatory certification for all Motorcycle Examiners in the state of Iowa).

The CME Pre-Course Online Modules and Section F Assessment are required prior to enrolling in this classroom training.

All Motorcycle Examiners will be required to take the class by October, 2022, with refresher trainings required every 4 years to maintain certification.





COMING  
SOON

These trainings are created and are supported by MVD Education and Outreach Training Team. For assistance with these trainings, or to request new trainings, please contact [mvd.edandoutreach@iowadot.us](mailto:mvd.edandoutreach@iowadot.us)

# County Resources and Support

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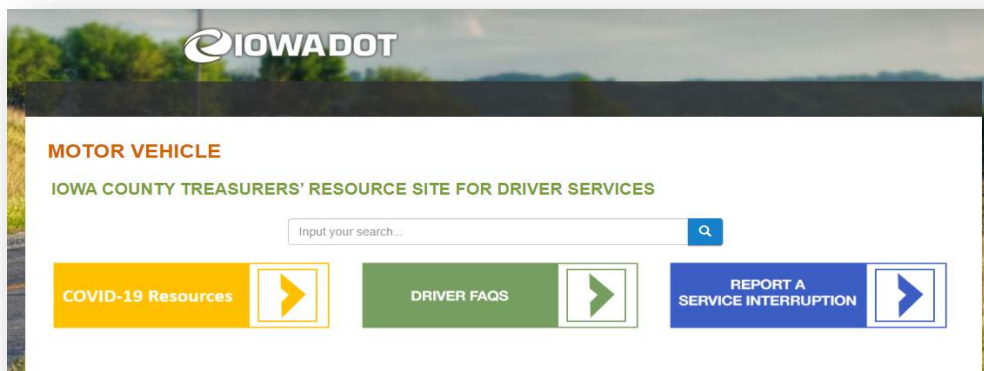
## Support and Resources

### Driver Services County Sharepoint Site

Similar to the Vehicle Services Website, county users will now have access to a Driver Services Website.

This site will be the new home of the New Hire Notification button, an online automated notification feature to be completed by treasurers when a new hire joins their team. This button will start the training and onboarding process.

This site will house FAQ's, training resources, calendars, helpful contacts and resources, etc.



## Vehicle Services Site


The Vehicle Services Website has been updated to a more organized and user-friendly format.


A Vehicle Services FAQ section has been added to provide additional support and clarity to vehicle services processes and procedures.


**MOTOR VEHICLE**

**IOWA COUNTY TREASURERS' MANUAL FOR MOTOR VEHICLE REGISTRATIONS, TITLES & RELATED LAWS**

Input your search...

**COVID-19 Resources** 

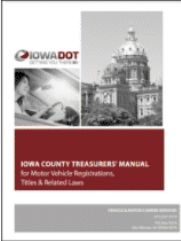
**VEHICLE FAQs** 

**REPORT A SERVICE INTERRUPTION** 

Throughout this publication, web links to [The Code of Iowa](#) and [The Iowa Administrative Code](#) (Administrative Rules) are to their general websites and not to specific sections of the Code or Rules. For more information, see Appendix B of this publication.

Although every attempt is made to ensure that the information placed on these sites is accurate and timely, the Legislative Service Bureau, the Iowa General Assembly and the Iowa Department of Transportation cannot assure the accuracy of any specific provision originating from these sites. You are urged to consult the official printed versions of these publications. These sites cannot legally be cited as an official or authoritative source.

**IOWA COUNTY TREASURERS' MANUAL**



- [Iowa County Treasurers' Manual for Motor Vehicle Registrations, Titles, and Related Laws](#)
- [Iowa County Treasurers' Manual updates](#)

## ACE Team (NEW!)

County Contact Email – [county.contact-support@iowadot.us](mailto:county.contact-support@iowadot.us) – this should be used when counties have a request that require additional time/research. These will be answered within 24 – 48 hrs.

County Contact Phone Line – 515-237-3059 – this should be used when the counties have a customer in their location and need immediate assistance.

## MVD Education and Outreach Team

For assistance with existing training and resources; as well as to request new trainings, please contact [mvd.edandoutreach@iowadot.us](mailto:mvd.edandoutreach@iowadot.us).

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The Education and Outreach Training Team develops ongoing training and resources through a variety of channels, including conferences, classroom, in-service meetings, online, and on the job training. We are excited to work with you and look forward to serving you.

Thank you!

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