

New Team Member Onboarding Program Overview

The following is a high-level overview of the onboarding program offered to all new DOT MVD and county team members.

Overview:

1. New Team Member Orientation
2. New Team Member Online Training Courses
3. Onboarding Checklists
4. Certification Programs

Orientation

- Intended for all new (Iowa DOT and county) team members.
- In-Person at the Ankeny Office on the 2nd and 4th Wednesday of every month.
- DOT and county supervisors can enroll their new hires by completing the [New Team Member Notification](#) online form on the [MVD SharePoint](#) and County [Vehicle](#) and [Driver](#) SharePoint sites.
- Fingerprinting and background check process offered prior to class for Driver Services team members.

Online Training Courses

- Provides all new MVD DOT and county team members with the foundational training of concepts they will encounter in their roles.
- Each team/role has their own set of new hire training courses in IOWADOTU.
- The enrollment process for these courses is automatic and is driven by the [ARTS System Access Request](#) and [New Hire Notification](#) process.

Onboarding Checklists

- Created to ensure all the primary recommended topics are covered from the day the new team member starts to their 6-month mark.
- **DOT MVD checklists** are stored on each bureau's SharePoint page.
- County new team member checklists are stored on the [New Hire Notification](#) page.
- Contact mvd.edandoutreach@iowadot.us if you need assistance locating your checklist.

Driver Certification Programs

- The Iowa Department of Transportation's Driver Certification Programs are mandatory for certain roles within Driver Services.
- Current programs include Certified Commercial Examiners (CCE), Certified Commercial Knowledge Examiner (CCKE), Certified Driver Examiner (CDE), and Certified Motorcycle Examiner (CME).
- Program requirements vary based on the program and are contingent on the role of the Driver Services team member.

Fingerprinting, Background, and Badge Photos

The fingerprinting and background check processes are required by the REAL ID Act of 2005 and the FMCSA for all Driver Services team members that have access to customer driving record information in ARTS.

While new team members are in Ankeny for their orientation, they will have the opportunity to complete the fingerprinting and background check processes. This will take place prior to the orientation on the 2nd and 4th Wednesday of each month and is overseen by the Motor Vehicle Division's Bureau of Investigation & Identity Protection.

Please coordinate fingerprinting and background check appointments with mvd.edandoutreach@iowadot.us.

Online Training Courses

The objective of the online training courses is to provide all new team members with the training they will need to be successful in their new roles. The bureau specific online training programs introduce the foundational concepts of their duties. Quick reference guides and ARTS Standard Operating Procedures are also included; as well as providing new team members with the direction they need to go to find more detailed information/processing steps and acknowledges the variations in handling between County/DOT.

Online Training	Ad-Hoc Online New Team Member Required Training
<p>Training is automatically assigned in DOTU based on the new team member's role.</p> <p>Examples of online training include, but are not limited to:</p> <ul style="list-style-type: none">• Welcome to the MVD (DOT Only)• Welcome to County Driver Services Role• Welcome to the County Vehicle Services Role• AAMVA Fraud Modules• Driver Licenses Onboarding Online Training for MVD and County Team Members• Vehicle Services- County Team Online Training• Vehicle Services- MVD Online Training• Motor Carrier Services- MVD Online Training• Accidents, Sanctions, and Records New Team Member Training	<p>Participants are automatically enrolled in the following trainings as outlined below:</p> <p>Examples of ad-hoc online training include, but are not limited to:</p> <ul style="list-style-type: none">• BIIP Overview for New Team Members• CCKE Program (DOT and County)• Do the Right Thing• Drivers Privacy and Protection Act (DPPA)• Human Trafficking Awareness• Iowa DOT Get There Your Way Program• Phone and Etiquette Email• Customer Service at Your Best• Skip the Trip Program Overview• SPEXS Program Overview• Include Me Training

Retention for these courses includes knowledge checks, touchback assessments, printable job aids, links to additional outside resources, connections to subject matter experts and end of module assessments.

Follow-up training (classroom, on-the-job, side by side, etc.) will be reserved for remedial action for any participant scoring below an 80% score on their assessments. Team members may also go to alternate locations for additional one on one OJT training when needed.

If you have a request or addition to the above mentioned trainings, please contact mvd.edandoutreach@iowadot.us and reference this document.

Driver Examiner Certification Programs

The following certification programs may be mandatory for new team members in a Driver Examiner or Commercial Knowledge Examiner role.

Please contact mvd.edandoutreach@iowadot.us for assistance with these certification programs.

Certified Commercial Knowledge Examiner (CCKE)

Certified Commercial Knowledge Examiner (CCKE) training must be completed for all associates that will performing issuance duties.

The Iowa Department of Transportation's CCKE program is an online training in IDOTU. It consists of 7 modules and is required for all Commercial Knowledge Examiners to receive the mandatory AAMVA certification needed to conduct commercial knowledge tests.

This online certification is also required to receive issuance access in ARTS.

Certified Commercial Examiner (CCE) Program

Commercial Driver Examiners must complete the CCE certification program before conducting Commercial Drive Exams.

The Iowa Department of Transportation's CCE program is a hybrid of online training in IDOTU, virtual classroom training, and in-person classroom training.

Certified Driver Examiner (CDE) (Non-Commercial)

Non-Commercial Driver Examiners must complete the CDE certification program before conducting Commercial Drive Exams.

The Iowa Department of Transportation's CDE program is a multi-step process required for all Driver Examiners to receive the mandatory certification needed to conduct non-commercial drive examinations.

Certified Motorcycle Examiner (CME)

Motorcycle Examiners must complete the CME certification program before conducting Motorcycle Skills and Road testing.

The Iowa Department of Transportation's CME program is a combination of Motorcycle Rider Safety Training, online training and on-the-job training.

The MVD Education and Outreach Team partners with AAMVA and Iowa DOT MVD team members and supervisors to maintain certifications.

Additional Onboarding Resources

The following resources are available to assist in the new team member onboarding process and can be found on the MVD and County Sharepoint websites.

MVD New Team Member Onboarding Checklist

- [New Hire Notification Form](#)
- MVD New Team Member Onboarding Checklist
- MVD New Team Member Training Checklists
- [MVD SharePoint Site](#)

County New Team Member Onboarding Checklist

- [Online New Hire Notification Form](#)
- [County New Team Member Onboarding Checklist](#)
- County New Team Member Training Checklists ([Vehicle](#) and [Driver](#))
- County SharePoint Site ([Vehicle](#) and [Driver](#))