

# Professionalism Expectations for DCFS/LCWTA Learners

DCFS and the Louisiana Child Welfare Training Academy (LCWTA) are committed to providing child welfare staff with an optimal learning environment. In order to meet that goal, all learners and their supervisors agree to follow the procedures and professionalism expectations outlined below.

1. Learners must register for courses in advance. Registration may close up to two weeks prior to the start of a course. Registration will occur through the LCWTA Learning Management System (LMS), unless directed otherwise. Staff who arrive and are not registered may be sent back to their office.
2. Learners who are unable to attend a training session for which they are registered must formally cancel their registration within the LCWTA Learning Management System as soon as they know they will be unable to participate. Substitutions are managed by the Learning Management System, not individual learners. Failure to cancel results in available seats being left unused and employees requesting to participate being unnecessarily wait-listed.
3. Learners are expected to arrive on time and participate fully throughout the course. Arrival and departure times will be electronically recorded in the LCWTA Learning Management System. Learners who arrive more than 30 minutes late will not be admitted.
4. Learners and their supervisors must have a plan in place to ensure the learner's workload responsibilities are sufficiently covered for the duration of the training event.
5. Credit for courses will be given only to those who complete the entire course. If a learner must leave a class early, the learner will not receive credit for the course.
6. Supervisors must avoid pre-approving sick or annual leave for learners during a scheduled training session.
7. When assigned, learners must complete pre- and post-class assignments or "field activities." These assignments will be given when they will assist the trainee in achieving learning objectives. For some classes, failure to complete these assignments may result in the learner not passing the class.
8. Learners are required to have their state ID or photo identification available when reporting to the training site. Learners may be expected to sign in at a security desk.
9. Appropriate office attire must be worn; employees will be expected to dress in business casual unless otherwise instructed.
10. Learners are required to arrive on time in the morning, following breaks and following lunch. Incidents of tardiness will first be addressed directly with the learner. In cases of excessive tardiness, the supervisor will be contacted.
11. The trainer will communicate the rules of the facility at the beginning of training. Learners are required to comply with the rules of the facility where training is being conducted.
12. Learners are required to be considerate of others' right to an environment that is conducive to learning. Trainers may remove a learner from class who is disrespectful or otherwise disruptive.

If this happens, the trainer will speak to the learner in private. If the behavior continues, the supervisor will be contacted. If a learner is asked to return to their work site at any point during the training, the supervisor will be contacted to explain why the learner is returning to work.

13. Cell phones may not be used in class and must be turned off or set to silent. The learner must leave the room to take any urgent calls. Learners should inform trainers if they are expecting to be contacted for any reason. Other use of the cell phone, such as texting, playing games or browsing the internet is not permitted in the classroom while class is in session.
14. While class is in session, learners may only use the computer for trainer-directed activities. Acceptable use policies must be followed by all learners when using state equipment, including computers.
15. Learners are expected to be active participants in their own learning. This includes asking questions to clarify concepts, employing resources provided in training, and following up with recommended self-study, job aids, and learning activities. Learners are expected to be respectful of other learners and contribute to a positive learning environment.

Failure to adhere to the requirements above could result in loss of credit, termination of training for the learner accompanied by a return to the local office, and/or progressive discipline through the sending office or agency.

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## *Rules of the Road in the Classroom*

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- Training starts promptly at 9:00AM.
- Silence all electronic devices.
- Only one conversation at a time.
- Respect one another's opinion.
- Tell presenters when you feel lost.
- Return from breaks and lunch on time.
- Maintain confidentiality.
- Ask questions, participate in the process.
- Structured activities should be completed before attending the training.