

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. Driver Issuance Basics Workshop
5. Driver Certification Programs

New Team Member Orientation

- Intended for all new (Iowa DOT and county) team members.
- In person at the Ankeny Office on the 2nd and 4th Tuesday of every month.
- DOT and county supervisors can enroll their new hires by completing the [New Team Member Notification](#) online form.
- 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 Workday.
- The enrollment process for these online courses is automatic and 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.learninganddevelopment@iowadot.us if you need assistance locating your checklist.

Driver Issuance Basics Workshop

- Intended for all new (Iowa DOT and county) driver issuance team members.
- Covers the fundamentals of driver issuance and includes hands-on system training.
- Wednesday- Friday (2.5 days), in person at the Ankeny office, on the 2nd and 4th Tuesday of every month.
- mvd.learninganddevelopment@iowadot.us will prompt enrollment when the new hire notification form is received.

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 Tuesday 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.learninganddevelopment@iowadot.us.

New Hire Online Training

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 acknowledging the variations in handling between County/DOT.

Online Training

Training is automatically assigned in Workday based on the new team member's role.

Examples of online training include, but are not limited to:

- CCKE Program (DOT and County)
- AAMVA Fraud Modules
- Do the Right Thing
- Customer Privacy & Best Practices Training (DPPA)
- Human Trafficking Awareness
- CARE: Customer Service Online Training
- Driver Examiner Certification Programming (CCE/CDE)
- Drive Test Tablet 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 OTJ training when needed.

If you have a request or addition to the above-mentioned trainings, please contact mvd.learninganddevelopment@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.learninganddevelopment@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 Workday. 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 Workday, 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.

MVD Learning and Development 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 Services](#) and [Driver Services](#))
- County [Vehicle Services](#) and [Driver Services](#) Resource Sites