



Instructional Plan

Paper Formatter

Instructional Plan

PHASE I

Clear and Concise Writing in Investigation Closing Summaries

Overview

This training course was created to assist APS Provider Investigators in writing their closing summaries in a more concise and effective manner, while ensuring to discuss all relevant evidence, whether it be testimonial, demonstrative, documentary, or physical evidence. This training was also created to develop a consistent way of writing across all units and regions, by presenting case related context utilizing current policy, procedure, and knowledge. This training is intended to fine-tune the written and organizational skills of Provider Investigators.

Target Audience

This course will be a certification course for all tenured APS Provider Investigators. Tenured workers are those that have been in investigations for nine (9) months or more, and have attained the title of APS Investigations Specialist, or above.

Delivery

This course will be provided in a classroom, instructor-led training over the course of two (2) consecutive workdays. Participants will be required to bring two (2) closing summaries of their own, which will be utilized throughout the training.

Training Goals

The purpose of this training is to develop an investigator who can:

1. Write a closing summary in a clear and concise manner, while still meeting policy.
2. Organize all collected evidence, utilizing only evidence which is relevant to the investigation finding in the closing summary.

Phase II

Training Goals

The purpose of this training is to develop an investigator who can:

1. Write a closing summary in a clear and concise manner, while still meeting policy.
2. Organize all collected evidence, utilizing only evidence which is relevant to the investigation finding in the closing summary.

Learning Objectives

- 1a. Given clear and concise closing summaries to review, trainees will be able to identify ways to fine-tune their own past summaries through discussions within collaborative learning teams.
- 1b. Given the program policy handbook and well-written closing summaries, trainees will revise and edit their own closing summaries brought to the course, making no more than three policy-based errors.
- 2a. Given a case of A/N/E in which all evidence was used in the closing summary, trainees will analyze the case and participate in group discussions stating what evidence in the case was irrelevant and should not have been used.
- 2b. Given all collected evidence for a case of A/N/E, trainees will write the closing summary utilizing only the relevant evidence, making no more than one mistake.

Instructional Strategies

Active Participation	Demonstrations
Peer Coaching	Questioning Strategies

Learning Activities

Activity 1.1

After reviewing and discussing their cases for thirty (30) minutes, each team will write ways to fine-tune closing summaries on a piece of flip chart paper. Each group will then go around the room, reviewing one another's ideas before discussing as a class.

Activity 1.2

After writing their own closing summaries according to policy, trainees will swap summaries to conduct peer coaching. Once trainees have had a chance to get their summaries back, and review the feedback, they will participate in group discussion regarding the feedback and any ideas to better their summaries.

Instructional Technologies

PowerPoint/Projector, State-assigned Tablets, State-assigned iPhones, Whiteboard/Flipcharts

PHASE III**Facilitator(s) of the Course**

Jaeliza L. Morales

Next Scheduled Training Date

This course is set to take place over two (2) consecutive workdays.

Next scheduled training date:

July 6-7, 2015

Course Method

Lecture, Group discussion, PowerPoint

Assessment

Pre and Post Assessment, End-of-Training Evaluation

Participants/Learners

Maximum 20 participants; participant selection/names to be provided to the course facilitator by Regional Program Administrators, via email, by June 23, 2015.

Course Setup

Two Weeks Prior to Training

- Facilitator will ensure that all participant names have been provided by Regional PA's.
- Send out Welcome Letter, notifying participants of training date/time, room #, and information regarding the course, including equipment needed.
- Ensure that training room with LAN line is booked.

One Week Prior to Training

- Send a reminder Welcome Letter that includes how participants will be able to better their case reading scores and their abilities as skilled/tenured workers through attending the training and participating in course work.
- Ensure that all necessary training equipment is available.
- Ensure that all courses material is printed and ready for the course.

Day Before/Morning of Training

- Set up the room
 - Create Welcome Signs
 - Set up tables
 - Set up projector and flip charts

PHASE IV

Evaluation Instruments Needed:

Pre and Post-Assessments will be created in the online learning station, as well as paper copies of the grading rubric in case there are any technical difficulties.

- These assessments will provide an overview of the knowledge participants are coming to the training session with, and how it developed as a result of the training course. This will provide data regarding any training that must be implemented with new workers, if trends are seen with the pre-assessment. In addition, data obtained from the post-assessment will show if certain modules will require further detail for better understanding.

End-of-Course Evaluation will be created asking questions specific to the course and its implementation, and delivery.

- This assessment will provide data to improve and refine the training material where needed. Additionally, this will provide data to the instructor regarding training skills, and changes that may be necessary.