



**Commonwealth of Pennsylvania
Department of Human Services
Bureau of Human Services Licensing**

**POLICIES AND PROCEDURES
APPROVAL OF TRAINING INSTRUCTORS AND TOPICS
(ADMINISTRATOR ANNUAL TRAINING)**

Issued January 11, 2011
Revised August 19, 2022

I. Legal Authority

Regulations – 55 Pa.Code § 2600.64. Administrator Training and Orientation.

- (c) An administrator shall have at least 24 hours of annual training relating to their job duties.
- (d) Annual training shall be provided by Department-approved training sources listed in the Department's personal care home training resource directory or by an accredited college or university.

Regulations – 55 Pa.Code § 2800.64. Administrator Training and Orientation.

- (c) An administrator shall have at least 24 hours of annual training relating to the job duties.
- (d) Annual training shall be provided by Department-approved training sources listed in the Department's assisted living residence training resource directory or by an accredited college or university, courses approved for credit by National Continuing Education Review Service/National Association of Boards of Examiners of Long-Term Care Administrators or the Bureau of Professional and Occupational Affairs in the Department of State.

Regulations – 55 Pa.Code § 2600.68. Instructor approval.

- (a) Training for personal care home administrators provided by an individual who is not certified as an instructor by the Department will not be considered valid training.
- (b) To receive the Department's certification as an approved instructor for personal care home administrators, an instructor shall successfully complete the Department's train-the-trainer course. The train-the-trainer course is designed to provide and reinforce basic training skills, including the roles and responsibilities of the trainer, training methodology, the use of instructional aids, and recordkeeping.
- (c) An instructor shall demonstrate competent instructional skills and knowledge of the applicable topic and meet the Department's qualifications for the topic being taught.
- (d) An instructor is subject to unannounced monitoring by the Department while conducting training.
- (e) The Department will establish approval standards that include the following:
 - (1) The mechanism to measure the quality of the training being offered.
 - (2) The criteria for selecting and evaluating instructors, subject matter and instructional materials.
 - (3) The criteria for evaluating requests to amend a course.
 - (4) The criteria for evaluating the effectiveness of each course.
 - (5) The instructor qualifications for each subject being taught.
- (f) The Department may withdraw approval under the following conditions:
 - (1) Failure to follow the approved curriculum.
 - (2) Lack of trainer competency.
 - (3) A pattern of violations of this chapter by a home conducting the training.

Regulations – 55 Pa.Code § 2800.68. Instructor approval.

- (a) Training for assisted living residence administrators provided by an individual who is not certified as an instructor by the Department will not be considered valid training.
- (b) To receive the Department's certification as an approved instructor for assisted living residence administrators, an instructor shall successfully complete the Department's train-the-trainer course. The train-the-trainer course is designed to provide and reinforce basic training skills, including the roles and responsibilities of the trainer, training methodology, the use of instructional aids and recordkeeping.
- (c) An instructor shall demonstrate competent instructional skills and knowledge of the applicable topic and meet the Department's qualifications for the topic being taught.
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 - (3) The criteria for evaluating requests to amend a course.
 - (4) The criteria for evaluating the effectiveness of each course.
 - (5) The instructor qualifications for each subject being taught.
- (f) The Department may withdraw approval under the following conditions:
 - (1) Failure to follow the approved curriculum.
 - (2) Lack of trainer competency.
 - (3) A pattern of violations of this chapter by a residence conducting the training.

II. Policy and Procedures (Exceptions to this policy may be made at the discretion of the Department.)

1. Instructor Approval

- A. In order for an instructor to be certified as an approved instructor of Personal Care Home (PCH) or Assisted Living Residence (ALR) administrators, for the purposes of offering annual training in accordance with §2600.64(c) and §2800.64(c), an instructor shall complete the Department's [Train-the-Trainer course](#). The Department will consider any one of the following criteria as equivalent to completion of the Train-the-Trainer course:
 - 1. A Bachelor's degree in Adult Education, Communications, or Public Speaking from an accredited college or university.
 - 2. A Master's Degree in any course of study from an accredited college or university.
 - 3. Certification as a Certified Speaking Professional (CSP) through the [National Speakers Association](#).
 - 4. An instructor of a NAB-approved course accepted by the Department (see 2-A-4, below).
 - 5. Acting as an agent of the Department.

2. Approved Training Sessions

- A. The following types of training sessions are valid for the purposes of compliance with §2600.64(c) and §2800.64(c) (relating to administrator training and orientation):
 - 1. Any course offered by an agent of the Department
 - 2. Any for-credit course offered by an accredited college or university
 - 3. Any course that has been approved by the Department following submission and response to the Application for Annual Administrator Training Session Approval packet (**see Appendix A**)
 - 4. Any course offered through the National Continuing Education Review Service of the National Association of Long-Term Care Administrator Boards (NAB), where:
 - a. The "Domain of Practice" is approved by the Department (**see Appendix B**)
 - b. The "Sponsor" is not the legal entity that employs the administrator

3. Documentation of Training

- A. The following documentation will be accepted as proof of attendance at Department-approved training sessions:
 - 1. For courses offered by agents of the Department:
 - a. certificate of completion.
 - 2. For courses approved by the Department via the Annual Administrator Training Session Approval process:
 - a. A certificate of completion. (It is recommended that a copy of the Annual Administrator Training Session Approval packet showing Departmental approval of the session be provided in addition to the certificate of completion.)

- b. Any written acknowledgement of course registration and attendance from the training provider.
 - c. Documentation of the training in compliance with §2600.64(f) and/or §2800.64(f).
- B. For courses offered through the National Continuing Education Review Service of the NAB that are accepted by the Department:
- a. A certificate of completion plus documentation that the session met the criteria set forth in 2-A-4, above.
- C. For for-credit courses offered by an accredited college or university
- a. Any official document from the college or university showing successful completion of the course.

4. Department Approval Standards for Annual Training

A. Instructors will be selected via the process described in II-1-A (1-5) above.

B. Subject matter will be selected based on the following standards:

1. The subject matter must relate to the operation of a personal care home, including but not limited to:
 - (a) Fire prevention and emergency preparedness.
 - (b) Medication procedures, medication effects and side effects, universal precautions and personal hygiene.
 - (c) Certification in CPR obstructed airway techniques.
 - (d) Personal care services.
 - (e) Local, state, and federal laws pertaining to the operation of the home.
 - (f) Nutrition, food handling and sanitation.
 - (g) Recreation.
 - (h) Care of residents with mental illness, intellectual disabilities, neurocognitive disorders, or other disabilities or conditions.
 - (i) Community resources, social services and community activities.
 - (j) Staff supervision and staff training including developing orientation and training guidelines for staff.
 - (k) Budgeting, financial recordkeeping, personnel and materials management, resident recordkeeping, and other general management issues.
 - (l) Resident health care.
 - (m) Gerontology.
 - (n) Abuse and neglect prevention, investigation and reporting.
 - (o) Cultural competency.
 - (p) The requirements of Chapter 2600 and Chapter 2800 (limited to agents of the Department)
 - (q) The differences between Chapter 2600 and 55 Pa. Code Ch. 2800 (relating to Assisted Living Residences) (limited to agents of the Department)
 - (r) Aspects of personal care home administration, such as stress management, hiring practices, therapies, etc.
2. The subject matter may not advertise or sell a product or service
3. The subject matter may not be related to improving the home's financial status, such as marketing, sales, increasing census, etc.

C. The Department will determine an instructor qualified to teach a particular subject if the instructor possesses one or more of the following:

1. 12 credit hours from an accredited college or university in the subject.
2. One (1) year's work experience in a position directly related to the subject.

D. The Department will evaluate the training quality, the instructors, the subject matter, the instructional materials, and the effectiveness of each course by conducting unannounced monitoring of training sessions at frequencies and locations determined by the Department.

5. Responding to Denial of Training Approval

A. Training sessions that do not receive Department approval may:

1. Resubmit the Annual Administrator Training Session Approval packet with supplementary information responding to the reasons for denial listed in Part 6 of the packet.
2. Contact the Operator Support Hotline at 1-866-503-3926 to provide oral clarification relating to why the existing submission should be approved.

Appendix A

**Commonwealth of Pennsylvania
Department of Human Services
Bureau of Human Services Licensing**

Application for Annual Administrator Training Session Approval

Important Disclaimer: Please note that this application pertains to approval to teach Department-approved administrator training sessions for the purposes of compliance with 55 Pa. Code § 2600.64(c) and §2800.64(c). This application will **NOT** allow you to teach or provide the 100-hour course required by 55 Pa. Code §2600.64(a)(2) or 55 Pa. Code §2800.64(a).

PART 1: Contact Information

Instructor Information

Name:	
Address:	
Telephone Number:	
E-mail Address:	

Training Institution Information (This section need only be completed if the instructor is affiliated with a larger organization)

Name:	
Address:	
Telephone Number:	
E-mail Address:	
Website	

PART 2: Training Information

This training session will be conducted:

In Person

Training Location Details:

Virtually- Asynchronous (self-paced or recorded)

Virtually- Synchronous (live and interactive)

Registration link:

Title of Training:

Number of Clock Hours for Training:

Cost to Attendees:

This training will be offered:

One time only-Date:

Multiple dates- Dates:

Ongoing availability

Start date:

End date (if applicable):

Description of Training:

Subject Matter

Please check all of the areas addressed by the proposed training:

Fire prevention and emergency preparedness.	Recreation.	Staff supervision and staff training including developing orientation and training guidelines for staff.	Aspects of personal care home administration
Medication procedures, medication effects and side effects, universal precautions, and personal hygiene.	Care of residents with mental illness, intellectual disabilities, dementia or other disabilities or conditions.	Budgeting, financial recordkeeping, personnel and materials management, resident recordkeeping, and other general management issues.	Other (describe):
Certification in CPR obstructed airway techniques.	Community resources, social services, and community activities.	Resident health care.	
Personal care services.	Abuse and neglect prevention, investigation and reporting.	Gerontology.	
Local, state, and federal laws pertaining to the operation of the home.	Cultural competency.		
Nutrition, food handling and sanitation.			

PART 3: Instructor Information

Training (Please check one and attach the corresponding documents)

Completion of the Department's Train-the-Trainer course (Train-the-Trainer Certificate)

BA in Adult Education, Communication, or Public Speaking from an accredited college or university (Diploma or Official Transcript)

Master's Degree in any course of study from an accredited college or university (Diploma or Official Transcript)

Qualifications (Please check one and attach the corresponding documents)

Possession of 12 credit hours from an accredited college or university in the subject (Official Transcript)

One (1) year's work experience in a position directly related to subject (Resume or Curriculum Vitae)

PART 4: Declaration

I hereby declare that the information given in this application is true to the best of my knowledge. I understand that the Department may withdraw approval for failure to follow the approved curriculum or for lack of trainer competency.

Instructor's Signature

Date

PART 5: Submission Instructions

1. To submit this packet via e-mail, please complete the application in full and submit with the required attachments to ra-pwarlheadquarters@pa.gov. The subject line must read "Certification as an Approved Instructor Request"
2. To submit this packet via fax, please send the completed application and required attachments to 717-783-5662, C/O Training and Professional Development.
3. To submit this packet via U.S. Mail, please send the completed application and required attachments to:

**Bureau of Human Services Licensing
Health & Welfare Building, Room 631
625 Forster Street
Harrisburg, PA 17120**

PART 6: Approval Determination

-----**BHSL USE ONLY**-----
PLEASE ALLOW 30 BUSINESS DAYS FOR A RESPONSE

This training session is **APPROVED** until the approved curriculum changes OR approval is withdrawn pursuant to 55 Pa.Code § 2600.68(f) and 55 Pa.Code § 2800.68(f).

This training session is **NOT APPROVED** for the following reasons:

Department Representative:	
Signature:	
Date:	
Instructor Names:	
Training Topic:	
Approved Number of Training Hours:	

APPENDIX B
Department Approved Domains of Practice within NAB

- 1A2- Medication Management and Administration
- 1A4- Nutrition and Hydration (e.g., specialized diets)
- 1A6- Rehabilitation and Restorative Programs
- 1A7- Care Recipient Assessment and Interdisciplinary Care Planning
- 1A11- Transition of Care (e.g., admission, move-in, transfer, discharge, and move-out)
- 1B1- Psychosocial Needs (e.g., social, spiritual, community, cultural)
- 1B2- Person-Centered Care and Comprehensive Care Planning
- 1B4- Care Recipient Safety (e.g., fall prevention, elopement prevention, adverse events)
- 1B6- Care Recipient Advocacy (e.g., Ombudsman, resident and family council)
- 1B7- Care Recipient Decision-Making
- 1B15- Foodservice (e.g., choice and menu planning, dietary management, food storage and handling, dining services)
- 1B16- Social Services Programs
- 1B17- Therapeutic Recreation and Activity Programs
- 1C3- Transportation for Care Recipients
- 2A1- Budgeting and Forecasting
- 2A9- Supply-Chain Management (e.g., inventory control)
- 2B1- OSHA Rules and Regulations
- 2B2- Workers' Compensation
- 2B3- Ethical Conduct and Standards of Practice
- 2B5- Risk Management Process and Programs
- 2B6- Quality Improvement Processes (e.g., root cause analysis, PDCA/PDSA)
- 2C1- Federal Human Resources Laws, Rules, and Regulations (e.g., ADA, FMLA, Wage and Hour, FLSA)
- 2C2- Selection and Hiring Practices (e.g., EEOC, interviewing, adverse impact, protected classes, qualifications)
- 2C3- Compensation and Benefits Programs (e.g., time off, healthcare insurance, employee pay and payroll)
- 2C13- Cultural Competence and Diversity Awareness
- 3A2- Person-Centered Environment (e.g., home-like environment)
- 3A3- Safety and Accessibility (e.g., ADA, safety data sheets)
- 3A4- Facility Management and Environmental Services
- 3A7- Infection Control and Sanitation (e.g., linens, kitchen, hand washing, hazardous materials)
- 3A8- Disaster and Emergency Planning, Preparedness, Response, and Recovery