

Instructional Guidance: Initial Applicant Orientation Training

Effective November 7, 2025, anyone applying for a DBHDS *priority service* must successfully complete the Initial Applicant Orientation Training. The training must be completed *before beginning* the application process. Training courses can be accessed through the TRAIN Learning Management System effective May 26, 2026.

- **Eligibility for Participation**
 - Must want to apply to become a DBHDS Licensed Provider
 - Must want to be considered for a priority service (Level 1 or Level 2)
 - At least one participant from each organization applying for a license must be the Main Authorized Contact (MAC) and/or the Owner of the organization
 - Must create an account in TRAIN LMS
 - Must have access to Microsoft Teams for the Comprehensive Knowledge Exam
- **Training Details**
 - 16 topic-specific, self-paced Modules
 - Each Module has a recorded presentation and the corresponding PowerPoint resource
 - Each Module requires completion of a Self-Assessment Quiz; must score 85% or higher to pass Quiz
 - All Modules must be successfully completed prior to registering for the Comprehensive Knowledge Exam.
 - The Office of Licensing will verify successful completion of Modules
- **Comprehensive Knowledge Exam**
 - Offered monthly; registration is required and space is limited
 - Virtual proctoring is recorded, cameras must be on and technological devices or written resources may not be used during exam
 - 90 minutes for 25 questions (multiple choice and true/false format)
 - Must complete exam in one session
 - Must score 85% or higher to pass; exam is scored automatically at completion
 - If passing score is not achieved, may retake at a later date
- **Instructions for Participants**
 - Review the [TRAIN Account Creation User Guide](#); there are several steps to follow
 - Go to <https://www.train.org/virginia/welcome> and create your account using the Guide
 - Complete all 16 Initial Applicant Orientation Training Modules with 85% or better
 - Fill out the [Initial Applicant Orientation Comprehensive Knowledge Exam Registration Request](#) form
 - Make a copy of your government-issued ID that includes your name and photo. Any other identifying details can be redacted prior to submission.
 - Email your completed Exam Registration form and copy of your ID to the Office of Licensing: OLTraining@dbhds.virginia.gov
 - If approved, you will receive Exam registration details