



COMMONWEALTH of VIRGINIA

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COMMISSIONER

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To: Potential Licensure Applicants

From: Jae Benz, Director, Office of Licensing

Cc: Mackenzie Glassco, Associate Director of Quality & Compliance
Angelica Howard, Associate Director of Administrative & Specialized Units
Christine Morris, Associate Director of State Licensing Operations

Date: April 27, 2026

RE: Potential Licensure Applicants and TRAIN LMS (Learning Management System)

In preparation for the transition of the Initial Applicant Orientation Training to the TRAIN Learning Management System, the Office of Licensing will no longer accept the *Initial Applicant Orientation Checklist* effective May 8, 2026. Applicants whose checklists are approved as of this date are not required to complete the Initial Applicant Orientation Training through TRAIN. If you do not believe that you can complete all 16 modules and self-assessments by May 8, 2026, we ask that you delay starting the Initial Applicant Orientation Training until TRAIN is launched.

The Initial Applicant Orientation Training will be accessible for users in TRAIN beginning Monday, May 26, 2026. Users who successfully complete all required courses for the Initial Applicant Orientation Training in TRAIN on or after May 26, 2026, must submit the [Initial Applicant Orientation Comprehensive Knowledge Exam Registration Request](#) form used to request registration for the Comprehensive Knowledge Exam.

What is staying the same?

- The training must be completed **before** beginning the application process.
- Eligibility requirements for training participation
- Training materials and content, including self-assessments (Modules 1-16) and proctored knowledge exam (must achieve a score of 85% or higher on each)
- 2026 Comprehensive Knowledge Exam dates
- Participants will still be required to register to take the proctored exam

What is changing?

- Training materials accessible in TRAIN; no longer available on the OL website
- Participants must create a TRAIN user account to access the training
- After completing the training in TRAIN, participants will submit the [Initial Applicant Orientation Comprehensive Knowledge Exam Registration Request](#) form to the OL via email to request registration for the Comprehensive Knowledge Exam.
- Participants who submit the registration request form must also include a copy of a government-issued ID showing their name and photo. Any other identifying details can be redacted prior to submission.
- The new OL Training email: OLTraining@dbhds.virginia.gov
- OL will verify training completion in TRAIN

To register for the Initial Applicant Orientation Training in TRAIN, users must create an account by following the steps outlined in the [TRAIN Account Creation User Guide](#).

When searching for courses in TRAIN, users must search for the course with: DBHDS: Office of Licensing.

For specific details and requirements of the Initial Applicant Orientation Training, please refer to the updated [Instructional Guidance for Initial Applicant Orientation Training](#)

Initial Applications must be submitted within 90 days of the date the application is created in CONNECT. Applications not submitted within 90 days will be administratively closed and the applicant will need to restart the online application process. It is recommended that you do not begin the online application submission process until you have passed the exam. In the meantime, we encourage all applicants to review the application requirements found on the Office of Licensing website and have those documents prepared and ready for upload once you are ready to begin the online application process.

Questions can be directed to the OL Training Coordinator at OLTraining@dbhds.virginia.gov