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Section-10 Training and Staff Development	OP-100101	Page: 1	Effective Date: 08/27/2019
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Scott Crow, Interim Director Oklahoma Department of Corrections	Ready for Signature		

Training and Staff Development

Oklahoma Department of Corrections (ODOC) Training Unit provides employees with training and professional development opportunities to enable them to function in a

safe, effective and professional manner. Procedures are developed and implemented for each component of the staff development system to include a definition of the training program, scope, planning, delivery, evaluation, and reporting. (2-CO-1D-02)

The staff development and training program is planned, coordinated, and supervised by a qualified employee. (4-4073, 4-ACRS-7B-10) All employees will have access to the resources and assistance offered for professional growth and development. (2-CO-1C-14)

Each facility/unit, in conjunction with Training, will provide and make available the necessary space and equipment for training and staff development programs. (2-CO-1D-01, 4-4080) Library and reference services are available to complement the training and staff development program. (4-4078)

I. Training Plan

Annually the director of Training will ensure a training plan is developed to meet the agency's required training needs for the upcoming training year, the training plan will be disseminated to the correctional training officers (CTO) through their respective supervisors. The CTOs will ensure their respective facility head is provided the training plan for review and their signature. The training plan will include those learning plans currently developed to provide specialized training based on job profiles within the department. The learning plans will be disseminated electronically to ODOC employees through the Learning Management System (LMS).

II. Orientation Training

A. Definition

Orientation training is introductory instruction provided at the employee's work location and is designed to acquaint the employee with the physical layout of the work location, and provide an introduction to each work unit/area, with an explanation of the function and specific rules/regulations for that work location. Staff should begin orientation at the worksite within the first month of employment and should complete orientation within 60 days after their entry on duty date (EOD).

B. Scope

All new employees are required to complete orientation training (to include any applicable checklist) at the worksite or designated location prior to independent assignment to a particular job in accordance with "Required Training by Job Category" ([Attachment A](#), attached). Orientation training will be scheduled on the second Monday of every month at all facilities. (2-CO-1D-05, 4-4082, 4-ACRS-7B-14)

1. Part-time, contract and temporary personnel will receive orientation training as deemed appropriate by the respective appointing

authority. (4-4088, 4-ACRS-7B-18)

2. Employees transferring/promoting to a different facility/unit will receive orientation training appropriate to their newly assigned work location.
3. The director of Training will forward the approved ODOC orientation schedule to the regional directors annually or when changes to the schedule occur.

III. Job Specific Training

A. Definition

Job specific training consists of an approved training curriculum provided to employees in specific job categories. The training is oriented toward specific learning objectives designed to familiarize the employee with the history, culture, philosophy, structure, operation procedures, and values of the agency.

B. Scope

Job specific training will be completed within the first year of employment. The hourly requirements may vary in accordance with the specific duties and training needs of the position as reflected in ([Attachment A](#)) entitled "Required Training by Job Category." (2-CO-1D-06, 2-CO-1D-07, 2-CO-1D-08, 4-4082, 4-4083, 4-4084, 4-4084-1 4-4085, 4-4086, 4-4087, 4-ACRS-7B-15, 4-ACRS-7B-16, 4-ACRS-7B-17, 4-ACRS-7B-17-1)

1. Correctional Officer Cadets

Job specific training for correctional officers is presented in at least a 200 hour block at the ODOC Cadet Training academy or other sites as approved by the director of Training. The curriculum is approved by the State Board of Corrections and is both cognitive and skill-based to ensure correctional officers understand the requirements of safety, care, custody, treatment and security of all inmates within their jurisdiction, as well as the requirements of safety of the public and employees.

- a. The director of Training will forward the approved ODOC cadet training academy schedule to the regional directors annually or when changes to the schedule occur.

2. Case Managers

Job specific training for new case managers will be presented at a designated location in a 24 hour-block of instruction as reflected in ([Attachment A](#)) entitled "Required Training by Job Category."

Training staff may assist in obtaining the training location and provisioning of training materials; Classification/Population staff will be responsible for providing instruction or scheduling subject matter experts to provide the required instruction.

- a. Instruction includes appropriate and timely classification of all inmates, providing crisis intervention, work assignments, programmatic activities, managing behavior, developing open communication between staff and inmate, assistance with reentry, and assisting with facility operations and inmate development.
- b. Other functions covered in training consist of documenting and communicating any behavior that would present a risk to the facility, staff, other inmates or the public to ensure appropriate action is taken to safeguard the agency's mission.

3. All Other Job Categories

All other job categories, to include part-time, contract, and temporary personnel will receive job specific training as deemed appropriate by the appointing authority.

4. Reinstatements and Transfers

- a. Any correctional officer(s) hired or reinstated after leaving uniform may request a waiver through their chain of command to the Director of Corrections for any number of hours or courses required to complete the basic course of instruction (cadet academy). The Director may waive training requirements in light of past training received and officer experience if the hours of instruction would be unduly burdensome or duplicative; however, completion of the firearms training program shall not be waived. The facility CTO will notify the director of training or designee upon reinstatement of a correctional officer.
- b. Employees who are transferred or reinstated to a new job classification within the agency will be required to attend the appropriate job specific training as determined by the director of Training or designee. The field CTO will notify the director of Training or designee upon transfer of an employee to a new job classification.

C. Correctional Officer Academy Enrollment Process

1. Newly hired, full time correctional officer cadets must successfully pass an NCIC check, physical, and drug testing procedures before they become eligible to enter the training academy. Facility training officers will provide the names of cadets eligible to attend the

academy to the director of Training/designee. The director of Training or designee is responsible for enrolling cadets in the cadet academy. Attendance at the academy will be completed during the employee's probationary period. Any correctional officer not successful in completing the required training will be terminated while on probationary status.

2. Exceptions to the above enrollment procedure require advance written approval.
 - a. A request for an exception will be routed in writing from the facility/unit head through the appropriate regional director to the director of Training.
 - b. The exception request will include the affected employee's name, employee ID number, position title, work site, EOD date, the justification for the request for exception, and date the employee will be available to enter training if other than the date of the next available class.
 - c. Copies of the approved exception will be forwarded to the director of Training and placed in the employee's training files.
3. The CTO will track completion of training to ensure compliance with this procedure.

D. Lodging

1. Correctional academy cadets attending the Wilson academy will reside on the grounds of the facility during their scheduled class times.

Cadets are permitted to return to their residence on the weekends, and will return on the Sunday night between the hours of 5:30 p.m. to 8:30 p.m.

- a. The Wilson academy provides meals during the times the cadets are in residence.
- b. Cadets attending the Wilson Satellite Academy in McAlester will commute from their residence.

IV. In-Service Training (4-4083, 4-4084-1, 4-4085, 4-4086, 4-4087, 4-ACRS-7B-15 through 4-ACRS-7B-17-1)

A. Definition

In-service training is training that is primarily provided at the local level that encompasses a broad range of training topics designed to meet statutory, accreditation and other agency requirements and to provide advanced specialized development opportunities designed to enhance existing skills, instill new skills/knowledge, and foster continuing professional development.

B. Scope

1. Facility/unit heads will ensure that full-time employees attend training as scheduled to meet requirements as specified in ([Attachment A](#)) entitled "Required Training by Job Category." The CTO will provide the facility/unit head with updated training reports at least quarterly and will advise the facility/unit head of any staff who have failed to attend training as scheduled.
2. The goal is to have all in-service training requirements completed by December 1 of each year, however if required correctional training officers may conduct or coordinate makeup classes after 1 December to complete required training.
3. Employees may complete additional in-service training based on assessed developmental needs and as approved by the employee's supervisor.
4. No more than eight hours of web-based training credit will be allowed per day unless the employee's work shift is longer than eight hours.
5. Part-time, contract, and temporary personnel will receive annual in-service training as deemed appropriate by the appointing authority.

V. Council on Law Enforcement Education and Training (CLEET)

All newly hired fugitive apprehension agents that have not completed the CLEET basic academy are required to complete the 576 hour curriculum provided at the K. O. Rayburn Training Center in Ada, Oklahoma, within the first year of employment.

- A. Enrollment for fugitive apprehension agents who are assigned to the office of Fugitive Apprehension and Investigations into the CLEET basic academy will be coordinated through the ODOC/CLEET liaison at Training and the director of Fugitive Apprehension and Investigations or his designee. Enrollment for fugitive apprehension agents, who are assigned to the office of Security Threats Intelligence into the CLEET basic academy, will be coordinated through the ODOC/CLEET liaison at Training and the director of Security Threats Intelligence or his designee.

- B. Fugitive apprehension agents who have completed CLEET approved courses may submit a signed attendance roster to the ODOC/CLEET liaison to receive CLEET training credit.

VI. Supervisory Training

Supervisory training programs will include courses related to the effective performance of an agency manager or supervisor. These courses apply to any supervisor regarding supervisor/manager interaction with subordinate employees and the development of management skills. Training designed to help employees work with inmates, customers or training of a technically specialized nature does not qualify as supervisory training (e.g., computer training, firearms, CPR, LSI and other inmate assessment tools). The director of Training will ensure the agency provides supervisory training that is compliant with 74 O.S. § 840-3.1.

A. Definition

"Supervisory training" means courses or training related to the effective performance of an agency manager or supervisor [74:840-3.1]. (Merit Rule 260:25-17-90 through 97)

B. Requirements

1. Employees new to supervisory positions will complete at least 24 hours of approved supervisory training, which must include the Performance Management Process (PMP) and progressive discipline, within the first 12 months of assuming a supervisory position. Thereafter, supervisors are required to complete a minimum of 12 hours of supervisory training annually in accordance with 260:25-17-93 and this procedure.
2. Completion of the web-based in-service training may satisfy some of the annual supervisory training requirement.

VII. Continuing Education

All employees should be encouraged to continue their education and every effort will be made to coordinate continuing educational activities with employees' job assignments. (2-CO-1D-09, 4-4093, 4-ACRS-7B-19)

VIII. Personal Appearance While Attending Training

- A. Standards for employee personal appearance while attending training, to include cadet academy training, will be in accordance with [OP-110245](#) entitled "Standards for Employee Personal Appearance." Training participants who do not meet the personal appearance standards will be dismissed from training until they meet requirements. The training participant's facility/unit head will be contacted, advised of the situation,

and requested to provide further instructions to their employee.

- B. Exceptions may be granted by the director of Training when specific courses require training participants to perform physical activity that is likely to soil or damage normal clothing. Exceptions are normally permitted for courses including, but are not limited to: firearms, self-defense, and CPR/first aid. Participants will be advised of the special clothing requirements before attending training.
- C. Employees attending ODOC sponsored leadership development courses are authorized and encouraged to wear conservative, business casual attire while attending these courses.

IX. Training Accidents/Serious Incident Report

All accidents/serious incidents occurring during agency training will be reported immediately to the class coordinator. A written report will be submitted to the director of Training or designee and the training participant's facility/unit head by the end of the work day. The director of Training will ensure that all recordable injuries are reported in accordance with [OP-110345](#) entitled "Workers' Compensation Insurance and Accommodations for Injured/Impaired Employees," and investigated according to [OP-100401](#) entitled "Safety Awareness and Training."

X. Agency Trainers (2-CO-1D-01, 4-4073, 4-4074, 4-ACRS-7B-10, 4-ACRS-7B-12)

Employees conducting training will be qualified and authorized as follows:

A. Correctional Training Officer (CTO)

A correctional training officer (CTO) is defined as any qualified employee performing full-time training responsibilities at an assigned facility/district/region or administrative location. All correctional training officers must complete 40 hour course "Basic Instructor Development" (BID) or other recognized "training for trainers" course to be a certified trainer. The director of training is authorized to approve in writing equivalent instructor training courses in lieu of BID. CTOs will coordinate the training program at their assigned facility/district/region/administrative location.

- 1. The CTO will ensure staff development and training programs are planned, coordinated and reviewed annually, including results of the annual written needs assessment that identifies current job-related needs, and recommendations from the training advisory committee (TAC). (4-4073, 4-4075, 4-ACRS-7B-11)

2. The CTO will serve as chairperson of the Training Advisory Council (TAC) which will include representatives from other facility/unit departments as designated by the facility/unit head. The CTO will facilitate the activities of the TAC, and conduct quarterly council meetings to review progress on training goals, resolve problems, and progress of the annual training plan. The council will discuss suggestions for changes to the training program and other quality improvement activities, such as staff surveys, needs assessments, and evaluation results. (4-4076) The CTO will forward written minutes of the TAC meeting to the facility/unit head and designated training supervisor for review. (4-4076)
3. The CTO will implement the training plans for the department, which will be reviewed by the facility/unit head and approved by the director of Training annually. All plans will include mandatory requirements, as outlined in ([Attachment A](#)) entitled "Required Training by Job Category" and any additional elective courses. (2-CO-1D-02, 4-4075, 4-ACRS-7B-11)
4. The CTO will ensure employee-training rosters are entered into the LMS database of record after completion of the training.
5. The CTO will maintain Correctional Emergency Response Team (CERT) lesson plans and assist CERT in accordance with OP-051001 entitled "Correctional Emergency Response Team (CERT)." At a minimum the CTO will maintain a roster of CERT personnel and the status of their specialized training. (4-4089)
6. The CTO will maintain a roster of all certified firearms instructors at their assigned facility that meet the requirements in [OP-100203](#) entitled "Firearms Qualification Standards." (4-4090)
7. The CTO will track the certification status of all First Aid/CPR/AED instructors at their designated location. Only those with current certification will be scheduled to instruct First Aid/CPR/AED courses. The CTO will monitor instructors to ensure that course materials are followed in accordance with course outlines. (4-4389M, 4-4390, 4-ACRS-4C-04M, 4-ACRS-4C-05)

B. Specialized Instructors

The agency recognizes two types of specialized instructors:

1. A "certified subject matter instructor" is defined as any employee who is certified to teach a specialized course such as firearms, CPR, or self-defense. It is the responsibility of subject matter instructor to provide the CTO with a current copy of his/her certification in the specific area of instruction. Each CTO shall keep a current listing of all certified subject matter instructors at their

facility, and shall provide that listing to Training administration staff as requested. Individuals designated as a “certified subject matter instructor” must complete at a minimum BID or an approved equivalent course. A certified subject matter instructor must be current and qualified in the courses/classes they instruct.

2. A “subject matter expert instructor” is defined as any employee who does not meet the definition of a “trainer,” and who may or may not have completed the Basic Instructor Development course, but is recognized within the agency as a subject matter expert in the specific area of instruction.

XI. Training Credits

A. Agency Training Credits

Credit for training will be awarded upon successful completion of the course. To demonstrate successful completion, the instructor may administer a written and/or performance assessment or other evaluation tool to measure participant learning.

B. Agency Instructor Credits

Agency trainers will receive training credit for courses they instruct for agency employees. The trainer will be given credit only once during the calendar year for any given course and must sign the roster.

C. Non-Agency Credits (2-CO-1D-04, 4-4079, 4-ACRS-7B-13)

Training resources of other public and private agencies may be utilized as available and appropriate. Credit for training attended outside ODOC may be entered in the LMS for tracking purposes. ODOC Instructors providing training to non-agency employees can receive training credit for instructing the course.

XII. Record Keeping

A. Training File

The agency will establish and maintain one training file for each active employee at each facility/unit or office corresponding with the employee’s permanent work location. A designated training staff member at each location will be responsible for maintaining required training documentation.

1. Access

Training files will be stored in lockable file cabinets in locations inaccessible to inmates. Access to training file cabinet keys will be

limited to the facility/district/unit head, the assigned CTO, and respective training supervisor.

2. Organization

The employee training file may be assembled in a six part folder with the employee's name placed on the folder tab. Documentation will be organized as follows:

- a. Section I – In-Service Transcripts (from the enterprise learning management (ELM) system only, for historical purposes)
- b. Section II – Orientation training materials (Checklist of completed Instructor led Training (ILT) events during orientation)
- c. Section III – Specialized training materials (such as Conducted Electrical Weapons [CEW], or other proprietary training)
- d. Section IV – Acknowledgements and signed documents of understanding, including PREA acknowledgements and other PREA documentation.
- e. Section V – Testing (For certified training only, such as CPR/First Aid, Firearms, etc.)
- f. Section VI – Other certificates of completion (such as both sides of the cadet academy certificate, case management specific course etc.)

3. Classroom rosters and copies of PREA documentation may be maintained in a separate three-ring binder. CTOs should scan important documents such as certificates, acknowledgements, and course checklist into the LMS attached to the individual to begin a transition to a paperless training file.

4. Employee Transfer

When an employee transfers to a different work location, the CTO supervisor will collect the training file and hand deliver the training file to the appropriate CTO supervisor for delivering to the new facility. A record of the transfer will be maintained in the administration training file.

B. Specialized Training Records

Upon completion of specialized training, each participant may receive a

certificate of completion from the assigned class coordinator. It is the employee's responsibility to forward a copy of the certificate to their respective CTO. The copy will be maintained in section III of the employee-training file and should be scanned into the LMS attached to the individual if it is a non-ODOC course.

C. In-Service Training Records

During or upon completion of a training session, the instructor will ensure an "Attendance Roster" ([Attachment B](#), attached) is made available to each employee attending the session. At no time will an employee or trainer sign or initial the roster for another employee. Actual dates of the training will be recorded on the rosters and in the LMS data base system of record. All employee training files will be updated and complete by end of each calendar year.

D. Inactive Training Files

Following an employee's separation from employment from the agency, the employee's training file will be retained at the facility for five years after date of last employment, after which time its destruction will be requested to training administration who will forward the request to legal for review. The file will be destroyed in accordance with [OP-020202](#) entitled, "Management of Office Records." If legal action is pending, the file will be maintained until two years after exhaustion of all legal remedies, after which time it will be destroyed in accordance with [OP-020202](#).

XIII. Program Review/Evaluation (2-CO-1D-03, 4-4073, 4-4075, 4-4077, 4-ACRS-7B-11, 4-ACRS-7B-12)

The director of Training will ensure agency training programs and cadet academy curriculum are evaluated to determine whether the job related needs of employees and the agency have been met. Evaluation instruments and methods will be designed to assess the participant's satisfaction, concept/skill acquisition, transfer of learning, and contribution to the agency's mission.

A. Review

Training evaluation instruments and other data will be collected throughout the year and reviewed to identify areas of training needed. Training supervisors will review evaluation instruments during site visits. Curriculum will be developed or revised to address identified needs. Facility/unit heads will ensure the training curriculum for their respective facility/unit is planned, reviewed and evaluated at least annually. CTOs will prepare an annual evaluation of training form that summarizes training at their facility for the facility head, with a copy sent thru their supervisor to the director of Training.

B. Needs Assessment

1. As part of the formal evaluation of the training program an annual needs assessment will be prepared by the training administration staff and forwarded to the CTOs to identify the status and effectiveness of the training program. CTOs will use needs assessments and course evaluation data to gather requirements from their employees and will be used to develop or revise components of the training program. CTOs will submit a copy of their facility annual needs assessment to the director of Training or designee by an assigned date at the end of each year.
2. The director of Training will submit an annual review of the agency's training program to the deputy chief of Operations by the end of the first quarter of the following year. The review will summarize the type and amount of training provided during the previous year, needs identified for the coming year and plans for addressing them.

XIV. Meetings

The director of Training will be responsible for conducting meetings with all training staff as required. Minutes of the meeting will be maintained, distributed to all attendees, and submitted to the director of Training and deputy chief of Operations.

XV. References

Policy Statement No. P-100100 entitled "Employee Development Standards"

OP-020202 entitled "Management of Office Records"

OP-051001 entitled "Correctional Emergency Response Team (CERT)"

OP-100202 entitled "Standards for Basic Peace Officer Training, Certification, and Commissioning"

OP-100103 entitled "Firearms Qualification Standards"

OP-100401 entitled "Safety Awareness and Training"

OP-110245 entitled "Standards for Employee Personal Appearance"

OP-110345 entitled "Workers' Compensation Insurance and Accommodations for Injured/Impaired Employees"

57 O.S. § 510

74 O.S. § 840.3.1

Merit Rule 260:25-17-90 through 97

XVI. Action

The director of Training is responsible for compliance with this procedure

The deputy chief of Operations is responsible for annual reviews and revisions.

Any exceptions to this procedure will require prior written approval from the director.

This procedure is effective as indicated.

Replaced: Operations Memorandum No. OP-100101 entitled "Employee Development" dated September 20, 2016

Deleted: OP-100204 entitled "Basic First Aid, Basic Life Support (BLS) and Automated External Defibrillator (AED) Training Standards" dated October 18, 2017

Deleted: Revision-01 dated August 14, 2018

Distribution: Policy and Operations Manual
Agency Website

<u>Attachments</u>	<u>Title</u>	<u>Location</u>
Attachment A	“Required Training by Job Category”	Attached
Attachment B	“Attendance Roster”	Attached