ARIZONA DEPARTMENT OF CORRECTIONS	CHAPTER: 500 PERSONNEL/HUMAN SERVICES	OPR: SS
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PURPOSE

This Department Order standardizes the Pre-Service and In-Service Training, professional development and education process for Department employees and non-Department personnel, as defined by this Department Order, and establishes rules of conduct for cadets, staff, instructors and guests while at the Correctional Officer Training Academy (COTA). To improve job performance and facilitate career development, the Department provides training, promotes professional development and higher education, and may provide academic and career path guidance.

APPLICABILITY

This Department Order applies to Department employees, contractors, volunteers, and interns working in institutions or around inmates except as noted. Contract Beds facility training requirements and standards shall be as stated in contracts and equal to Department requirements. Contractors, volunteers, Contract Beds facility staff, interns, probationary and part-time Department employees shall not be eligible for Tuition Reimbursement through the Department's Tuition Reimbursement Program.

PROCEDURES

509.01 GENERAL RESPONSIBILITIES

1.1 In accordance with this Department Order and the Annual In-Service Training Plan, Division Directors, Assistant Director, Wardens, Contract Facility Health Administrators, and Bureau Administrators shall:

1.1.1 Develop satellite-training plans.

1.1.2 Ensure all employees and non-Department personnel within the scope of their authority and responsibility meet or exceed annual training requirements.

1.1.3 Assign staff to serve as instructors as a career building tool.

1.1.4 Assign a Training Cadre Team to meet training needs.

1.1.4.1 Training Cadre Team members shall be recommended by the Training Officer and approved by the Division Director, Assistant Director, Warden, Contract Facility Health Administrators, or Bureau Administrator and serve a minimum of one training year, not to exceed two consecutive training years. A minimum of one Training Cadre Team shall be established at each institution.

1.1.5 Promote the training and development of all Department employees and non-Department personnel.

1.1.6 Assign at least one Career and Academic Advisory Program Liaison at each institution or Bureau to provide local support to the Career and Academic Advisory Program Manager.

1.1.6.1 Employees interested in serving as the Career and Academic Advisory Program Liaison shall complete and submit the Career and Academic Advisory Program Application, Form 509-18, to the Career and Academic Advisory Program Manager.

1.2 The Staff Development and Training Bureau Administrator shall provide oversight and support of Pre-Service Training, In-Service Training, professional development, and higher education programs.

1.3 The COTA Commander, in accordance with Arizona Peace Officer Standards and Training (AZ POST), the COTA Technical Manual, and this Department Order shall:

1.3.1 Manage all Correctional Officer Pre-Service Training.

1.3.2 Continue monitoring the COTA standards and curriculum to ensure its compliance.

1.3.3 Manage all operational aspects of Correctional Officer Training Academies.

1.3.4 Ensure employees are awarded certificates of completion after successfully completing COTA training programs.

1.3.5 Ensure the training records of all trainings offered or sponsored by COTA are placed in each employee's permanent Training Record.

1.3.6 Develop and offer a course of study in specific, specialized training to ensure institutional emergency staff meets preparedness and skills standards set by Division Director for Offender Operations. Topics shall include:

1.3.6.1 Firearms and chemical agents.

1.3.6.2 Electronic Control Devices (ECD), such as the TASER.

1.3.6.3 Tactical Support Units (TSU).

1.3.7 Establish performance standards and develop the exam for annual Core Competency Testing.

1.4 The Staff Development and Training Bureau Administrator shall:

1.4.1 Manage and develop Pre-Service and In-Service Training (i.e., Annual In-Service Training, developmental academies, and certifications). Curriculum shall be developed in consultation with subject matter experts, addressing operational needs, trends and Arizona Peace Officer Standards and Training (AZ-POST) requirements based on:

1.4.1.1 Requests from management.

1.4.1.2 Input from training needs assessments.

1.4.1.3 Review of inspection findings.

1.4.1.4 Green, Amber, Red (GAR) Inspection data.

1.4.1.5 Other sources.

1.4.2 Ensure employees are awarded certificates of completion after successfully completing In-Service Training and the training completion is documented in each employee's permanent Training Record.

1.4.3 Ensure In-Service Training is evaluated using industry-standard measurement techniques.

1.4.4 Monitor the delivery of Core Competency exams and coordinate data gathering for annual Core Competency Testing analysis.

1.5 Supervisors shall encourage employee career development by:

1.5.1 Ensuring employees complete required training, including externally mandated, industry-specific training (i.e., Physical Plant, teachers, etc.).

1.5.2 Providing opportunities for employees to volunteer to become instructors and to develop their skills.

1.5.3 Adding performance appraisal notations to reflect the extra effort and commitment of instructors.

1.5.4 Documenting training attendance in employees' performance appraisal files.

1.5.5 Encouraging employees to pursue higher education as a step toward career growth.

1.6 Employees:

1.6.1 Shall ensure they meet all training requirements.

1.6.2 May seek out educational and training opportunities for enhanced personal and professional growth.

1.6.3 Shall complete and submit all forms and rosters to ensure they receive credit for all attended training.

509.02 PRE-SERVICE TRAINING/CORRECTIONAL OFFICER TRAINING ACADEMY OPERATIONS

1.1 Correctional Series employees shall complete a minimum of 280 hours of Pre-Service Training including:

1.1.1 Professionalism/Ethical Behavior.

1.1.2 Inmate Management/Supervision Techniques.

1.1.3 Legal Issues.

1.1.4 Interpersonal/Written Communications.

1.1.5 Firearms/Chemical Agents Training.

1.1.6 Applied Skills/Techniques.

1.1.7 Institutional Security/Control Procedures.

1.1.8 Conflict Management Techniques.

1.1.9 Administrative/Personnel Activities.

1.1.10 Medical/Mental Health Services and Physical Fitness Training.

1.1.11 Symptoms, Behaviors, and Management of the Mentally Ill Inmate.

1.1.12 Suicide Prevention.

1.1.13 Prison Rape Elimination Act (PREA) Compliance.

1.1.14 Other training approved by the Director.

1.2 COTA Sergeants and other COTA management shall support operational and personnel aspects of training and participate in the physical conditioning program with the cadets and Class Advisors.

1.3 COTA Instructors, identified by each institutional Warden to teach at COTA, shall be field staff recognized as subject matter experts.

1.3.1 COTA staff shall schedule instructors.

1.3.2 COTA instructors shall be instructor certified.

1.4 COTA Class Advisors

1.4.1 Selected Correctional Series Officers shall temporarily serve as Class Advisors during COTA classes to supervise and assist cadets during training.

1.4.2 Class Advisors shall:

1.4.2.1 Maintain detailed performance records for all cadets under their supervision.

1.4.2.2 Function as a role model, mentor, and reliable source of information to cadets.

1.4.2.3 Monitor all training activities by assisting:

1.4.2.3.1 Cadets with academic issues and skills.

1.4.2.3.2 COTA staff in curriculum content, instruction and evaluation.

1.4.2.3.3 COTA staff by participating in the physical-conditioning program with the cadets under their supervision.

1.4.2.3.4 In practical and role-playing exercises.

1.4.3 Wardens and Bureau Administrators shall:

1.4.3.1 Recruit and select permanent status employees to be Class Advisors.

1.4.3.2 Ensure sufficient staffing is maintained for the institution's day to day operations while doing Class Advisor selection. Due to the number of authorized Correctional Series Officers positions, larger institutions shall generally be expected to provide a greater number of Class Advisors than smaller institutions.

1.4.3.3 Ensure Class Advisor selections are funded from their budget.

1.4.3.4 Select only employees with positive attendance records, no discipline in the past three years, passing scores on the most recent Core Competency Test by the second re-test, and an overall rating of average or better on their last performance appraisal.

1.4.3.5 Review potential Class Advisors' personnel files to ensure they will be positive role models for cadets.

1.5 COTA Rules of Conduct and Regulations for Instructors, Staff and Guests

1.5.1 As the Department's training facility, COTA is host to permanently assigned COTA staff, visiting staff (i.e., staff attending meetings, teaching class at COTA or visiting for other business-related purposes), other guests, and members of the general public. As the Academy is located in an isolated area and the Department recognizes the need to provide housing for staff visiting for periods extending past a single eight-hour shift, individual rooms shall be provided for staff needing to stay more than one day.

1.5.2 While the Department expects individuals using the housing at COTA to be able to conduct their off-duty lives as normally as possible, the facility is Department property and visiting staff shall conduct themselves professionally. Department Order #501, Employee Professionalism, Ethics and Conduct, prohibits activities bringing discredit or embarrassment to the State of Arizona.

1.5.3 All individuals, with the exception of cadets, working, teaching or are assigned to duty at COTA and/or in residence at COTA shall comply with and be made aware of the COTA Rules of Conduct and Regulations for Instructors, Staff and Guests.

1.5.3.1 The COTA Rules of Conduct and Regulations for Instructors, Staff and Guests, posted on the inside of the door to each room, shall address the following:

1.5.3.1.1 Conduct.

1.5.3.1.2 Parking.

1.5.3.1.3 Clothing.

1.5.3.1.4 Smoking regulations.

1.5.3.1.5 Firearms.

1.5.3.1.6 Security issues and other important regulations.

1.5.3.1.7 Alcohol, illegal drugs, unauthorized drugs, inhalants or other unauthorized controlled substance possession or consumption on COTA grounds is prohibited by State Personnel Rules.

509.03 FIELD TRAINING OFFICERS

1.1 Deputy Wardens shall nominate and Wardens shall approve the selection of permanent status Department employees as Field Training Officers based on their:

1.1.1 Overall ratings of average or better on their most recent performance appraisal.

1.1.2 Absence of discipline for 24 months.

1.1.2.1 Field Training Officers may have their certification suspended if there is any administrative and/or criminal investigation or disciplinary actions pending. The Warden or Bureau Administrator shall review pertinent information and determine continued eligibility. Absence of investigation or discipline for 24 months may result in reinstatement of Field Training Officer eligibility.

1.1.3 Ability and skills to mentor others.

1.1.4 Completion of all required Field Training prior to assignment.

1.1.4.1 A comprehensive eight-hour classroom-based initial FTO training and a refresher training every two years shall be required.

1.1.4.2 Though not required, the completion of Instructor Certification training is preferable.

1.1.5 Passing score on the most recent Core Competency Test.

1.2 Wardens shall select an Institution Field Training Officer Liaison to:

1.2.1 Coordinate the assignment of incoming cadets or newly-trained Sergeants to Field Training Officers.

1.2.2 Monitor the activities and progress of cadets or newly-trained Sergeants actively working as Field Training Officers.

1.2.3 Advise Training Officers when additional Field Training Officers are selected and FTO training needs to be scheduled.

1.3 Field Training Officers shall:

1.3.1 Demonstrate their expertise during their assigned on the job training (OJT) experience through the training and mentoring of other employees.

1.3.2 Maintain detailed records of the performance of each OJT candidate under their supervision using the following, as applicable:

1.3.2.1 COTA – FTO Field Training Handbook, Form 509-8.

1.3.2.2 COTA – OJT Field Training Handbook, Form 509-9.

1.3.2.3 Sergeant's OJT Checklist, Form 509-11.

1.3.3 Function as a role model, colleague, confidant, and reliable source of information to the OJT candidates.

1.4 Training Officers shall ensure Field Training Officers receive a four-hour refresher training every two years.

509.04 **ANNUAL IN-SERVICE TRAINING PLAN** - The Department's Annual In-Service Training Plan shall be published each training year.

1.1 The Department Annual In-Service Training Plan shall be approved by the Director and shall at minimum include:

1.1.1 Core Competency Training courses, as specified by the Director.

1.1.2 General training mandated through external requirements including, but not limited to:

1.1.2.1 The Occupational Safety and Health Administration (OSHA).

1.1.2.2 The AZ POST Board.

1.1.2.3 Settlement Agreements.

1.1.2.4 Arizona Department of Administration (ADOA) Risk Management.

1.1.2.5 Arizona Revised Statutes (A.R.S).

1.1.3 Selected elective training.

1.1.4 The number of Annual In-Service Training courses required of each employee.

1.2 Division Directors, Assistant Director, Bureau Administrators and Wardens may develop training schedules specific to their needs with the assistance of the Training Officer provided they conform to the Annual In-Service Training Plan. Additional training requirements may be added.

1.3 Department Employees Annual In-Service Training

1.3.1 All Department employees shall take proficiency and developmental training in accordance with the Department's Annual In-Service Training Plan.

1.3.2 The Correctional Analysis and Response to Emergencies (CARE) Training, which includes Cardio-Pulmonary Resuscitation (CPR), Basic first aid, and Automated External Defibrillator (AED), shall be completed every year.

1.3.3 All new Department employees, with the exception of those who have completed COTA, shall complete Annual In-Service Training by the end of the Training Year.

1.4 Non-Department Personnel Annual In-Service Training

1.4.1 All non-Department personnel shall take proficiency and developmental training in accordance with the Annual Training Plan.

1.4.1.1 Training shall be based on the amount of inmate contact (i.e., incidental, periodic or frequent), as defined by this Department Order.

1.4.1.2 Training may be presented in a classroom, or in a written, video or computer-based format.

1.4.2 Health staff shall complete:

1.4.2.1 CARE Training every year unless they provide documentation of their American Red Cross or American Heart Association CPR certification prior to the end of each training year.

1.4.2.2 Suicide Prevention and Signs and Symptoms of Mental Illness training every year.

509.05 SPECIAL TRAINING

1.1 Orientation Training

1.1.1 <u>New Department Employee Orientation Training</u>

1.1.1.1 New Department Employee Orientation Training shall conform to the Annual In-Service Training Plan in effect.

1.1.1.2 All new Department employees, with the exception of those who have completed COTA, shall begin the New Employee Orientation Training within their first 80 hours of hire.

1.1.1.3 Non-Correctional Series employees reinstating after more than two years shall be required to complete New Department Employee Orientation Training.

1.1.2 <u>New Non-Department Personnel Orientation Training</u>

1.1.2.1 New Non-Department Personnel Orientation Training shall conform to the Annual In-Service Training Plan in effect. Training requirements shall be based on the amount of inmate contact (i.e., incidental, periodic or frequent), as defined by this Department Order.

1.1.2.2 Volunteers shall complete training prior to reporting to a work location. All other new non-Department personnel shall begin New Employee Orientation Training within their first 80 hours of hire.

1.1.3 Supervisors of employees and non-Department personnel shall assist and support subordinate staff in attending the appropriate Orientation Training.

1.2 Visitation Officer Training – The Staff Development and Training Bureau shall provide Visitation Officer Training at individual institutions to ensure the statewide standardization of visitation practices. The 40 hours of training shall include 16 hours of classroom and 24 hours of OJT using the Visitation Officer OJT Check Sheet, Form 509-22.

1.3 Developmental Academies – The Department shall offer developmental academies to promote the professional development of employees. The Training Officer shall initiate the registration process for academies. Attendance shall require the approval of the Warden or designee.

1.3.1 Arizona Learning Center Supervisor Academy – State government supervisors shall complete the Arizona Learning Center Supervisor Academy offered through the Arizona Learning Center, in accordance with A.R.S. 41-763. Completion of the on-line Academy is a pre-requisite for the Professional Development Program (PDP).

1.3.2 Professional Development Program – First time supervisors shall complete PDP after completing the Arizona Learning Center Supervisor Academy. PDP focuses on practical application of the concepts learned in the Arizona Learning Center Supervisor Academy. Eligible personnel shall be prioritized by the Division Director, Assistant Director, Warden, Bureau Administrator or Administrator, in consultation with the Training Officer, in the following priorities:

1.3.2.1 First-time supervisors on promotional probation, with those having the oldest date of promotion to attend first.

1.3.2.2 Supervisory candidates recommended by the immediate supervisor.

1.3.2.3 Supervisors who have already completed a Department supervisory training course, such as an earlier PDP course or want additional supervisory training.

1.3.3 Sergeants Leadership Academy – All Sergeants and Correctional Officer IIs on the Central Promotional Register shall complete the Sergeants Leadership Academy. Topics covered shall include Supervision, Motivation, Employee Staffing, Roster Management, Coaching, and other topics geared toward the Sergeant's role within the institution. Priority for attendance at the Sergeants Leadership Academy shall include:

1.3.3.1 Sergeants with at least one year since promotion.

1.3.3.2 Newly promoted Sergeants with less than one year since promotion.

1.3.3.3 Correctional Officer IIs on the Central Promotional Register.

1.3.3.4 Employees in other job classifications, such as Correctional Officer IIIs, Correctional Officer IVs, etc., seeking promotional development upon their supervisor's approval.

1.3.4 Captain – Lieutenant Academy – All Captains and Lieutenants shall complete the Captain – Lieutenant Academy. This two week Academy was designed to develop Captains and Lieutenants' leadership and Core Competency skills to successfully lead and manage a Unit. Topics shall include:

1.3.4.1 Inmate Management.

1.3.4.2 Physical Plant.

1.3.4.3 Inspections and Reporting.

1.3.4.4 Supervision and Leadership.

1.3.4.5 Incident Management.

1.3.4.6 Employee and Project Management.

1.3.5 Education Academy Series – All Correctional Education Program Supervisors shall complete the Education Academy Series. The Academy, structured over a year, shall consist of four 16 to 24–hour segments offered quarterly. Topics shall include roles and responsibilities, supervisory skills, performance appraisal, communication, and self-assessment.

1.3.6 Leaders of Tomorrow, Today (LOTT) Academy – The LOTT Academy, recommended for Associate Deputy Wardens, shall focus on the leadership skills and require each participant to complete an individualized Professional Development Plan.

1.3.7 Correctional Managers Academy – The Correctional Managers Academy, for Correctional Managers (i.e., Lieutenants, Captains, Correctional Officer IVs, Assistant Deputy Wardens, and similar management positions) shall be two weeks in duration, spread over an approximate 180-day time frame. The Academy offers intensive, hands-on experience identifying and handling typical prison management problems and issues and requires participants to complete projects.

1.3.8 Correctional Administrators Academy – The Correctional Administrators Academy shall address advanced administrative and management functions typically encountered by Wardens.

1.4 Specialized Academies - The Department shall offer specialized academies to support and assist employees in gaining specialized skills that are beyond basic competencies. Interested employees shall, with the approval of the Warden or Administrator, submit a written request to the Training Officer.

1.4.1 Armory School – The Armory School shall teach basic skills needed to repair and maintain major firearms used by the Department.

1.4.2 Chase Academy – The Chase Academy, provided at individual institutions, shall focus on all aspects of searching for an escaped inmate, including safety, tactics, canine support, chase techniques, reports and documentation, coordination with other law enforcement, logistics, mapping and other related topics.

1.4.3 Tactical Support Units (TSU) Academy for Basic Operators - Upon joining TSU, staff meeting the requirements as outlined in this section shall be scheduled to attend the next available Tactical Support Units (TSU) Academy for Basic Operators. This Academy, taken at least once by TSU members after meeting the attendance requirements as outlined in this section, shall offer hands-on practice in specific areas including tactical formations, use of canine support, building entry, weapons familiarization and practice.

1.4.3.1 Academy attendance requirements shall include:

1.4.3.1.1 Proficiency in specialty weapons (i.e., M4, Pepper Ball Launchers, TR-24, and ECDs, such as the TASER).

1.4.3.1.2 Knowledge of tactical formations, building entry tools, and use of force training.

1.4.3.1.3 Firearms qualification at a determined standard.

1.4.3.1.4 The ability to meet the 50th percentile in physical fitness, which meets the COTA graduation requirement.

1.4.4 Firearms Training – Employees proficient in the use of firearms recommended by the Warden or Bureau Administrator to be Firearms Instructors shall attend Firearms Training. Employees successfully completing the Firearms Training shall return to their institutions/Bureau and serve as Firearms Instructors, offering firearms and related training to Uniformed Correctional Series and other designated employees, in accordance with Department Order #510, Firearms Qualification/Firearms Instructor Certification.

1.4.5 Special Security Unit (SSU) Academy – All SSU staff shall attend the SSU Academy. Topics shall include intelligence gathering, interviewing skills, and current information on validated Security Threat Groups and contraband introduction into the institutions.

1.4.6 Correctional Officer III Academy – All recently promoted Correctional Officer IIIs shall attend the Correctional Officer III Academy. The Academy shall prepare Correctional Officer IIIs to work effectively with inmates and to ensure inmates are productive, accountable and prepared for re-entry into the community.

1.4.7 Community Corrections Officer Academy – All Community Corrections Officers shall complete the Community Corrections Officer Academy. The Academy offers Community Corrections Officers the opportunity to learn new skills necessary for working with offenders in the community. Topics shall include Communication, Self-Defense, Case Management, Due Process, and Field Visits. The Community Corrections Operations Director shall select Community Corrections Academy participants.

1.4.8 Occupational Safety and Health Administration (OSHA) Safety Academy – All Physical Plant, Fleet Management and Services, and Warehouse employees shall complete OSHA Safety Academy every three years. This 30-hour Academy shall address fundamental OSHA safety standards and applications. At the completion of the Academy, employees passing the final exam shall receive an OSHA card and certificate. The OSHA certification shall be renewed every three years.

1.4.9 Contract Beds Monitoring Academy – All Department employees working within Contract Beds facilities to monitor the adherence to contracts between Contract Beds operations and the Department shall attend the Contract Beds Monitoring Academy.

1.4.9.1 Topics shall include compliance and non-compliance reviews, documentation, performance assessment, and taking action when improvement is needed.

1.4.10 Certified Public Manager Program – Qualifying employees may enroll in the Certified Public Manager Program offered through Arizona State University and several local community colleges throughout the State as optional training. Tuition Reimbursement, if available, may be requested upon the successful completion of this Program.

1.4.11 Institute for Public Executives – Deputy Wardens, Associate Deputy Wardens, and other higher-ranking Administrators may enroll in this Arizona State University Program for Executive-level State Public Service employees. The Director shall select staff to attend this course. Tuition Reimbursement, if available may be requested upon the successful completion of this Program.

1.5 National Institute of Corrections Training Academy - Department employees shall be encouraged to participate in National Institute of Corrections (NIC) Training Programs.

1.5.1 NIC training schedules may be received from Staff Development and Training Bureau staff or on-line at http://www.nicic.org.

1.5.2 Employees may nominate themselves for attendance at seminars/courses by submitting a written request and completed course application through their chain of command to the applicable Division Director, Assistant Director, or Bureau Administrator.

1.5.3 The appropriate Division Director/Assistant Director or Bureau Administrator shall review requests to determine final approval or disapproval.

1.5.4 Once approved by the appropriate Division Director/Assistant Director or Bureau Administrator, the employee shall send the completed application to NIC for consideration. Applicants selected by NIC shall be notified by mail approximately 45 calendar days prior to the start date of the seminar/course.

1.6 Incident Command System Training

1.6.1 All Department employees and designated health staff shall take the following Incident Command System (ICS) training once. This training is available on-line at http://training.fema.gov/IS/:

1.6.1.1 Introduction to Incident Command System (IS-100).

1.6.1.2 National Incident Management Systems (NIMS), An Introduction (IS-700a).

1.6.2 Additional ICS Training – The following classes shall be completed once by designated Department employees and non-Department personnel:

1.6.2.1 National Response Framework, An Introduction (IS-800b) – This on-line class, available at http://training.fema.gov/IS/crslist.asp, shall be completed by the following:

1.6.2.1.1 Correctional Officer II through Wardens. Cadets shall complete the courses while attending COTA.

1.6.2.1.2 Maintenance staff.

1.6.2.1.3 Nurses.

1.6.2.1.4 Occupational Health Nurses.

1.6.2.1.5 Safety Officers.

1.6.2.1.6 Investigators.

1.6.2.2 ICS for Single Resources and Initial Action Incidents (IS-200.b) – This on-line class, available at http://training.fema.gov/IS/crslist.asp, shall be completed by the following supervisors:

1.6.2.2.1 Sergeants through Wardens.

1.6.2.2.2 Directors of Nursing.

1.6.2.2.3 Maintenance Supervisors.

1.6.2.2.4 Occupational Health Nursing Supervisors.

1.6.2.2.5 Safety Supervisors.

1.6.2.2.6 Investigator Supervisors.

1.6.2.3 Intermediate ICS (ICS-300) - This course shall be completed by the following:

1.6.2.3.1 Captains through Wardens.

1.6.2.3.2 Emergency Operations Center (EOC) Staff.

1.6.2.3.3 Any other employees within the ICS structure.

1.6.2.3.4 Any other Department employees considered mid-level management.

1.6.2.4 Advanced ICS (ICS-400) - This course shall be completed by the EOC command, general staff and managers.

509.06 **CORE COMPETENCY TESTING** - Core Competency Testing shall be administered to job classifications as specified to ensure core task proficiencies.

1.1 Security Series Core Competency Testing – Testing for the Correctional Series shall be grouped based on the position descriptions and responsibilities as follows:

1.1.1 Test Group I - Correctional Officers II only.

1.1.2 Test Group II - Sergeants and Lieutenants only.

1.1.3 Test Group III - Correctional Officers III only.

1.1.4 Test Group IV - Correctional Officers IV only.

1.1.5 Test Group V – Captains and Majors.

1.1.6 Test Group VI - Correctional Administrators I – V only.

1.1.7 Test Group VII - Community Corrections Officers.

1.1.8 For other test groupings, Core Competency Testing shall be grouped based on job classification.

1.1.9 All Department staff in the Correctional Series at any of the Contract Beds facilities in Arizona shall be tested and grouped based on 1.1.1 through 1.1.7 of this section. Test questions shall be modified to meet staff competencies at the Contract Beds facilities based on Department Orders, Director's Instructions, or Department Core Competency Testing.

1.2 Core Competency Testing Requirements and Responsibilities

1.2.1 The Staff Development and Training Bureau Administrator shall determine the minimum required passing scores for all job classes in coordination with the Division Directors for Support Services and Offender Operations.

1.2.2 Core Competency Test results shall be:

1.2.2.1 Recorded on the employee's Human Resources Information Solution (HRIS) training record upon test completion.

1.2.2.2 Utilized to ascertain needs assessment and task analyses for future trainings.

1.2.3 Failure to participate in Core Competency Testing without a reasonable, documented cause may result in disciplinary action up to and including dismissal, in accordance with Department Order #601, Administrative Investigations and Employee Discipline.

1.2.4 Employees failing to meet minimum passing scores shall receive retraining coordinated by the Training Officers and followed up by the supervisors and the Field Training Officers (FTOs) at the institutions prior to retesting. The scores from the retests shall be recorded in HRIS as "RETEST-PASSED" and shall not be higher than the required minimum passing grade.

1.2.5 Two or more failing scores may result in disciplinary action up to and including dismissal, in accordance with Department Order #601, Administrative Investigations and Employee Discipline.

509.07 TRAINING RECORDS AND TRACKING

1.1 Training Officers shall maintain the following Pre-Service and/or In-Service training records in their local training offices as specified in the Records Retention Plan:

1.1.1 Original Training Roster, Form 509-2.

1.1.2 Request for Outside Training Credit, Form 509-4.

1.2 On-line training course rosters shall be retained in a database.

1.3 Employee training records shall be organized by using the Employee Identification Number (EIN). In addition to the official electronic HRIS record, hard copy COTA class records shall be kept on-site at COTA and organized by class and by student, as indicated on the Records Retention Plan.

1.4 Depending on the type of training attended, Department training credits may be awarded for successful completion.

1.5 Rosters shall be completed for all training and professional development offered internally and shall be submitted to the Training Officer for entry into the training database.

1.6 Employees shall submit a Request for Outside Training Credit form with any associated documentation upon successful completion of external training qualifying for Department training credit. Training Officers shall assess the training to determine its appropriateness for training credit.

1.6.1 Training credits shall be awarded for successfully completed college course work on a ratio of 15 Department training credits per hour of college credit. The employee shall be responsible for providing proof of successful course completion attached to the Request for Supplemental Training Credit form.

1.6.2 Supplemental training credit may be awarded upon completion of a specified performance objective and approval of the Request for Supplemental Training Credit form.

1.6.3 Credit shall only be requested in 15 minute intervals, no longer than 60 minutes total. Any training longer than one hour shall be considered formal training and shall have an approved lesson plan and course code.

1.7 Training credits may be awarded for external speakers' training presentations or portions of Department meetings where training was conducted.

1.7.1 Training credits shall not be given for routine meeting activities.

1.7.2 Meeting facilitators may submit a Training Roster form with documentation attached to Training Officers or the Training Manager describing the training. Training Officers or the Training Manager shall assess requests and award an appropriate amount of training credit where earned.

1.8 Instructors may be given training credit once per class, per year upon completion of documentation identified in the Employee Training and Education System Technical Manual.

509.08 CURRICULUM

1.1 When requests for new curriculum originate, the Staff Development and Training Bureau Administrator shall accept and review them in coordination with the COTA Commander and the Staff Development and Training Unit Administrator.

1.2 Except for pilot testing of new curriculum, all Department-developed or sanctioned training shall employ previously-approved curriculum.

1.3 A Staff Development and Training Bureau staff member or designee shall be present at all pilots to ensure all instructional goals and objectives are met.

1.4 Approved curricula shall be assigned a course code.

1.5 COTA curriculum shall be approved by the AZ POST.

1.6 The Staff Development and Training Unit Administrator shall review all In-Service curricula and the COTA Commander shall review all Pre-Service curricula, with final approval by the Staff Development and Training Bureau Administrator.

1.7 The Staff Development and Training Bureau Administrator shall ensure:

1.7.1 Curriculum materials are provided to the National Institute of Corrections Library (NICL) for sharing with other corrections agencies and interested parties. External requests for copies shall be referred to the NICL.

1.7.2 A full set of current Pre-Service and In-Service curriculum materials is provided to Contract Beds Facility Wardens and Training Officers electronically using a computer storage device or via e-mail each Annual Training Year and each time the curriculum materials are revised throughout the training year.

1.7.3 An acknowledgement of the curriculum materials is requested from the Contract Beds Wardens and Training Officers either in hard copy or electronically via e-mail.

509.09 INSTRUCTOR RECRUITMENT/CERTIFICATION

1.1 To maintain a cadre of qualified In-Service instructors, Wardens, Deputy Wardens and Bureau Administrators shall nominate appropriate subject matter experts and volunteer instructors to be trained to deliver In-Service Training.

1.2 Employees wishing to volunteer shall complete an Instructor Application, Form 509-3, obtain the required approvals, and submit the form to the Training Officer. Assignment as an instructor shall be at the Warden or Bureau Administrator's discretion. Firearms Instructor selection shall be in accordance with Department Order #510, Firearms Qualification/Firearms Instructor Certification.

1.3 Ideal instructors shall:

1.3.1 Possess effective verbal communication and presentation/facilitation skills.

1.3.2 Be willing to conduct courses in their area of expertise.

1.3.3 Be recognized by peers and other staff as credible professionals.

1.3.4 Not have any disciplinary actions as reviewed by the Warden within the least 12 months and not be on original probation.

1.3.4.1 Instructors may have their certification suspended if there is any administrative and/or criminal investigation or disciplinary actions pending.

1.3.4.2 The Warden or Bureau Administrator, with Training Officer input, may review pertinent information and determine instructors continued eligibility. Absence of investigation or discipline for six months may result in reinstatement of instructor eligibility.

1.3.5 Not be under an administrative or criminal investigation.

1.3.6 Have an excellent work ethic and performance appraisal.

1.3.7 Demonstrate a positive attitude.

1.4 Instructor applicants shall satisfactorily complete a Staff Instructor Certification course scheduled by the local Training Officer. Instructors with prior experience or formal education in instruction may be considered for participation in an abbreviated version of the Instructor Certification course. Eligibility for the abbreviated version shall be based on prior education and experience.

1.4.1 Instructor candidates may be eligible for the abbreviated Instructor Certification courses provided they have had any of the following within the past five years:

1.4.1.1 Instructor Certification and recent active instruction activity at another government agency.

1.4.1.2 Military Instructor training and certification.

1.4.1.3 Community College or College/University Teaching Certification.

1.4.1.4 Accredited Seminary College Certification.

1.4.2 Employees not falling clearly into these categories believing they are eligible for the abbreviated Instructor Certification shall provide written descriptions of their education and experience through their Training Officers. The Training Manager shall make the final decision of employees' eligibility.

1.5 Training Officers shall periodically observe and evaluate Pre-Service and In-Service Training instructors using performance criteria taught in the Instructor Certification course. Instructors shall at minimum be evaluated annually using the Instructor Evaluation, Form 509-10.

509.10 QUALITY ASSURANCE AND CONTROL

1.1 Classroom - Minimum acceptable standards for a classroom environment shall include the following:

1.1.1 The room shall be large enough to accommodate all participants, instructors, and training equipment, such as screens, flip charts, white boards, videocassette/CD/DVD player and a LCD projector.

1.1.2 A chair with reasonable seating comfort for the duration of the class shall be provided for each participant and the instructor.

1.1.3 The classroom shall be free of disruptions, foot traffic, unpleasant odors, visual barriers, noise, temperature extremes, and safety hazards.

1.1.4 Stored materials, if kept in the classroom, are stacked neatly or kept out of sight, and do not hinder full and complete usage of the room space.

1.2 Participation - Instructors and students shall:

1.2.1 Dress in accordance with Department Order #503, Employee Grooming and Dress requirements.

1.2.2 Participate fully in the class.

1.2.3 Not engage in disruptive side conversations or actions. Radios and cell phones (outside of institutions) shall be turned off during training.

1.3 Students shall receive copies of necessary class materials for use during the class period. Copies of handouts shall be provided if a student wishes to keep them.

1.4 Training Officers shall keep current and accurate training records. Suspected errors in training records should be reported to a Training Officer for correction.

1.5 Adequate participation levels in academies shall be required in order to run training simulations and achieve the best interaction for group problem-solving activities. The optimum class size for Academies and most In-Service classes is 24 students.

1.6 Developmental Academy calendars shall be published based on projected statewide staffing needs and include participants from throughout the State to maximize operational standardization and consistency and promote free exchange of ideas.

509.11 **TUITION REIMBURSEMENT** – The Department's Tuition Reimbursement Program, which uses the fiscal year (July 1st – June 30th) to determine employees' eligibility for Tuition Reimbursement is not an entitlement and shall be subject to the availability of Tuition Reimbursement funds.

1.1 The Department's Tuition Reimbursement Program may be used for classes, course work and/or exams (including online) for approved Degree and Certificate Programs and College Level Examination Program (CLEP) exams from an Arizona educational institution. The Department's Tuition Reimbursement Program shall not be used for classes, course work or exams (including on-line) required for an approved Degree/Certification Program or CLEP exam offered from an educational institution outside of Arizona.

1.2 Degree Programs

1.2.1 Approved Degree Programs shall include the following Degrees:

1.2.1.1 Associate's Degree.

1.2.1.1.1 Approved Associate's Degrees shall include: General Studies, Corrections, Correctional Administration, Public Administration, Business Administration, Human Services, Education, Political Science, Fire Sciences, Chemical Dependency/Addiction Counseling, Organizational Leadership, Quality Customer Service, Administration of Criminal Justice, Accounting, and Information Technology.

1.2.1.1.2 Employees with an Associate's Degree in any field may be eligible for Tuition Reimbursement payments for a Bachelor's Degree as outlined in this section. No Tuition Reimbursement payments shall be provided for a second Degree at the same or equivalent level.

1.2.1.2 Bachelor's Degree.

1.2.1.2.1 Programs shall include: Corrections, Correctional Administration, Public Administration, Business Administration, Human Services, Education, Political Science, Fire Sciences, Chemical Dependency/ Addiction Counseling, Organizational Leadership, Quality Customer Service, Psychology, Sociology, Counseling, Administration of Criminal Justice, Accounting, and Information Technology.

1.2.1.2.2 Employees with a Bachelor's Degree in any field may be eligible for Tuition Reimbursement payments for a Master's Degree as outlined in this section. No Tuition Reimbursement payments shall be provided for a second Degree at the same or equivalent level.

1.2.1.3 Master's Degree.

1.2.1.3.1 Programs shall include: Administration of Criminal Justice, Public Administration, Business Administration, Human Services, Education, Educational Leadership, Political Science, Chemical Dependency/Addiction Counseling, Organizational Leadership, Psychology, Sociology, Counseling, and Accounting.

1.2.1.3.2 Employees who currently have a Master's Degree in any field shall not be eligible for Tuition Reimbursement payments to obtain a second degree at the same or equivalent level.

1.2.1.3.3 Tuition Reimbursement payments shall not be provided for any degree beyond a Master's Degree.

1.2.1.4 A Degree not listed above may be approved on a case-by-case basis.

1.2.1.5 Classes or course work (including on-line) for approved Degrees shall be from an educational institution accredited by one of the following regional accreditation agencies approved by the United States Department of Education or the Council of Higher Education Accreditation (CHEA):

1.2.1.5.1 North Central Association of Colleges and Schools - Higher Learning Commission (NCA-HLC).

1.2.1.5.2 Northwest Commission on Colleges and Universities (NWCCU).

1.2.1.5.3 Southern Association of Colleges and Schools Commission on Colleges (SACS).

1.2.1.5.4 Western Association of Schools and Colleges - Accrediting Commission for Community and Junior Colleges WASC-ACCJC).

1.2.1.5.5 Western Association of Schools and Colleges - Accrediting Commission for Senior Colleges and Universities (WASC-ACSCU).

1.2.1.5.6 Middle States Association of Colleges and Schools - Middle States Commission on Higher Education (MSA).

1.2.1.5.7 New England Association of Schools and Colleges - Commission on Institutions of Higher Education (NEASC-CIHE).

1.2.1.6 Arizona state-affiliated community colleges and universities meeting the accreditation requirement shall include, but are not limited to:

1.2.1.6.1 Pima Community College.

1.2.1.6.2 Central Arizona Community College.

1.2.1.6.3 Cochise College.

1.2.1.6.4 Arizona Western Community College.

1.2.1.6.5 Northland Pioneer Community College.

1.2.1.6.6 Community Colleges affiliated with the Maricopa County Community College system.

1.2.1.6.7 Arizona State University.

1.2.1.6.8 Northern Arizona University.

1.2.1.6.9 The University of Arizona.

1.3 Certificate Programs

1.3.1 Approved Certificate Programs shall include the following:

1.3.1.1 Peace Officer Standard Training (POST) Certification.

1.3.1.2 Certified Public Manager (CPM) and Management and Leadership Institute (MLI) Executive Education Programs offered by Arizona State University.

1.3.1.3 Waste Water Certification.

1.3.1.4 Other Certificate Programs on a case-by-case basis.

1.4 The Department's Tuition Reimbursement Program may be used for the tuition costs and following fees for approved Degree and Certificate Programs and CLEP exams:

1.4.1 Processing or registration fee (once per semester only).

1.4.2 Application/Enrollment fee in lieu of registration fee, if applicable (one-time payment only).

1.4.3 Other fees not specified as excluded as outlined in this section, which may be considered on a case-by-case basis.

1.5 Fees for schools operating on a quarter credit hour system shall be converted to systems based on semester credit hours and shall be funded accordingly. The following conversion rate shall be used:

1.5.1 1 quarter hour – .66 semester hours.

1.5.2 2 quarter hours –1.33 semester hours.

1.5.3 3 quarter hours – 2.00 semester hours.

1.5.4 4 quarter hours – 2.66 semester hours.

1.5.5 5 quarter hours – 3.33 semester hours.

1.5.6 6 quarter hours – 4.00 semester hours.

1.6 The Department's Tuition Reimbursement Program shall not be used for the following costs and fees for approved Degree and Certificate Programs and CLEP exams:

1.6.1 Lab Fees, Books, Materials and Supplies, Professional Program Fees, Financial Aid Trust Fees, Student Recreation Complex Fees, Late Fees, Graduation Fees, Malpractice Insurance Fees for Health related classes and Transcript Fees.

1.6.2 Proctoring Fees, Check Non-sufficient Funds, Identification Replacement Fees, Recreation Bond Fees, Arizona Student Association Fees, Special Course Fees, Late Registration Fees, Origination Fees, Diploma Replacement Fees, and Parking Fees.

1.6.3 Costs associated with continuing education credits (CEUs).

1.6.4 Maintenance of credentialing or licensing requirements.

1.6.5 Costs funded by other financial assistance means. Employees receiving any type of financial assistance, (i.e. Pell Grants, Scholarships, VA Education Benefits, Federal Student Education Opportunity Grant (FSEOG), etc.) shall meet with the Career and Academic Advisory Program Manager for financial eligibility review.

1.7 Tuition Reimbursement Eligibility

1.7.1 Eligible employees shall:

1.7.1.1 Be full-time employees seeking approved Degrees and Certificates and/or taking CLEP exams directly related to improving their skills in their current position or to provide promotional opportunities within the Department.

1.7.1.2 Have successfully completed their original probation.

1.7.1.3 Not be on Leave Status.

1.7.2 Employees owing funds to the Department shall not be eligible for Tuition Reimbursement until the funds are repaid.

1.7.3 Eligible employees may receive up to $2,000 in Tuition Reimbursement payments per fiscal year for classes and course work for approved Degree and Certificate Programs and CLEP exams.

1.8 Tuition Reimbursement payments for approved Degree and Certification Programs and CLEP exams shall be as follows:

1.8.1 Tuition Reimbursement payments shall be:

1.8.1.1 Disbursed on a semester-by-semester basis not to exceed the current tuition and registration fee rates established by Arizona State Universities and Arizona Community Colleges. Additional costs exceeding the state rate shall be the employee's responsibility.

1.8.1.2 Processed through the employee's payroll check upon the completion of classes, course work or CLEP exams and the required forms.

1.8.2 For classes, course work and/or CLEP exams using letter grades, employees shall be eligible for:

1.8.3.1 100% of approved costs and fees when earning a course grade of "A".

1.8.3.2 90% of approved costs and fees when earning a course grade of "B".

1.8.3.3 80% of approved costs and fees when earning a passing grade of "C".

1.8.3.4 No Tuition Reimbursement payments when receiving a grade of "D" or below.

1.8.3 For classes, course work and/or CLEP exams which assign "PASS" or "FAIL" grades, employees shall be eligible for:

1.8.3.1 100% of the tuition approved costs and fees when earning a passing grade.

1.8.3.2 No Tuition Reimbursement payments when receiving a failing grade.

1.9 Employees shall:

1.9.1 Contact the Career and Academic Advisory Program Manager to discuss career and educational goals, Degree/Certificate Program options and/or CLEP exams, and the policies and procedures established for the Tuition Reimbursement Program prior to applying for Tuition Reimbursement payments for the first time.

1.9.2 Submit to the Career and Academic Advisory Program Manager an Employee Tuition Reimbursement Application, Form 509-16, at least 30 calendar days prior to the class, course work and/or CLEP exam start date. Incomplete information may delay processing.

1.9.3 Be responsible for understanding the accreditation status of the educational institution and the transferability of course credits should they change educational institutions.

1.9.4 Upon receiving approval from the Career and Academic Advisory Program Manager, register for their class, course work or CLEP exam.

1.9.5 Contact the Career and Academic Advisory Program Manager:

1.9.5.1 Immediately when withdrawing from or receiving an incomplete or failing grade for a class, course work or CLEP exam for which Tuition Reimbursement payment was for approved and provide copies of the documents.

1.9.5.2 When wanting to change schools or Degree/Certificate Plans to discuss options before changes can be made.

1.9.5.3 Before changing a class, course work or CLEP exam for which Tuition Reimbursement payment was approved. The submission and approval of a new Employee Tuition Reimbursement Application form containing the new course information shall be required.

1.9.6 If separating from the Department, regardless of the reason, return Tuition Reimbursement payments within 30 calendar days for classes, course work and CLEP exams taken within the past 12 months or initiate a repayment plan with the Career and Academic Advisory Program Manager.

1.9.6.1 Tuition Reimbursement payments shall be returned by Cashier's Check or Money Order, made payable to the Arizona Department of Corrections.

1.9.6.2 In situations where employees fail to contact the Career and Academic Advisory Program Manager to develop a Tuition Reimbursement repayment plan or fail to repay 100% of all owed funds, the Department may:

1.9.6.2.1 Withhold funds from the employee's paycheck, or Retirement Application for Sick and Leave Funds.

1.9.6.2.2 Send the delinquent account to the Attorney General's Office for collection, which may impact the employee's future State of Arizona income tax refunds.

1.9.7 Schedule classes during their off-duty hours or during periods of approved leave, with the exception employees attending Department initiated training.

1.9.8 Submit the following documents to the Career and Academic Advisory Program Manager within 30 calendar days of the completion of each class, course work for an approved Degree or Certificate Program or CLEP exam:

1.9.8.1 Grade(s) published by the college or university. Transcripts may submitted by regular mail or e-mail.

1.9.8.2 A completed State of Arizona Employee Expense Reimbursement Form, GAO-502.

1.9.9 If denied Tuition Reimbursement payment for any reason and wanting to appeal, send an appeal package to the Staff Development and Training Bureau Administrator within ten calendar days of receipt of the Tuition Reimbursement payment denial. The appeal package shall include a letter of explanation outlining the circumstances for the appeal, the remedy being sought, and the Employee Tuition Reimbursement Application.

1.9.10 Submit the following to the Career and Academic Advisory Program Manager within 30 calendar days of the completion of an approved Degree or Certificate Program or CLEP exam:

1.9.10.1 A copy of the Program’s Degree/Certificate.

1.9.10.2 Final Transcripts published by the college or university. Transcripts may be submitted by regular mail or e-mail.

1.10 The Career and Academic Advisory Program Manager shall:

1.10.1 Discuss with employees interested in beginning a Degree or Certificate Program or taking the CLEP exam their career and educational goals, Degree or Certificate Program and/or CLEP exam options and Tuition Reimbursement Program policies and procedures.

1.10.2 Review received Employee Tuition Reimbursement Application forms and associated documentation to determine eligibility to include verification from the Financial Services Bureau that the employee does not owe funds to the Department.

1.10.2.1 Approval or denial shall be indicated on the Employee Tuition Reimbursement Application form.

1.10.2.2 A copy of the approved Employee Tuition Reimbursement Application form shall be forwarded to the employee and the Support Services Division Business Office.

1.10.2.3 Denied Employee Tuition Reimbursement Application forms and/or supporting documentation denied shall be returned to employees with an explanation for the denial.

1.10.3 Review received employee grades published by the college or university upon completion of classes, course work or CLEP exams and State of Arizona Employee Reimbursement Forms to determine disposition.

1.10.3.1 For approvals and denials, a copy of the State of Arizona Employee Expense Reimbursement forms, the Employee Tuition Reimbursement Application and grades shall be filed in the Career and Academic Planning (CAAP) Office.

1.10.3.2 For approvals, copies of the documentation as outlined in 1.9.8 through 1.9.8.2 of this section shall be forwarded to the Support Services Division Business Office for processing.

1.10.4 Upon the completion of an employee's approved Degree or Certificate Program or CLEP exam:

1.10.4.1 File a copy of received Degree/Certificates/Transcripts for approved Programs in the CAAP Office.

1.10.4.2 Forward a copy to Central Office Human Resources to be filed in the employee's Central Office Personnel File.

1.10.4.3 Ensure the completion is recorded in the HRIS Training Record.

1.10.5 Process Tuition Reimbursement repayments by:

1.10.5.1 Maintaining a file of Tuition Reimbursement payments and tuition delinquencies.

1.10.5.2 Determining Tuition Reimbursement repayment amounts when notified employees are terminating employment within 12 months of the completion of their last class or course work for an approved Degree or Certificate Program or taking the CLEP exam.

1.10.5.3 Contacting employees and providing the Tuition Reimbursement repayment amount to be paid within 30 calendar days.

1.10.5.4 Receiving employee Tuition Reimbursement repayment Cashier's Checks or Money Orders made payable to the Arizona Department of Corrections, and forwarding them to the Financial Services Bureau Administrator.

1.10.5.5 When employees fail to develop a Tuition Reimbursement repayment plan or fail to repay 100% of all owed funds:

1.10.5.5.1 Requesting funds are withheld from the employee's paycheck or Retirement Application for Sick and Leave Funds.

1.10.5.5.2 Sending delinquent accounts to the Attorney General's Office for collection, which may impact employees' future state income tax refunds.

1.10.5.5.3 Ensuring employees required to repay Tuition Reimbursement payments do not receive future Tuition Reimbursement payments until all funds owed to the Department are repaid.

1.11 Human Resources Liaisons shall contact the Career and Academic Advisory Program Manager and the Financial Services Bureau Administrator within seven calendar days of notification employees are planning to resign to determine if monies are owed to the Department.

1.12 Supervisors may approve employees who are attending class, provided it does not interfere with or impair the overall functioning of the institution/bureau, the delivery of services, or attainment of work objectives, the opportunity for:

1.12.1 Adjusted work schedule or work week.

1.12.2 Voluntary use of accrued compensatory or annual leave.

1.12.3 Educational leave in accordance with A.A.C. R2-5A-B608.

1.12.4 A shift allowing the employee to finish a semester or course before being transferred to another shift.

1.13 The Staff Development and Training Bureau Administrator shall review all received Tuition Reimbursement payment appeals.

1.13.1 Denials based on insufficient funds in the Department's Tuition Reimbursement Program shall be forwarded to the Director for disposition within ten calendar days of receipt. The decision of the Director shall be final.

1.13.2 Disposition on denials for all other reasons than those outlined in 1.13.1 of this section shall be rendered by the Staff Development and Training Bureau Administrator within ten calendar days of receipt.

IMPLEMENTATION

Within 90 days of the effective date of this Department Order, the Division Director for Support Services shall ensure the Staff Development and Training Bureau Administrator updates and approves the Technical Manuals for Employee Training and COTA.

DEFINITIONS

ANNUAL IN-SERVICE TRAINING PLAN – A state-wide comprehensive plan approved by the Director which identifies the Core and Elective training requirements covering a period of one training year.

ARIZONA PEACE OFFICER STANDARDS AND TRAINING (AZ POST) BOARD – A Governor appointed board whose powers and duties include making recommendations on all matters relating to law enforcement and public safety, prescribing minimum qualifications for law enforcement and correctional officers, prescribing minimum courses of training and minimum standards for training facilities for law enforcement and correctional officers, and recommending curricula for advanced courses and seminars in law enforcement and intelligence training.

CERTIFICATION PROCESS – The successful completion of the Staff Instructor Certification Program.

CORE COMPETENCY – Fundamental knowledge, ability, or expertise in a specific operational area, subject area or skill set; those activities essential to the effective operations of an institution or unit. Assessment of an observable or measurable job-related task by means of a formal job/task analysis process can ascertain whether staff are proficient in the performance of core duties.

CURRICULUM – A course or set of courses constituting an area of specialization.

ELECTRONIC CONTROL DEVICE – A neuro-muscular incapacitation device, such as the TASER, stun belt or stun shield, approved by the Department for use as a non-lethal level of force.

ELECTIVE TRAINING - Training taken at the discretion of individual employee, with supervisory approval.

FREQUENT CONTACT - For the purposes of determining New Non-Department Personnel Orientation and Annual In-Service Training requirements, non-Department personnel interacting with inmates in close physical proximity and/or engaging in verbal interaction for more than eight hours per week are considered to have frequent contact.

INCIDENTAL CONTACT – For the purposes of determining New Non-Department Personnel Orientation and Annual In-Service Training requirements, non-Department personnel interacting with inmates in close physical proximity and/or engaging in verbal interaction for up to six hours per month are considered to have incidental contact.

NEEDS ASSESSMENT – Formal surveys, individual interviews, focus groups, and user committee input are instruments used to address training needs.

NEW EMPLOYEE ORIENTATION TRAINING – Training for new Non-Correctional Series employees and Non-Correctional Series employees reinstating after more than two years, which covers the purpose, goals, policies and procedures of the Department.

NEW NON-DEPARTMENT PERSONNEL ORIENTATION TRAINING – A training for new non-Department personnel which covers the purpose, goals, policies and procedures of the Department.

NON-DEPARTMENT PERSONNEL – Individuals working for the Department through a contract vendor, Inter-governmental Agreement, or through a sponsored volunteer or intern program.

OUTSIDE TRAINING – Training or education delivered by community colleges, other governmental entities, commercial training vendors, etc. containing principles and information applicable to Department work and an employee's professional or personal growth.

PERIODIC CONTACT – For the purposes of determining New Non-Department Personnel Orientation and Annual In-Service Training requirements, non-Department personnel interacting with inmates in close physical proximity and/or engaging in verbal interaction for more than six hours but less than 32 hours per month are considered to have periodic contact.

PRE-SERVICE TRAINING - Any training provided to staff prior to service.

SATELLITE TRAINING PLAN – A plan developed at an institution or local work unit to implement the Annual Training Plan, as well as carry out any local training needs.

TRAINING – A deliberate, planned, evaluated act based on job need or task analysis designed to improve certain skills of the trainee.

TRAINING CREDIT – A unit of measure assigned to training activities based on length, complexity, level of difficulty, or other characteristics, as assessed by the Staff Development and Training Bureau Administrator.

Original Signature on File}

Charles L. Ryan
Director

FORMS LIST
509-2 - Training Roster
509-3 - Instructor Application
509-4 - Request for Outside Training Credit
509-8 - COTA – FTO Field Training Handbook
509-9 - COTA – OJT Field Training Handbook
509-10 - Instructor Evaluation
509-11 – Sergeant's OJT Checklist
509-16 - Employee Tuition Reimbursement Application
509-18 – Career and Academic Program Liaison Application
509-22 - Visitation Officer OJT Check Sheet

AUTHORITY

A.R.S. 41-743, Powers and Duties of the Director
A.R.S. 41-1661, Definitions
A.R.S. 41-1662, General Training Powers and Duties of the Director; Fund
A.R.S. 41-1664, Tuition and Fee; Reimbursement
A.R.S. 41-1821, Arizona Peace Officer Standards and Training Board; Membership; Appointment; Term; Vacancies; Meetings; Compensation, Acceptance of Grants
A.R.S. 41-1822, Powers and Duties of Board; Definition
A.R.S. 41-2824, Training Institute; Training Institute Fund
A.A.C. R2-5A-B608, Educational Leave
A.A.C. R-13-4-103, Certification of Peace Officers
A.A.C. R-13-4-204, Records and Reports
A.A.C. R-13-4-205, Basic Training Requirement