

 <p>ARIZONA DEPARTMENT OF CORRECTIONS</p> <p>DEPARTMENT ORDER MANUAL</p>	<p>CHAPTER: 500</p> <p>PERSONNEL/HUMAN SERVICES</p>	<p>OPR:</p> <p>SS</p>
	<p>DEPARTMENT ORDER: 509</p> <p><i>EMPLOYEE TRAINING AND EDUCATION</i></p>	<p>SUPERSEDES:</p> <p>DO 509 (09/15/03)</p>
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PURPOSE

This Department Order standardizes the pre-service and in-service training, professional development and education process for employees. The Department provides training, actively promotes professional development and higher education, offers academic and career path guidance to improve employee performance, and facilitates career development.

APPLICABILITY

This Department Order applies to Department employees, contractors, volunteers, and interns who work in institutions or around inmates except as noted. Contract Bed training requirements and standards as stated in contracts and shall be equal to Department requirements. Contractors, volunteers, contract prison staff, interns, probationary and part time Department employees are not eligible for tuition assistance.

PROCEDURES

509.01 GENERAL RESPONSIBILITIES

- 1.1 Division Directors, Wardens, and Administrators shall:
 - 1.1.1 Ensure training meets minimum requirements as outlined in this Department Order.
 - 1.1.2 Develop satellite-training plans in accordance with this Department Order and the current Department General Training Plan.
 - 1.1.3 Ensure that all employees within the scope of their authority and responsibility meet or exceed the annual training requirement.
 - 1.1.4 Assign staff as instructors to meet training needs. Ensure that a system of instructor rotation and replacement is in place to support the operation of the institution/program and the smooth execution of training.
 - 1.1.5 Promote training and development for all Department employees and encourage staff to serve as instructors as a career builder.
 - 1.1.6 Assign at least one Career and Academic Advisory Program Liaison at each institution or Bureau, who will provide local support to the Career and Academic Advisory Program Manager (CAAPM).
- 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 Correctional Officer Training Academy (COTA) Commander shall:
 - 1.3.1 Manage and present all Correctional Officer pre-service training in accordance with Peace Officer Standards and Training (POST) and this Department Order.
 - 1.3.2 Review the COTA standards and curriculum in accordance with the COTA Technical Manual.

- 1.3.3 Manage and present Correctional Officer Academies as outlined in this Department Order and the COTA Technical Manual.
- 1.3.4 Ensure certificates of completion are awarded to employees who have successfully completed the COTA training programs.
- 1.3.5 Document training offered or sponsored by COTA in the employee's permanent training record.
- 1.4 Supervisors shall encourage employee career development by:
 - 1.4.1 Ensuring employees complete required training, including externally mandated, industry-specific training.
 - 1.4.2 Providing opportunities for employees who volunteer to become instructors and develop their skills.
 - 1.4.3 Adding a PACE dimension that reflects the extra effort and commitment of instructors and their supervisors.
 - 1.4.4 Documenting training attendance (for all employees) and instructor evaluation score ratings (for instructors only) in the employee's PACE.
 - 1.4.5 Encouraging employees to pursue higher education as a step toward career growth.
- 1.5 Employees shall:
 - 1.5.1 Ensure they meet all training requirements.
 - 1.5.2 Seek out educational and training opportunities that enhance personal and professional growth.
 - 1.5.3 Complete and submit forms, rosters, and associated documentation to ensure credit is received for training attended.

509.02 PRE-SERVICE TRAINING/CORRECTIONAL OFFICER TRAINING ACADEMY OPERATIONS

- 1.1 Employees in the Correctional Officer Series shall complete a minimum of 360 hours of pre-service training. The training shall include:
 - 1.1.1 Professionalism/Ethical Behavior.
 - 1.1.2 Inmate Management/Supervision Techniques.
 - 1.1.3 Criminal Justice System/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 The therapeutic use and side effects of psychotropic medications.
- 1.1.14 Compliance with PREA.
- 1.1.15 Other training as determined by the COTA Commander.
- 1.2 The COTA Commander shall ensure that all curricula receive POST approval.
- 1.3 COTA Instructors shall be field staff recognized as subject matter experts and shall be identified by each institutional Warden to teach at COTA.
 - 1.3.1 COTA staff shall schedule instructors with sufficient lead-time for reasonable schedule planning.
 - 1.3.2 COTA instructors shall be instructor certified.
- 1.4 COTA Class Advisors - Selected Correctional Officers (CO) II's shall temporarily serve as Class Advisors during COTA classes. The Class Advisors supervise and assist newly hired COs during their training at COTA.
 - 1.4.1 Class Advisors shall:
 - 1.4.1.1 Maintain a detailed record of the performance of each Cadet under their supervision.
 - 1.4.1.2 Function as a role model, friend, confidant, and reliable source of information to Cadets.
 - 1.4.1.3 Monitor all training activities by assisting:
 - 1.4.1.3.1 Cadets with academic issues and skills.
 - 1.4.1.3.2 COTA staff in evaluating curriculum content and instruction methods.
 - 1.4.1.3.3 COTA staff with the physical-conditioning program and by participating in the program with Cadets.
 - 1.4.1.3.4 In practical and role-playing exercises.
 - 1.4.1.4 Complete a PACE at the end of the Academy on each of the Cadets under their supervision.
 - 1.4.2 Wardens and Administrators shall:
 - 1.4.2.1 Recruit and select permanent status employees to be Class Advisors.

- 1.4.2.2 Ensure that sufficient staffing is maintained for the institution's day to day operations when determining how many Class Advisors to select. Due to authorized CO positions, larger institutions shall generally be expected to provide a greater number of Class Advisors than smaller institutions.
- 1.4.2.3 Ensure that their Class Advisor selections are funded from their institution's budget.
- 1.4.2.4 Select only employees with a positive attendance record, no prior discipline and an overall rating of 3.0 or greater on their last PACE.
- 1.4.2.5 Review the potential Class Advisor's personnel file to ensure the Officer will be a positive role model for Cadets.
- 1.4.3 The Staff Development Personnel Manager shall provide a list of selected Class Advisors to the Personnel Administrative Services Unit Manager and each CO II's institution Personnel Liaison no later than Monday of the Academy class start date. The report shall include the beginning and ending dates of each assignment. CO II's shall remain in their current position number when assigned as COTA Class Advisor.
 - 1.4.3.1 The Class Advisor temporary stipend is effective on the actual reporting date. The reporting date may be the Friday preceding the start of the designated class or any agreed upon reporting date.
 - 1.4.3.2 The institution Personnel Liaison shall:
 - 1.4.3.2.1 Submit the necessary paperwork to Payroll to establish the individual standard time record on HRIS as an Advisor, and an ending date for that assignment.
 - 1.4.3.2.2 Change the Advisor's locator code to ensure the paycheck is delivered to the current duty post.
 - 1.4.3.2.3 If applicable, provide Payroll with the necessary paperwork to end high risk pay for the duration of the Advisor's assignment, along with the projected date to reestablish the CO's pay upon return to their previous duty post.
 - 1.4.3.3 The Class Advisory stipend pay provision shall cease on the actual date of termination of duty, or the graduation date of the designated class.
- 1.5 The COTA Advisory Committee shall:
 - 1.5.1 Provide the COTA Commander information regarding changes in field operations.
 - 1.5.2 Evaluate new officer performance issues.
 - 1.5.3 Provide technical assistance on curriculum development.
 - 1.5.4 Provide advice on COTA operations.

- 1.5.5 Be composed of staff selected by the Northern and Southern Regional Operations Directors in consultation with the Division Director for Offender Operations as follows:
 - 1.5.5.1 One Warden.
 - 1.5.5.2 Two Deputy Wardens.
 - 1.5.5.3 One Major.
 - 1.5.5.4 One Captain.
 - 1.5.5.5 One Lieutenant.
 - 1.5.5.6 One Sergeant.
 - 1.5.5.7 Two Correctional Officers.
 - 1.5.5.8 The COTA Commander.
 - 1.5.5.9 The Career and Academic Advisory Program Manager
 - 1.5.5.10 The Program Development Administrator.
 - 1.5.5.11 Labor Relations Officer – Director’s Office
- 1.5.6 Be comprised of staff who serves a two year appointment to the Committee. The COTA Commander shall notify Regional Operations Directors when appointments expire and new Committee members are needed.
- 1.5.7 Identify in-service training issues that relate to COTA.

509.03 FIELD TRAINING OFFICERS

- 1.1 Field Training Officers (FTO) shall be employees nominated by their Deputy Warden and approved by the Warden to provide training and mentoring during a scheduled on the job training (OJT) experience.
 - 1.1.1 The FTO shall:
 - 1.1.1.1 Demonstrate their expertise in various activities during an assigned training period using a checklist or other standardized instrument.
 - 1.1.1.2 Maintain a detailed record of the performance of each OJT candidate under their supervision.
 - 1.1.1.3 Function as a role model, colleague, confidant, and reliable source of information to the OJT candidate.
 - 1.1.2 Wardens shall:
 - 1.1.2.1 Recruit and select permanent status employees, as appropriate, to be FTOs.
 - 1.1.2.2 Review the CO's personnel file to ensure the FTO will be a positive role model.

- 1.1.2.3 Ensure that selected FTOs:
 - 1.1.2.3.1 Have written supervisory recommendation.
 - 1.1.2.3.2 Received an overall rating of 3.0 or greater on their most recent PACE, no prior discipline and positive attendance.
 - 1.1.2.3.3 Have the ability and skills to mentor others during an on-site training experience.
 - 1.1.2.3.4 Have completed the required training prior to being assigned to FTO duties.
- 1.1.3 Staff Development and Training shall:
 - 1.1.3.1 Ensure each FTO completes an 8 hour training prior to assignment.
 - 1.1.3.2 Ensure each FTO receives 4 hour annual refresher training.
- 1.1.4 The Warden shall select a complex FTO liaison to:
 - 1.1.4.1 Monitor the FTO/OJT activities at the complex.
 - 1.1.4.2 Coordinate activities between the complex units and the training staff.
 - 1.1.4.3 Assist with scheduling of mandatory training.

509.04 GENERAL IN-SERVICE TRAINING PLAN - The Department's General In-Service Training Plan shall be published each training year (January 1 - December 31).

- 1.1 General In-Service Training Plan - The Department General In-Service Training Plan shall be approved by the Director and shall at minimum include:
 - 1.1.1 Core training courses as specified by the Director and course descriptions.
 - 1.1.2 General training mandated through external requirements, such as OSHA, the Arizona Peace Officer Standards and Training (POST) Board, settlement agreements, Risk Management, and Arizona Revised Statutes.
 - 1.1.3 Selected elective training and course descriptions.
 - 1.1.4 Information on career pathways for employee development.
 - 1.1.5 The minimum number of annual training credits required of each employee.
- 1.2 Satellite Training Plans - Division Directors, Administrators and Wardens:
 - 1.2.1 May develop Satellite Training Plans specific to their needs.
 - 1.2.2 Shall ensure Satellite Training Plans conform to the General In-Service Training Plan.
 - 1.2.3 May include any additional training requirements.

- 1.2.4 Shall approve training plans and submit them to the Program Development Administrator within 30 days of their approval. The Program Development Administrator shall maintain these plans as a permanent record.

509.05 SPECIAL TRAINING

1.1 Orientation Training

1.1.1 Arizona Department of Corrections Orientation Manual (ADCOM) - All new Department employees with the exception of those who have completed COTA are required to begin orientation training within five work days of their start date and complete the ADCOM portion of orientation training within their first 80 hours on the job.

1.1.2 Intermittent/seasonal employees, interns, volunteers, and contractors shall complete the ADCOM within five work days of their start date. Training Officers and supervisors shall work with each new employee to write an individualized orientation training plan as outlined in the 509-Technical Manual.

1.1.2.1 The Complex Volunteer Coordinator shall ensure all volunteers complete the ADCOM workbook and coordinate record keeping with the Complex Training Officer.

1.1.3 Orientation training shall include a multi-module series tailored to the needs and requirements of each Trainee. Trainees and non-Department employees shall keep their Orientation Manual with them during their probationary period.

1.1.3.1 Supervisors of employees and non-Department personnel shall:

1.1.3.1.1 Assist and support subordinate staff that is completing the ADCOM workbook.

1.1.3.1.2 Discuss concepts from the ADCOM workbook.

1.1.3.1.3 Ensure the employee is given time on the job to complete the workbook.

1.1.3.1.4 Verify completion of all exercises.

1.1.3.2 Employees who reinstate after more than five years shall be required to complete the ADCOM workbook.

1.2 All non-Department personnel shall be required to complete annual training, which shall:

1.2.1 Identify actual incidents involving non-Department personnel to demonstrate appropriate behavior.

1.2.2 Provide an overview of Department Orders or procedures applicable to their job assignments. Training may be presented in a classroom, or as a written, video or computer-based format.

1.3 Correctional Analysis and Response to Emergencies (CARE) Training - Department employees with inmate contact shall complete the approved CARE course every two years.

- 1.3.1 The CARE curriculum includes Cardio-Pulmonary Resuscitation (CPR), basic first aid, signs and symptoms of mental illness, suicide prevention, and emergency responses to mental health crises.
- 1.3.2 Health care professionals are exempt from this requirement upon providing proof of certification from the American Red Cross or American Heart Association prior to the end of each training year. Health Services staff must complete Suicide Prevention and Signs and Symptoms of Mental Illness every two years, in addition to maintaining annual CPR certification.
- 1.3.3 Community Corrections staff may complete American Red Cross or American Heart Association-approved CPR training in lieu of taking the CARE course.
- 1.4 Firearms and Related Training - Uniformed Correctional Officer series and other designated employees shall complete firearms and related training as outlined in Department Order #510, Firearms Qualification/Firearms Instructor Certification.
- 1.5 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. Some academies require the approval of the Warden or Administrator.
 - 1.5.1 Professional Development Program (PDP) - First time supervisors shall complete PDP during their promotional probation. Eligible personnel shall be prioritized by the Warden in consultation with the Training Officer, in the following priorities:
 - 1.5.1.1 First-time supervisors on promotional probation, with those having the oldest date of promotion to attend first.
 - 1.5.1.2 Employees actively enrolled in the Corrections Associate of Applied Skills degree program.
 - 1.5.1.3 Supervisory candidates recommended by the immediate Supervisor.
 - 1.5.1.4 Supervisors who have already completed a Department supervisory training course, such as an earlier PDP or Supervisor I course, or desire additional supervisory training.
 - 1.5.2 Sergeants' Leadership Academy - All Correctional Sergeants and Correctional Officer IIs on the Central Promotional Register shall be required to complete the Sergeants' Leadership Academy. Priority for attendance at the Leadership Academy includes:
 - 1.5.2.1 Newly promoted Correctional Sergeants - within one year of promotion.
 - 1.5.2.2 Employees actively enrolled in the Corrections Associate of Applied Skills degree program.
 - 1.5.2.3 Correctional Officer IIs on the Central Promotional Register.
 - 1.5.2.4 Correctional Sergeants with more than one year since promotion.

- 1.5.2.5 Employees in other job classifications such as CO IIIs, CO IVs, etc. seeking promotional development.
- 1.5.3 Correctional Managers' Academy - An academy for Correctional Managers, such as Lieutenants, Captains, CO IVs, Assistant Deputy Wardens, and similar management positions. This academy offers intensive hands-on experience at typical prison management problems and issues, and is two weeks in duration, spread over an approximate 180-day period. This academy requires each participant to complete a project.
- 1.5.4 Correctional Administrators' Academy - This academy addresses advanced administrative and management functions typically encountered by Wardens. Participants shall be nominated by Regional Operations Directors and approved by the Director.
- 1.6 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.
 - 1.6.1 Armory School- This school teaches basic skills needed to repair and maintain major firearms used by the Department.
 - 1.6.2 Chase Academy - This academy focuses 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.
 - 1.6.3 TSU Academy - This training offers hands-on practice for TSU officers in specific areas such as tactical formations, use of canine support, building entry, weapons familiarization and practice, and other topics applicable to TSU deployment.
 - 1.6.4 Urinalysis Operators School - This school reviews the operation of urinalysis equipment and Material Safety Data Sheets (MSDS) for staff assigned at each institution that operate inmate urinalysis testing equipment.
 - 1.6.5 Correctional Officer III Academy - This academy is required for all CO IIIs and covers the fundamental procedures used daily in the position. Priority will be given to officers recently promoted, followed by employees in other job classifications seeking promotional development.
 - 1.6.6 Parole Academy - All Parole Officers shall complete the Parole Academy, which covers the fundamental procedures used daily by Parole Officers. The Community Corrections Administrator shall select Parole Academy participants.
 - 1.6.7 Transportation Academy - All COs who transport offenders shall attend this academy which focuses on safety practices, documentation and Department transportation procedures.
 - 1.6.8 Visitation Academy - This academy will provide for the statewide standardization of visitation practices and shall be available for all COs.

- 1.7 Certified Public Manager Program - The Certified Public Manager program is offered through Arizona State University and several local community colleges throughout the State. This course is available as optional training on an individual basis to all employees who may qualify.
- 1.8 Institute for Public Executives - Arizona State University presents this program annually for Executive-level State employees, typically Deputy Wardens, Associate Deputy Wardens, and other higher-ranking administrators. The Director shall select staff to attend this course.
- 1.9 National Institute of Corrections Training Academy - Department employees are encouraged to participate in the training programs offered by the National Institute of Corrections (NIC).
 - 1.9.1 NIC training schedules are available from the Staff Development Unit at Central Office or on line at <http://www.nicic.org>.
 - 1.9.2 Employees may nominate themselves for attendance at seminars/courses by submitting a written request and completed course application through the chain of command to the applicable Division Director or Administrator.
 - 1.9.3 The appropriate Division Director or Administrator shall review requests and applications and forward them to the Director for final approval.
 - 1.9.4 Once approved by the Director, the employee shall send the completed application to NIC for consideration. Applicants selected by NIC are notified by mail approximately 45 days prior to the start date of the seminar/course.

509.06 TRAINING RECORDS AND TRACKING

- 1.1 Training Officers shall maintain original Training Rosters in local training offices, as specified in the Records Retention Plan.
- 1.2 Using the approved data management system, Training Officers shall maintain individual electronic employee training records. Training status reports shall be published periodically or on demand for Department administrators.
- 1.3 Employee training records shall be organized using a unique employee identification number assigned externally by State Personnel.
- 1.4 Depending on the type of training attended Department training credits may be awarded for successful completion.
 - 1.4.1 Rosters shall be completed for all training and professional development offered internally and shall be submitted to the Training Officer within 90 days for entry into the training records system.
 - 1.4.2 The employee shall be responsible for submitting a Request for Outside Training Credit, Form 509-4, with the required documentation of successful completion of external training that qualifies for Department training credit attached. The form shall be submitted not later than 90 days after the activity was completed. Training Officers shall assess externally presented training for appropriateness for training credit.

- 1.4.3 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 Outside Training Credit form.
- 1.4.4 Supplemental training credit may be awarded upon completion of a specified performance objective and approval of the Request for Supplemental Training Credit, Form 509-17.
 - 1.4.4.1 Credit shall only be requested in 15-minute intervals, no longer than 60 minutes total.
 - 1.4.4.2 Any training longer than one hour shall be considered formal training and shall have an approved lesson plan and course code.
- 1.4.5 External speakers or portions of Department meetings may award training credits for presentations where training was conducted. Training credits shall not be given for routine meeting activities. Meeting facilitators may submit a Training Roster form with documentation attached describing the training that occurred. Training Officers or Regional Training Managers shall assess requests and award an appropriate amount of training credit where earned.
- 1.4.6 Instructors may be given training credit once per class, per year upon completion of documentation identified in the 509-Technical Manual.

509.07 CURRICULUM

- 1.1 Curriculum shall be competency based and developed in accordance with instructions in the 509-Technical Manual.
- 1.2 When requests for new curriculum originate in the field, Training Officers shall assist other Department staff in developing lesson plans that demonstrate clarity of message, approved format, and completeness. Proposed curriculum shall be submitted through the Curriculum Manager to the Program Development Administrator for approval.
- 1.3 All Department developed or sanctioned training shall employ previously-approved curriculum. The only exception shall be the pilot testing of a new curriculum to ensure the instructional goals and objectives are met. A Program Development staff member or designee shall be present at all pilots.
- 1.4 Approved curricula shall be assigned a course code through the Program Development Administrator. Students shall not receive training credit if a non-pilot class is taught before it has been assigned an approved course code.
- 1.5 The Program Development Administrator shall review and approve all in-service curricula. Consultation with subject matter experts and the Administrator's chain of command shall be part of the approval process.
- 1.6 Curriculum shall be placed in the National Institute of Corrections Library (NICL) for sharing with other corrections agencies. External requests for copies shall be referred to the NICL.
- 1.7 Curriculum materials shall be provided to contract prisons in electronic or hard copy format as required by contract. Additional copies may be requested in writing through the Contract Beds Operations Director to the Program Development Manager. Additional copies shall be at requestor's expense.

509.08 VIDEO DEVELOPMENT

- 1.1 Department employees wishing to initiate a video project shall complete an On Line Video Request, Form 201-2, or obtain a hard copy of the form from their local Training Officer. Video request forms shall be approved through the appropriate chain of command.
- 1.2 Video staff shall support and assist Department staff in all phases of video production, which shall proceed as outlined in the 509-Technical Manual.
- 1.3 Video production and duplication costs shall be borne by the requesting Division.
- 1.4 The Department strictly observes copyright laws and adheres to a stringent standard for quality control in its video productions. Copyright material, including material produced by the Department, in print, audio, video, software, motion picture, and computer-based shall not be duplicated or content altered without written permission of the copyright holder.
- 1.5 Video requests received in the Video Studio shall be routed to the appropriate Division Director, Administrator, or Warden (depending on content of the proposed video) and the Program Development Administrator for final approval before starting production.
- 1.6 The Director shall determine priority in video production.

509.09 INSTRUCTOR RECRUITMENT/CERTIFICATION

- 1.1 To maintain a cadre of qualified in-service instructors, Wardens, Deputy Wardens and 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 is at the Warden or Administrator's discretion. Procedures for becoming a Firearms Instructor are outlined in Department Order #510, Firearms Qualification/Firearms Instructor Certification.
- 1.3 The ideal instructor shall:
 - 1.3.1 Possess good verbal communication and presentation/facilitation skills.
 - 1.3.2 Be willing to conduct courses in area of expertise.
 - 1.3.3 Be recognized by peers and other staff as a credible professional.
 - 1.3.4 Have received no major disciplinary actions within the last 24 months and not be on original probation.
 - 1.3.5 Not be the current subject of an administrative investigation.
 - 1.3.6 Currently have a work assignment that does not conflict with attending the Staff Instructor Certification course and conducting assigned classes.
 - 1.3.7 Demonstrate positive attendance.
 - 1.3.8 Have an excellent work ethic and PACE.
 - 1.3.9 Embrace professional standards.
 - 1.3.10 Demonstrate a positive attitude.

- 1.4 Instructor applicants shall satisfactorily complete an 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.
 - 1.4.1 Eligibility for the abbreviated version is based on prior education and experience. An instructor candidate may be eligible for the abbreviated Instructor Certification course if he/she has 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 who believe they are eligible for the abbreviated Instructor Certification shall provide written description of their education and experience through their Training Officers to the Regional Training Manager, who will make the final decision.
- 1.5 Training Officers shall periodically observe and evaluate new instructors using performance criteria taught in the Instructor Certification course. At a minimum, each instructor shall be evaluated annually. Instructors shall be coached on instructional techniques and may be sent back through instructor training courses to improve their skills. Details on instructor evaluation are located in the 509-Technical Manual.

509.10 QUALITY ASSURANCE AND CONTROL

- 1.1 Classroom - Minimum acceptable standards for a classroom environment are described as follows:
 - 1.1.1 The room is large enough to accommodate all participants, instructors, and equipment.
 - 1.1.2 A chair that provides reasonable seating comfort for the class duration is provided for each participant and the instructor.
 - 1.1.3 Equipment is operable, such as overhead projectors, screens, flip charts, white boards, podium, videocassette player and monitor, LCD projector (optional), and markers.
 - 1.1.4 The classroom is free of disruptions, foot traffic, unpleasant odors, visual barriers, noise, temperature extremes, and safety hazards.
 - 1.1.5 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 appropriately as outlined in Department Order #503, Employee Grooming and Dress.

- 1.2.2 Participate fully in the class.
- 1.2.3 Not engage in disruptive side conversations or actions. Radios shall be turned off during training.
- 1.3 Materials - At a minimum each student shall receive a copy of necessary class materials to use during the class period. Copies of handouts shall be provided, if a student wishes to keep them.
- 1.4 Records - 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 Class Size - Adequate participation levels in academies are 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 Instructor Recognition - To the extent possible, Training Officers shall recognize and commend instructors who provide exemplary training. This can be done in concert with the Wardens' recognition or can take the form of verbal thanks, written letters or certificates, preferred class times, or other rewards.
- 1.7 Needs Assessments - In-service training and employee development is strategically planned and scheduled based on formal needs assessments conducted by training staff.
- 1.8 Scheduling - Developmental academy calendars are 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.
- 1.9 Formal Monitoring - Pre-service and in-service training standards shall be conducted semi-annually by the COTA Commander and the Staff Development and Training Bureau Administrator, respectively. Compliance monitoring may include visits to institutions or offices and contract prisons for the purpose of reviewing training curricula, facilities, and records.

509.11 CAREER DEVELOPMENT AND PLANNING

- 1.1 Career Planning - The Staff Development and Training Bureau, under its Career and Academic Advisory Program (CAAP), provides employees with a personalized Career Development Plan. Plans shall be developed based on each employee's current foundation of education, knowledge, skills, and abilities. Plans may include formal education, on the job training, academy training, mentoring, certified training, or pre-arranged learning experiences.

509.12 FINANCIAL ASSISTANCE FOR EDUCATION - The Department, if funds are available, may provide financial assistance to employees who are seeking Degrees and entry level certificate programs. The Department may use tuition assistance funds for employees to obtain specific certifications; i.e. American Corrections Association (ACA) certification, Peace Officer Standard Training (POST) Certification, Certified Public Managers (CPM) and Institute for Public Executives (IPE) offered by Arizona State University, Waste Water Certification, etc. However, Department funds will not be used to pay for costs associated with continuing education credits (CEUs) or the maintenance of credentialing or licensing requirements.

- 1.1 Employee Eligibility - Eligibility for financial assistance for education shall be based upon the following criteria:

- 1.1.1 Applicants must be full-time employees who are seeking degree plans such as an Associate's, Associate's of Applied Sciences, Bachelor's, or Master's degrees, or approved Certificate Programs.
 - 1.1.1.1 Applicants must have successfully completed original probation.
 - 1.1.1.2 Applicants may not be on Leave status.
 - 1.1.2 Degree plans shall be directly related to improving the employees' skills in their current position or provide them promotional opportunities within the Department.
 - 1.1.3 Employees who currently have an Associate's, Associate's of Applied Sciences (AA), Bachelor's (BA/BS) or Master's Degree (MA/MS) in any field, shall not be eligible for further tuition assistance to obtain a second AA, BA/BS or MA/MS degree. Tuition assistance will not fund any degree beyond a Master's degree.
 - 1.1.3.1 An eligible employee with an AA degree, may seek a BA/BS and an employee with a BA/BS may seek a MA/MS.
 - 1.1.4 Employees who are required to repay funds shall not be eligible for future tuition assistance funds until all funds owed to the Department are repaid.
 - 1.1.5 Employees who are receiving any type of financial assistance, (i.e. Pell Grants, Scholarships, VA Education Benefits, FSEOG, etc.), shall meet with the Career and Academic Advisory Program Manager (CAAPM) for financial eligibility review.
 - 1.1.6 The Department's Tuition Assistance Program will only cover costs not funded by other financial assistance means as described in this section.
- 1.2 School Eligibility - All Department approved schools shall be accredited by a regional accrediting organization approved by the Council of Higher Education Accreditation (CHEA).
- 1.2.1 Regional accrediting organizations:
 - 1.2.1.1 North Central Association of Colleges and Schools - Higher Learning Commission. (NCA-HLC)
 - 1.2.1.2 Northwest Commission on Colleges and Universities. (NWCCU)
 - 1.2.1.3 Southern Association of Colleges and Schools Commission on Colleges. (SACS)
 - 1.2.1.4 Western Association of Schools and Colleges - Accrediting Commission for Community and Junior Colleges. (WASC-ACCJC)
 - 1.2.1.5 Western Association of Schools and Colleges - Accrediting Commission for Senior Colleges and Universities. (WASC-ACSCU)
 - 1.2.1.6 Middle States Association of Colleges and Schools - Middle States Commission on Higher Education. (MSA)
 - 1.2.1.7 New England Association of Schools and Colleges - Commission on Institutions of Higher Education. (NEASC-CIHE)
 - 1.2.2 Funded Degree Plans are as follows:

- 1.2.2.1 Associate/Associate of Applied Sciences: Corrections, Correctional Administration, Public Administration, Business Administration, Human Services, Education, Nursing, Political Science, Fire Sciences, Dental Hygiene, Chemical Dependency/Addiction Counseling, Organizational Leadership, Quality Customer Service, Administration of Criminal Justice, Accounting, and Information Technology.
- 1.2.2.2 Bachelor of Arts or Science : Corrections, Correctional Administration, Public Administration, Business Administration, Human Services, Education, Nursing, Political Science, Fire Sciences, Dental Hygiene, Chemical Dependency/Addiction Counseling, Organizational Leadership, Quality Customer Service, Psychology, Sociology, Counseling, Administration of Criminal Justice, Accounting, Information Technology.
- 1.2.2.3 Master of Arts or Science: Administration of Criminal Justice, Public Administration, Business Administration, Human Services, Education, Educational Leadership, Nursing, Political Science, Chemical Dependency/Addiction Counseling, Organizational Leadership, Psychology, Sociology, Counseling, Accounting.
- 1.2.2.4 Associate of Applied Sciences (Industrial Trades Programs): Programs more commonly referred to as Industrial Trades, shall be established programs by an approved school. Degree plans for these programs shall meet the minimum requirements of the school. Such programs may include, but are not limited to: Facilities Maintenance/Management, Heating, Ventilation, Air Conditioning and Refrigeration (HVAC/R), and Automotive Technology.
- 1.2.3 Degree programs not listed above may be considered on a case-by-case basis.
- 1.2.4 Tuition assistance funds shall not be paid for any college or university outside Arizona unless the requested degree program is not offered at an accredited Arizona school.
- 1.3 Application Process
 - 1.3.1 Employee Responsibility
 - 1.3.1.1 Before an employee applies for tuition assistance for the first time, he/she shall contact the CAAPM to discuss career and educational goals, degree options, and policies and procedures established for the Tuition Assistance Program.
 - 1.3.1.2 Before an employee is approved for tuition assistance funding, the following documents shall be submitted to the CAAPM at least 30 days prior to the school's final fee payment deadline date, or at least 30 days prior to the start date of the course(s):
 - 1.3.1.2.1 Employee Educational Assistance, Form 509-16, shall be completed and submitted for each course requested.

- 1.3.1.2.2 Degree Plan - Both employee and representative from the school, i.e., academic counselor, must sign the degree plan. Incomplete information will delay processing. A degree plan and all course descriptions for required courses published by the college or university may be submitted one time only, unless the employee changes his/her major. The degree plan shall contain the name of degree and academic area desired, all courses and number of credits, beginning date and projected completion date and the estimated total costs of the tuition and registration fees needed to complete the degree program.
 - 1.3.1.2.2.1 Certificate Programs – the employee shall provide a course description, course hours, beginning date and projected completion date and the estimated total costs of the tuition and registration fees needed to complete the Certificate Program.
- 1.3.1.2.3 Published course descriptions from the school's catalogue.
- 1.3.1.2.4 Current published tuition and registration/processing fee tables for each semester or school year. Updated fee tables shall be submitted with each new application if tuition fees change throughout the school year.
- 1.3.1.3 An employee has 30 calendar days to submit grade(s)/transcript(s) published by the college or university upon completion of a class, including on line grades. Grades may be faxed or submitted by regular mail or e-mail. If grades are not submitted on a timely basis, future tuition assistance funds will be denied and repayment of the initial 80% assistance received for each course is required.
- 1.3.1.4 Employees who withdraw from a class, for which tuition assistance was received, shall notify the CAAPM immediately and arrange for the repayment of funds. Arrangements for repayment of all funds shall be made within 30 days of withdrawal.
- 1.3.1.5 Employees who want to change schools or degree plans shall contact the CAAPM to discuss options before changes can be made.
- 1.3.1.6 Employees must contact the CAAPM before changing a class for which tuition assistance was received. The employees must submit a new Employee Tuition Assistance form containing the new course information.
- 1.3.1.7 Upon completion of the degree program (Associate's, Associate's of Applied Sciences, Bachelor's, or Master's degrees), employees shall submit a copy of the degree and college transcripts to the CAAPM within 30 calendar days of completing the degree program. The CAAPM shall forward copies of the diplomas and transcripts to Personnel Services to be filed in the employee's personnel file.

- 1.3.1.7.1 Certificate Completion – Upon completion of the Certificate Program, employees shall submit a copy of the completion certificate to the CAAPM within 30 calendar days of completing the degree program. The CAAPM shall ensure the completion is recorded in the STARS Training Record.
- 1.3.1.8 Failure to follow processes and timelines established herein may result in denial of tuition assistance or a requirement to repay tuition assistance funds already received.
- 1.3.2 Department Responsibility
 - 1.3.2.1 Tuition Assistance funds are disbursed on a semester-by-semester basis as determined by the semesters followed by the State Community Colleges and Universities. Upon receipt of an employee’s application for tuition assistance, the CAAPM shall:
 - 1.3.2.1.1 Verify the availability of funds for the employee.
 - 1.3.2.1.2 Review the employee’s eligibility and financial assistance disclosure.
 - 1.3.2.1.3 Verify the applicability of the degree plan.
 - 1.3.2.2 Upon approval of the tuition assistance request, availability of funds for each course shall be calculated and forwarded to Administrative Services.
 - 1.3.2.3 Upon the receipt of each approved application, the Administrative Services Administrator shall review the application, confirm the availability of funds, approve the application request, and forward it to the Financial Services Unit's Accounting Section for check processing.
 - 1.3.2.4 The Accounting Section shall forward all tuition assistance checks to the CAAPM for distribution to the Personnel Liaisons at the various institutions for disbursement to employees.
 - 1.3.2.5 If an application and the supporting materials are not approved, all documents shall be returned to the applicant with a letter explaining the reason for the denial.
 - 1.3.2.6 Tuition assistance payments for A or B grades shall follow the same processes established in this Department Order.
- 1.4 Maintenance of Records and Files
 - 1.4.1 The CAAPM and the Financial Services Bureau designee shall maintain a file of assistance payments and tuition delinquencies.
 - 1.4.2 The CAAPM and Financial Services designee shall ensure that appropriate repayment is made when the employee fails to provide proof of completion, or when the employee terminates employment within 12 months of receiving assistance.

- 1.4.3 Within seven calendar days of notification that an employee is planning to resign, the Personnel Services Administrator or designee shall consult with the CAAPM and Financial Services to determine if monies are owed to the Department.

1.5 Funding and Payments

- 1.5.1 The Tuition Assistance Program is not an entitlement and shall be subject to the availability of funds.
- 1.5.2 The following fees may be funded by the Tuition Assistance Program:
 - 1.5.2.1 Tuition costs.
 - 1.5.2.2 A processing or registration fee (once per semester only).
 - 1.5.2.3 Application/Enrollment fee in lieu of registration fee, if applicable (one time payment only).
- 1.5.3 Advance payment for College Level Examination Program tests and Rio Salado COTA tests may be funded through the Tuition Assistance Program. Upon receipt of the Educational Assistance form and approval by the CAAPM, 80% of the costs to take the exams may be paid. The remaining balance shall be paid upon written notification of test completion and grade verification by the college or university.
 - 1.5.3.1 Employees who receive an "A" grade shall be eligible to receive an additional 20% of the costs.
 - 1.5.3.2 Employees who receive a "B" grade shall be eligible to receive an additional 10%.
 - 1.5.3.3 All grades must be submitted within 30 calendar days of test completion.
- 1.5.4 The Tuition Assistance Program shall not fund the following costs and fees: Lab Fees, Books, Materials and Supplies, Professional Program Fees, Financial Aid Trust Fees, Student Recreation Complex Fees, Late Fees, Malpractice Insurance Fees for Health related classes, Graduation Fees, Transcript Fees, 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, Parking Fees. Any other fees not listed above may be considered on a case-by-case basis.
- 1.5.5 Associate/Associate of Applied Sciences Degrees - Tuition assistance payments shall not exceed the current tuition and registration fees charged by the Arizona Community Colleges. Tuition assistance shall not cover semester credit hours beyond those required in the employee's degree plan.
- 1.5.6 Bachelor's or Master's Degrees - Tuition assistance payments shall not exceed the current tuition and registration fees charged by Arizona State Universities. Tuition assistance shall not cover semester credit hours beyond those required in the employee's degree plan.
- 1.5.7 Certificate Programs - Tuition payments shall not exceed the cost of registration; any costs for additional materials shall be the employee's responsibility.

- 1.5.8 The total dollar amount of tuition assistance funding paid to any student shall not exceed \$2,000 during any fiscal year (July 1st - June 30th).
- 1.5.9 The Department shall pay costs at the current rates established by the Arizona State Community Colleges and Universities. Additional tuition costs of private schools that exceed the state rate shall be paid by the employee.
- 1.5.10 Tuition assistance payments for on-line courses shall not exceed the current tuition and registration fees charged by Arizona State Universities and Arizona Community Colleges. On-line courses must be taken from Regionally Accredited institutions.
- 1.5.11 Advance payment for courses shall not exceed a maximum of 80% per semester credit hour.
- 1.5.12 Employees who earn a course grade of "A" may request an additional 20% of the tuition cost.
- 1.5.13 Employees who earn a course grade of "B" may request an additional 10% of the tuition cost.
- 1.5.14 Fees for schools that operate 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:
 - 1.5.14.1 1 quarter hour = .66 semester hours
 - 1.5.14.2 2 quarter hours = 1.33 semester hours
 - 1.5.14.3 3 quarter hours = 2.00 semester hours
 - 1.5.14.4 4 quarter hours = 2.66 semester hours
 - 1.5.14.5 5 quarter hours = 3.33 semester hours
 - 1.5.14.6 6 quarter hours = 4.00 semester hours
- 1.5.15 Tuition assistance funds may be used for additional training opportunities that may include Peace Officer Standard Training (POST) certifications, American Corrections Associations (ACA) certifications, Certified Public Management (CPM) and Advance Executive Development - Arizona State University.
 - 1.5.15.1 Employees shall utilize the same approval process as described in section 1.3.1.
 - 1.5.15.2 Upon completion of the training, the employee shall submit a copy of the certificate to the Career and Academic Advisor.
 - 1.5.15.2.1 The Career and Academic Advisor shall ensure credit for the completion of training is logged into the employees training record.
 - 1.5.15.3 The Department shall pay costs at the current rates established by the Arizona State Community Colleges and Universities.

1.6 Repayment

- 1.6.1 It is the responsibility of the employee to contact the CAAPM for all matters pertaining to the Tuition Assistance Program and career and academic advisement.
- 1.6.2 Tuition assistance funds shall be returned to the Department within 30 calendar days by Cashier's Check or Money Order, made payable to the Arizona Department of Corrections if:
 - 1.6.2.1 An employee withdraws from a class that tuition assistance funds were advanced, and the class was not replaced by another course.
 - 1.6.2.2 An employee withdraws from an approved Certification Program that funds were advanced.
 - 1.6.2.3 An employee fails to achieve a grade of "C" or above or receives a grade of incomplete.
 - 1.6.2.4 An employee is separated from the Department regardless of reason prior to 12 months following the completion of the last course taken.
 - 1.6.2.5 An employee fails to submit grades within time frames.
- 1.6.3 Collection of Tuition Assistance Funds
 - 1.6.3.1 Employees shall repay monies owed to the Department or initiate a repayment plan with the CAAPM.
 - 1.6.3.2 In situations where an employee fails to contact the CAAPM to develop a repayment plan, or fails to repay 100% of all owed funds, the Department may:
 - 1.6.3.2.1 Withhold funds from the employee's paycheck, or Retirement Application for Sick and Leave Funds.
 - 1.6.3.2.2 Send the delinquent account to the Attorney General's Office for collection, which may impact the employee's future state income tax refunds.
- 1.6.4 Supervisor Responsibilities
 - 1.6.4.1 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:
 - 1.6.4.1.1 Adjusted work schedule or work week.
 - 1.6.4.1.2 Voluntary use of accrued compensatory or annual leave.
 - 1.6.4.1.3 Educational leave in accordance with A.A.C. R-5-408.A.
 - 1.6.4.1.4 A shift that allows the employee to finish a semester or course before being transferred to another shift.

- 1.6.4.2 Employees shall schedule classes during their off-duty hours or during periods of approved leave, with the exception of those employees attending Department initiated training.

1.7 Appeals Process

- 1.7.1 If an employee is denied tuition assistance funds for any reason, he or she may appeal the denial within ten calendar days of receipt of the denial letter to the Program Development Administrator by providing a letter of explanation outlining the circumstances for the appeal and remedies he or she is seeking. Copies of the degree plan, the application, a copy of the denial letter, course description(s) and fee table shall be included in the appeal package.
- 1.7.2 The Program Development Administrator shall review all documents pertaining to the appeal and shall render a decision within ten calendar days of receipt of the appeal. The decision of the Administrator shall be final.
- 1.7.3 If the reason for denial is due to a lack of funds, the Program Development Administrator shall forward the appeal to the Director whose decision shall be final.

IMPLEMENTATION

Within 90 days of the effective date of this Department Order, the Program Development Administrator shall update Technical Manuals for Employee Training and Education and the Correctional Officer Training Academy (COTA).

Wardens shall update and maintain the Employee In-Service Training and Education Institution Order.

DEFINITIONS

ARIZONA PEACE OFFICER STANDARDS AND TRAINING (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.

CAREER DEVELOPMENT PLANNING - In a partnership between an employee and supervisor, deliberate planning for achievement of specified career objectives. This planning may include training, mentoring, higher education, and many other planned learning experiences to allow the employee to build more advanced skills upon a basic foundation of knowledge.

CERTIFICATION PROCESS - Successful completion of the Program Development Instructor Certification Program and registration in the Training Records System as a certified Department instructor.

COMPETENCY - A job-related task that can be observed and measured. Program Development determines competencies by means of a formal job/task analysis process.

COMPETENCY-BASED TRAINING - Training which has as its objective the mastery of a job-related task.

CONTACT STAFF - Department staff members having frequent contact with inmates as a normal function of their jobs. This includes, but is not limited to Wardens, Deputy Wardens, Associate Deputy Wardens, and the Correctional Officer series, Investigators, Teachers, Work Supervisors, Parole Officers, Medical and Medical Support Staff. This also includes staff members working in offices where inmates are assigned for duty on a full-time basis. In cases where a staff member's status is unclear, the appropriate Division Director, Administrator or Warden shall make a determination. (See definitions for Frequent, Periodic, and Incidental Contact.)

CONTINUING MEDICAL EDUCATION - Job-related training required by a State Regulatory Board for renewal of licensure of a professional employee. Category One - Continuing Medical Education includes Seminars, courses, etc., whereby credit is gained by actual attendance at a training conference or workshop versus home study.

COPYRIGHT - The legal right granted for exclusive publication, production, sale or distribution of a literary, musical, dramatic, artistic or electronically produced work.

CORE COMPETENCY TRAINING - Training that is required by written instruction or specifically designated by the Director.

COURSE DESCRIPTION - A detailed outline of the course contents photocopied from the school catalog.

CURRICULUM - A course or set of courses that constitute an area of specialization.

CUSTODIAL RESPONSIBILITY - For the purposes of determining orientation and annual training requirements, non-Department personnel responsible for supervising and directing crews or individual inmates, to include maintaining counts - regardless of frequency - have custodial responsibility for those inmates.

DEGREE PLAN - A detailed outline of courses required/selected to obtain a specific degree.

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

EXECUTIVE TRAINING - Training with content directed at Grade 23 and higher executives to challenge these employees with issues faced in their work areas.

FEE TABLE - A tuition fee table published by the school that lists the hourly tuition rate, and the semester registration fees.

FREQUENT CONTACT - For the purposes of determining orientation and annual 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.

GENERAL TRAINING PLAN - A statewide comprehensive plan covering a period of one training year approved by the Director, which identifies Core and Elective training for that year.

INCIDENTAL CONTACT - For the purposes of determining orientation and annual training requirements, non-Department personnel interacting with inmates in close physical proximity and/or engaging in verbal interaction for up to 6 hours per month are considered to have incidental contact.

IN-SERVICE TRAINING - Training designed to meet the recurring needs of a particular classification, such as Correctional Officers and Parole Officers.

LICENSED/CERTIFIED STAFF - Health Services staff requiring a State license or certificate to practice their profession within the State, and in compliance with the standards of conduct of that profession. Such staff includes, but is not limited to: Physicians/Psychiatrists, Physician's Assistants, Pharmacists, Nurse Practitioners, Nursing Personnel, Dentists/Dental Hygienists, Psychologists, Radiology/Lab Technicians, and Occupational and Recreational Therapists.

NEEDS ASSESSMENT - A process of determining what areas need to be addressed by training. Formal surveys, individual interviews, focus groups, and user committee input are instruments of a formal needs assessment process.

NON-CONTACT STAFF - Those staff members not having frequent and continuous contact with inmates as a normal function of their job performance. This includes, but is not limited to, staff in such areas as Central Office and administrative areas at institutions. In cases where a staff member's status is unclear, the appropriate Division Director, Administrator or Warden shall make a determination.

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

ORIENTATION TRAINING - Training for new non-uniformed employees, contractors, volunteers, and interns that covers the purpose, goals, policies and procedures of the Bureau or institution and the Department.

OUTSIDE TRAINING - Training or education delivered by community colleges, other governmental entities, commercial training vendors, etc. containing principles and information that can be applied to ADC work and an employee's professional or personal growth.

PERFORMANCE-BASED TRAINING - Instruction that measures a trainee's ability to perform specified tasks or competencies. To successfully complete the training, the trainee shall meet set objectives.

PERIODIC CONTACT - For the purposes of determining orientation and annual training requirements, non-Department personnel interacting with inmates in close physical proximity and/or engaging in verbal interaction for more than 6 hours but less than thirty-two hours per month are considered to have periodic contact.

PRE-SERVICE TRAINING - Training that is part of the COTA curriculum and is presented in standardized blocks of instruction, in pre-determined specified academy format for the purpose of training prospective Correctional Officers.

SATELLITE TRAINING PLAN - A plan developed at a complex or local work unit to implement the General Training Plan, as well as carry out any local training needs.

TRAINING - Deliberate, planned, evaluated act that is based on job need or task analysis and has as its goal 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 Administrator.

{Original Signature on File}

Dora Schriro
Director

FORMS LIST

- 509-1- Course and Instructor Evaluation
- 509-2- Training Roster
- 509-3- Instructor Application
- 509-4- Request for Outside Training
- 509-7- Cadet Performance Record
- 509-8- FTO- Field Training Handbook
- 509-9- OJT- Field Training Handbook
- 509-14- Inmate Health Services - Orientation Video Series Evaluation
- 509-15- Mental Health Employee Orientation
- 509-16- Employee Educational Assistance
- 509-17- Request for Supplemental Training Credit
- 509-18- Higher Education Program Liaison Application
- 509-19- Sergeant's Leadership Academy Roster
- 509-21- Week 8 - OJT Orientations Checklist
- 509-22- 40-Hour Visitation Orientation
- 509-23- Correctional Officer Training/Education Program
- 509-26- Self-Paced Training Credit Approval

AUTHORITY

A.R.S. 41-1661, Definitions.

A.R.S. 41-1662, General Training Powers and Duties of the Director; Training Fund.

A.R.S. 41-1663, Council; Meetings; Compensation; Duties; Corrections Officer Training Standards.

A.R.S. 41-1664, Tuition and Fee; Reimbursement.

A.R.S. 41-1821, Council; Membership; Appointment; Term; Vacancy; Meeting; Compensation; Acceptance Grants.

A.A.C. R-13-05, Certification of Peace Officers.

A.A.C. R2-5-408, Education Leave.