

STATE OF OHIO



DEPARTMENT OF REHABILITATION
AND CORRECTION

SUBJECT: In-Service Training	PAGE <u> 1 </u> OF <u> 12 </u>
	NUMBER: 39-TRN-02
RULE/CODE REFERENCE:	SUPERSEDES: 39-TRN-02 dated 07/11/16
RELATED ACA STANDARDS: 4-4075, 4-4078 to 4-4080, 4-4083, 4-4084-1, 4-4085 to 4-4087, 4-4091; 4-4094; 2-CO-1D-02 2-CO-1D-04, 1D-06 – 1D-09; 2-CI-1A-3, 2-CI-6C-5; 2-CTA-3A-01, 3A-04 to 3A-06, 3A-14 2-CTA-3A-30, 3B-14; 4-APPFS-3A-07, 3A-10, 4-APPFS-3A-12, 3A-13, 3A-15 to 3A-19, 3A-23 4-APPFS-3A-24, 3B-03, 3E-05, 3E-06; 2-1054, 2-1058, 2-1059; 1-HC-2A-08	EFFECTIVE DATE: August 3, 2016
	APPROVED: 

I. AUTHORITY

This policy is issued in compliance with Ohio Revised Code 5120.01 which delegates to the Director of the Department of Rehabilitation and Correction the authority to manage and direct the total operations of the Department and to establish such rules and regulations as the Director prescribes.

II. PURPOSE

The purpose of the policy is to establish a standard of in-service training for the Ohio Department of Rehabilitation and Correction (DRC) that will enhance employee professionalism, proficiency and development.

III. APPLICABILITY

This policy applies to all full-time, part-time, and interim employees of the DRC.

IV. DEFINITIONS

Annually - A 12-month period.

Continuing Education - Formal courses of study that are job-related.

Enterprise Learning Management (ELM) System - The Ohio Administrative Knowledge System (OAKS) Enterprise Learning Management (ELM) is an integrated application that assists in improving workforce knowledge, skills and abilities by providing employees access to traditional instructor-led training registration and instant access to web-based e-learning. The ELM application also provides automated tracking of learning events.

Required In-service Training - Those topics designated by the Corrections Training Academy (CTA) superintendent or his/her designee to be included within in-service training. These topics are derived from Administrative Regulations, Legislative/Judicial Requirements, American Correctional Association (ACA) Standards, DRC policies, Director or DRC initiatives and/or other DRC Training Advisory Council (TAC) recommendations.

Special Skill Areas - Those DRC approved subjects that require advanced training. Such topics include, but are not limited to, defensive tactics and subject control (DT/SC), firearms, transportation, hostage negotiation, tactical rifleman, special response team, chemical munitions, OC/pepper spray, CPR, first aid and instructional skills.

Specialized In-service Training - Any elective training course that provides additional information for employees for the purpose of professional development and skill enhancement.

Student Performance Objectives (SPO's) - A listing of the major expected learning outcomes for a particular training module.

Subject Matter Expert (SME) - A person who has demonstrated knowledge, skills, experience and/or advanced training or education in a specific topical area.

Test Out - An approved method of assessment for an identified topic in which the staff member is given training credit for the specified topic upon successful completion.

Training Advisory Council (TAC) - A multi-disciplinary group of employees assigned or selected to serve in an oversight capacity regarding training activities.

Training Plan - A plan for training activities that will take place during the training year that lists the topic dates when training will be conducted, specific student performance objectives (SPOs) for training, method of design and delivery and an identification as to how the learning will be assessed inclusive of proficiency or non-proficiency criteria.

Training Year - The period commencing July 1st and ending June 30th.

V. **POLICY**

It is the policy of the Ohio Department of Rehabilitation and Correction (DRC) to require employees to complete the minimum prescribed number of in-service training hours as determined by ACA every year, following their first year of employment, in order to enhance employee professionalism, proficiency and development.

VI. **PROCEDURES**

A. **Training Requirements**

1. By April 1st each year, the superintendent of CTA shall publish the training requirements for the upcoming training year, for all DRC employees following a review of Administrative Regulations, Legislative/Judicial Requirements, ACA standards, OSHA

requirements, DRC policies and the annual DRC training needs assessment in consultation with the DRC TAC and managing/regional directors' recommendations.

2. Prior to the commencement of the training year and in conjunction with the local TAC, the institution training officer(s) shall develop a local training plan (DRC1010) for the institution that will be submitted to CTA for approval. This plan shall be submitted no later than June 1st for use during the training year which commences July 1st.
3. Prior to the commencement of the training year and in conjunction with the statewide TAC, the CTA field support/in-service training officer at responsible for training at the Operation Support Center (OSC), CTA and within the Adult Parole Authority (APA) regions shall submit to the field support/in-service section supervisor at CTA a training plan (DRC1010) for their respective areas no later than June 1st for review and final approval. The approved training plans shall be used during the training year which commences July 1st. APA training plans shall be initially reviewed by the regional administrator; the OSC training plan shall be reviewed by the Managing Director of Organizational Development and the CTA training plan shall be approved by the CTA superintendent.
4. CTA training supervisors shall plan, coordinate and supervise CTA staff development as well as all student training programs. CTA's annual training plan for CTA staff and students shall be annually approved by CTA's superintendent for the training year which commences July 1st. CTA shall maintain an on-line catalog of course offerings available to DRC employees and agency partners.
5. After final approval of the annual training plan has been given, any changes to the plan shall require the submission of an addendum to CTA for review and approval. The addendum shall be approved by the CTA field support/in-service section prior to implementing the change. This process shall allow for modification of courses and/or instruction based on continued review of agency/site-specific training needs and other course/training evaluations.

B. Development of Training

1. Prior to the development of the annual training plan, the institution and OSC training officer or CTA field support/in-service staff member responsible for training, in conjunction with the site specific TAC, shall review results of the annual needs assessment for their work site to determine what training needs may exist in addition to or reflective of the statewide annual training requirements. Further data collection and analysis may be conducted as needed.
2. Utilizing the results of the needs assessment and with the input of appropriate TAC, a training plan shall be developed that includes the following:
 - a. Statewide annual training requirements listed by topic;
 - b. Specific dates upon which the stated training topic will be offered;

- c. Method by which the course is designed and will be delivered (e.g., classroom, e-learning);
 - d. Duration of training;
 - e. Method by which the performance/proficiency will be demonstrated/evaluated at the conclusion of the training; and
 - f. Basis for the training being offered (e.g. ACA mandate, OSHA requirement).
3. Once the training plan is developed and approved locally by the managing officer or an appropriate designee, it shall be submitted to CTA for review and approval. CTA's field support/in-service regional staff shall conduct an initial review to ensure all required elements are represented in the plan and work directly with the institution training officer if amendments are needed. CTA's field support/in-service supervisor shall review and provide final approval for all training plans. Training plan approval shall take place in accordance with the timeframe outlined in section VI. A. 2 & 3 of this policy.
 4. Prior to the start of annual in-service, training session lesson plans shall be developed for each training module. All lesson plans shall be submitted in advance of the training to CTA's curriculum development section for review and approval and further retained within the in-service training course file in accordance with DRC policy 39-TRN-09, Training Record Keeping. CTA shall maintain copies of all approved local and regional lesson plans on the CTA server.
 5. Lesson plans developed for site-specific, localized in-service training shall be created utilizing subject matter experts SME's in collaboration with the training officer and/or training Advisory Council (TAC). Site-specific lesson plans shall be submitted to the CTA curriculum development section for review/approval thirty (30) days prior to when the training is to be offered. Approval of lesson plans for site-specific, localized in-service training is the responsibility of the CTA superintendent/designee.
 6. When designing or revising classification-specific specialized in-service training, CTA will utilize a job-task analysis to develop and update courses to ensure job functions and tasks are properly covered.

C. Delivery of Training

1. The institution training officer and CTA field support/in-service staff members responsible for training at other DRC locations shall coordinate the implementation of the training plan at their respective work sites, OSC, CTA and APA regions.
2. Employees who are utilized to instruct a non-physical skill in-service training session/course/module, must have minimally completed the eight (8) hour Instructional Skills course. Those who are special skills/physical skills instructors must have completed the 40-hour Instructional Skills course.

3. Every effort shall be made to make the training environment conducive to learning. This shall include:
 - a. Reasonable accommodations/space for the class size;
 - b. Adequate ventilation;
 - c. Appropriate learning materials and interactive instructional strategies;
 - d. For special skills training, student-instructor ratios must be met and safety equipment provided; and
 - e. Trained and knowledgeable instructors who are willing to assist.

4. All in-service training instructors shall be observed by the institution training officer at some point during the training year to ensure the quality instruction is uniform and consistent. The instructor observation shall be documented on the Instructor Observation Form (DRC1826). Instructors that receive an unsatisfactory or needs improvement rating on the observation shall be provided with the appropriate coaching prior to instructing again. The second observation of the instructor shall be completed by an instructional skills instructor trainer or identified institutional instructor mentor. If the instructor receives a second observation of unsatisfactory or needs improvement, they shall again be provided appropriate coaching prior to instructing again. The third observation shall be completed by the field support/in-service regional supervisor. If the instructor receives a third unsatisfactory or needs improvement observation, the field support/in-service regional supervisor shall complete an incident report (DRC1000) outlining all coaching and efforts afforded to the instructor. The field support/in-service regional supervisor shall provide a recommendation to the managing officer, managing officer's administrative assistant, and CTA superintendent as to the status of the instructor.

5. Library and reference services shall be available to complement the training and staff development programs.

6. Any training conducted during a staff meeting shall reflect a formal exchange of job-related knowledge and/or skills. To be considered for in-service training credit, the instruction/information must include the following:
 - a. Must have specific performance objectives;
 - b. Must be job-related;
 - c. Must be presented to appropriate staff for whom the content is relevant;
 - d. Must be facilitated by a trained, knowledgeable and qualified/credentialed subject matter expert or qualified source;
 - e. Training must be of sufficient duration to address the complexity/importance of the issue. The training hours/time credited for the session in ELM or on the hard card must be commensurate with the actual instruction time provided;
 - f. Documentation is completed in accordance with DRC policy 39-TRN-09, Training Record Keeping.

7. Employees who instruct training shall receive "credit" for the time and topic as training received one (1) time annually. Said information shall be entered into the individual's ELM training record, along with a copy of the DRC Training Session Report (DRC1792) listing the individual as the trainer/instructor.

8. Individuals identified as Subject Matter Experts (SME) and involved in the curriculum development process, to include reviewing the proposed (final) lesson plans and/or e-learning courses and related course materials, shall receive training credit equivalent to the course hours awarded to students attending the program. Credit hours shall be awarded by CTA's curriculum director, based on a case-by-case basis and shall minimally reflect the SME's successful completion of all competency assessments required of attendees.
9. All employees shall attend the annual in-service required for their specific work location each year as set forth in this policy, with the exception of the fiscal year in which the employee completes orientation training (as per DRC policy, 39-TRN-10, Employee Orientation Training). The managing officer shall determine if there is a need to include a new employee in annual (required) in-service training based upon the relevancy of the subject matter or to align the individual with the facilities certification cycle (as in the case of a physical skill recertification schedule).

D. Competency Assessment of Training

1. A competency assessment of the student performance objectives (SPOs) must be conducted for all in-service training. Documentation of these objectives and assessments must be maintained as part of the course file.
2. The assessment of SPOs, tests, proficiency evaluations, etc. may be combined with other courses to provide a single evaluation instrument for the day or a group of days.
3. For written or other assessments conducted, a minimum score of 80% shall be obtained.
4. CTA approved assessments shall be used for special skills/physical skills courses and for all other in-service training courses when standardized lesson plans are provided.
5. CTA approved assessments shall be used whenever an employee, who is a SME or volunteer instructor for a required in-service topic, wishes to test out on that topic(s). Individuals who successfully complete a test out of a topic shall have this level of proficiency documented within their training records with the appropriate reduced hours/time as approved by CTA. Those that do not successfully complete a test out topic shall not be afforded remediation and shall complete the full course during the in-service training year.
6. Persons who fail the institution firearms training course shall be provided remedial training, appropriate coaching, and the opportunity to re-test twice for a total of three (3) attempts. The employee shall be notified when the coaching and re-testing sessions will be scheduled to occur. All coaching sessions shall be documented using the Mandated Training Performance Evaluation Coaching/Practice Form (DRC1346). If after these remedial steps are taken, the person fails the final assessment, he/she shall repeat the course during the next fiscal year training cycle and shall not be issued a weapon until such time proficiency is demonstrated. The lead instructor shall prepare an Incident Report (DRC1000) detailing all coaching and practice efforts afforded to the employee.

The training officer shall immediately notify the managing officer of the employee's failure to recertify, prior to distributing updated firearms certification rosters to all designated areas. To satisfactorily complete the course of fire and be certified to be issued a weapon in DRC, an employee is required to demonstrate proficiency with both a handgun and a shotgun as revised.

7. Persons who fail DT/SC shall be provided remedial training, appropriate coaching and the opportunity to re-test twice for a total of three (3) attempts to physically demonstrate proficiency with the identified techniques/performance objectives. The employee shall be notified when the coaching and re-testing sessions will be scheduled to occur. All coaching sessions shall be documented using the Mandated Training Performance Evaluation Coaching/Practice Form (DRC1346). In the event an employee fails to successfully demonstrate all DT/SC techniques/performance objectives, the lead instructor shall prepare an Incident Report (DRC1000) detailing all coaching and practice efforts afforded to the employee. The training officer shall make immediate notification to the managing officer upon the employee's DT/SC proficiency failure. Each instance wherein a staff member has failed DT/SC in-service recertification, training shall be reviewed to evaluate if the employee is in compliance with minimum job requirements and an appropriate course of action, up to and including removal, shall be determined in compliance with the Standards of Employee Conduct.
8. Persons who fail any written or other evaluative aspect of in-service training shall be provided remedial training, appropriate coaching and the opportunity to re-test twice for a total of three (3) attempts. The employee shall be notified when the coaching and re-testing sessions will be scheduled to occur. All coaching sessions shall be documented using the Mandated Training Performance Evaluation Coaching/Practice form (DRC1346). The lead instructor shall prepare an Incident Report (DRC1000) detailing all coaching and practice efforts afforded to the employee. This criterion shall be followed for the administration of written tests for DT/SC. If after these remedial steps are taken, the person fails the final assessment, he/she shall repeat the course.
9. Persons who fail the ORAS certification training shall be given an opportunity to re-test twice, for a total of three (3) attempts to complete the post-assessment. Coaching/remediation steps are incorporated within the process to retest.
10. Persons who fail other special skills courses (e.g. SRT, Tactical Rifleman and Transportation) shall be provided remedial training and the opportunity to re-test in accordance with the assessment criteria established by CTA.
11. Proficiency requirements for physical skills instructor courses shall be determined by CTA. Proficiency criteria shall be provided to the students in writing prior to the initiation of testing/assessment. Those testing/assessment requirements may not include opportunities for re-testing given the degree of expertise needed by the instructor candidate/student. Course participation requires 100% attendance at all classroom-based sessions for instructor-certification programs. CTA has established protocol for managing instructor-course make up sessions, allowing up to one make up session before the candidate must retake the course as outlined in DRC policy 39-TRN-06, Standards for

Training Personnel and Instructors. If permitted to make up a session or retake a course, the employee shall be notified when this may occur.

12. If, following the above-stated remedial training efforts and re-testing opportunities, the employee is still unable to receive a passing score or evaluation, documentation of all outlined remediation steps shall be forwarded to the institution's managing officer, OSC, CTA or APA regional administrator, and also placed in the employee's training file. Said documentation shall be recorded using the Mandated Training Performance Evaluation Coaching/Practice form (DRC1346) and Incident Report (DRC1000). The student's return to local in-service course shall be determined by the managing officer in accordance with the needs of the work location/job performance requirements or in consultation with the CTA superintendent if it involves a CTA specialized in-service course.

E. Recertification Training

1. All skills requiring recertification shall be tracked, scheduled and conducted under the guidance of the institution training officer or CTA field support staff members responsible for training at OSC, CTA, operational regions or the APA regions.
 - a. DT/SC for all employees, to be completed each training cycle.
 - b. Firearms annually for all designated employees; not to exceed twelve (12) months.
 - c. PR-24 for certified employees; per manufacturer requirements; not to exceed thirty-six (36) months.
 - d. Chemical Munitions and Less Lethal Munitions for certified employees (inclusive of OC); every other training cycle; not to exceed twenty-four (24) months.
 - e. CPR PRO as required; CPR "PRO" for health care providers as applicable and required in DRC policy 68-MED-20, Emergency Services, and Medical Protocol B-32, CPR Standards for Health Care Staff; not to exceed twenty-four (24) months.
 - f. Cell extraction for designated employees; to be completed each training cycle.
 - g. Transportation for designated employees; to be completed each training cycle.
 - h. SRT annually for designated employees; not to exceed twelve (12) months.
 - i. Federal Aviation Administrator's Flying Armed Course for designated STAR team members as required.
 - j. Other topics or areas as mandated by Administrative Rules, Legislative/Judicial Requirements, ACA, DRC policies or by the DRC TAC or the CTA.
 - k. Pepper ball for certified employees; every other training cycle per manufacturer requirements.
 1. ORAS, not to exceed thirty-six (36) months.
2. Use of Force Training - Designated DRC employees shall receive training, within the training cycle, regarding the use of force policies and coinciding Administrative Rules. All employees required to complete DT/SC training shall also annually complete use of force training.
3. Managing officers at institutions and the chief of APA/designee shall identify the positions that shall be required to participate in and successfully complete firearms requalification annually. Employees who have arsenal access and who issue or are issued

weapons must have a current firearms certification and re-qualify annually. Successful completion of firearms requalification training reflects an employee's ability to meet the proficiency standards as designated in the standard requalification evaluation developed by CTA. If an institution employee's firearms certification has lapsed and the institution employee had previously obtained firearms certification through CTA, the institution employee may recertify locally (at the institution/work location) and not return to the (pre-service) NEO firearms program. Those participating in firearms training shall read and complete the Firearms and Domestic Violence statement (DRC1110) and Firearms Concealed Carry Statement (DRC1109). If an APA employee's firearms certification has lapsed, the employee shall be required to complete the OPOTA Basic 40-hour firearms program administered by CTA.

4. All APA employees who are authorized by the chief of APA/designee to carry firearms shall demonstrate proficiency in firearms training annually. The curriculum shall be approved by the Ohio Peace Officer's Training Commission as well as the CTA superintendent.
5. All institution custody employees, parole officers, and staff members designated by the appropriate managing director, CTA administrator and regional director shall physically participate in and successfully complete DT/SC requalification annually. Successful completion reflects an employee's proficiency in physically demonstrating the DT/SC techniques designated on the standard requalification evaluation developed by CTA.
6. Non-custody institution employees and staff members designated by the appropriate managing director, CTA administrator and regional director shall physically participate in and successfully complete DT/SC requalification within the training cycle. In the event a medical excuse is provided indicating the employee's inability to physically participate, the employee shall observe the training and successfully complete a written evaluation/test developed by CTA as to determine his/her comprehension of the material provided.
7. All custody, medical, and other employees designated by the managing officer, managing director or CTA administrator shall physically participate in and successfully complete CPR PRO training and recertification as required by the American Safety and Health Institute (ASHI), or as directed by the Bureau of Medical Services in accordance with DRC policy 68-MED-20, Emergency Services. Physical participation for CPR PRO certification and recertification includes demonstrating on a manikin which is placed on the ground.
8. All employees, who as part of their regular duties supervise Level 1 inmates outside of the perimeter of the institution, shall receive annual training in the supervision of Level 1 inmates.

F. Continuing Education

1. Employees may be afforded the opportunity to further enhance their skills by attending training in addition to that described in the training plan. Each professional area shall offer to employees information relating to developmental opportunities to enhance staffs

knowledge and skills, seeking to keep them current on the latest and most relevant issues, practices and techniques to enhance their performance. This may include encouraging staff to participate in outside training opportunities through professional associations, CTA or other continuing education as approved by the employee's supervisor.

2. Institution Staff

- a. Institution employees requesting to attend CTA sponsored non-instructor training courses shall apply to the training officer on the Application for Training at CTA form (DRC1375). The training officer shall then present all said training requests to the local TAC for consideration.
- b. If the training requested is prior to a regularly scheduled TAC, the institution training officer may solicit a recommendation from at least three (3) members of the TAC.
- c. Following a review by the TAC, training requests are then submitted to the managing officer for final approval.
- d. Opportunities to attend non-instructor courses, training sessions, seminars,—or workshops within DRC CTA or as provided by an outside entity shall be reviewed by the employee's supervisor. To initiate a request for a CTA training course, an institution employee must submit the Application for Training at CTA (DRC1375) to his/her supervisor.

3. Non-Institution Staff

- a. Non-institution employees (e.g. OSC, OPI, CTA, APA) seeking to apply for training shall first obtain the approval of their supervisor and then submit the appropriate paperwork (as necessary) to their supervisor/designee and to the appropriate administrator. Registration for courses offered by the DRC can be achieved utilizing the ELM system.
 - b. OSC and APA staff who seek to attend an instructor certification course must have said request approved by a supervisor and registration completed within ELM.
4. All exempt employees (institution and non-institution) seeking to attend Executive Leadership must submit the Executive Leadership Application (DRC1901) to the managing officer/supervisor for consideration following the annual announcement for the course.
5. Registration for CTA courses is through the ELM system. Approval for these courses is done by the training officer (institutions) or the employee's supervisor.
6. Once CTA training is completed, CTA staff shall scan training documentation into OnBase, as well as enter the course information into ELM.
7. For all training and professional development outside of DRC/CTA, the employee is responsible for ensuring the institution training officer or staff members responsible for

training receives copies of training certificates or other forms of documentation indicating successful course completion. The employee shall ensure his/her State of Ohio Identification/OAKS number is displayed on the training certificates or other submitted documents used to verify the completion of training. This type of non-mandatory training is classified as “supplemental training” within the ELM system.

8. Any DRC employee who is actively enrolled in an accredited college program may have training hours credited for completed college work. The process for this will involve the employee submitting to the training officer or person responsible for documenting training a copy of the syllabus for the college course and the final grade or transcript for the course. A letter grade of “C” or higher must be obtained in order to receive credit. Training hours shall be recorded as follows: eight (8) clock hours of training for each quarter credit, ten (10) clock hours of training for each trimester credit and twelve (12) clock hours of training for each semester credit. Documentation of college work must be provided to the training officer or person responsible for documenting training prior to the conclusion of the training year if it is to be credited towards the amount of in-service hours for that training year. College work may not replace an employee’s completion of mandated in-service training; it will merely serve to demonstrate other professional development efforts being made by the employee.

G. Documentation of Training

1. The institution training officer or staff members responsible for training at the OSC, CTA or within the APA regions shall document all training an employee receives as specified in DRC policy 39-TRN-09, Training Record Keeping. Classroom-based/instructor led courses shall utilize the DRC Training Session Report (DRC1792) or PREA Training Session Report (DRC1680) for attendance purposes and for evaluation upon completion of the class, the Course/Instructor Evaluation (DRC1523) shall be used.
2. During the in-service training cycle, the institution training officer and CTA field support/in-service staff members responsible for training at other DRC regional locations shall prepare a quarterly report for the managing officers within the institutions, APA regions, OSC, and CTA detailing those staff who have not attended training to date. This report shall convey information regarding any failures or non-participation. The responsibility for addressing these matters shall rest with the managing officer or appropriate administrator.

Related Department Forms:

Incident Report	DRC1000
Training Plan	DRC1010
Acknowledgement of Training Purpose	DRC1019
Firearms Concealed Carry Statement	DRC1109
Mandated Training Performance Evaluation Coaching/Practice	DRC1346
Application for Training at CTA	DRC1375
Course/Instructor Evaluation	DRC1523
PREA Training Session Report	DRC1680
DRC Training Session Report	DRC1792
Instructor Observation	DRC1826
Instructor Course Application	DRC1892
Firearms and Domestic Violence Statement	DRC1899
Executive Leadership Application	DRC1901