



State of Indiana
Indiana Department of
Correction

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10/21/2014	57	01-05-101

**POLICY AND ADMINISTRATIVE
PROCEDURE**
Manual of Policies and Procedures

Title
STAFF DEVELOPMENT and TRAINING

Legal References (includes but is not limited to)	Related Policies/Procedures (includes but is not limited to)	Other References (includes but is not limited to)
IC 11-8-2-5(a)(8) IC 11-8-2-5(a)(13) IC 11-8-2-8(d) IC 11-8-2-8(e)	00-02-101 00-04-101 01-03-103 04-03-103	ACA: ACI: 3-4068, 3-4070 thru 4073, 3-4076, 3-4079 thru 3-4085, 3-4090, 3-4091, 3-4351 JTS: 1D-01, 1D-03, 1D-08 thru 1D-14 CO: 2-CO-1D-01 thru 2-CO-1D-09

I. PURPOSE:

This policy and administrative procedure establishes a comprehensive training system which will enable correctional staff to discharge duties more efficiently and effectively. This policy and administrative procedure identifies approved methods by which training will be accomplished.

II. POLICY STATEMENT:

The Department shall establish a comprehensive system for staff training. Training programs shall:

- A. Prepare staff to understand and implement departmental goals, objectives and responsibilities;
- B. Continue to raise the level of staff performance;
- C. Continue to enhance the self-confidence of staff; and,
- D. Educate staff to current correctional concepts, ideologies, philosophies and techniques.

The Department shall encourage the utilization of all available departmental, public, and private resources to develop and implement training programs. Training programs shall include New Employee Orientation, Preservice, Parole and Making A Change Academies, On-the-Job Training (OJT), In-Service Training and Skill Based Training, Specialized Workshops, and Professional Conferences. An administrative training advisory committee shall be appointed

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by the Commissioner and shall assist in the assessment of training needs and the review/evaluation of the training programs.

The Department shall encourage staff development and shall provide educational or training opportunities and activities with relation to staff responsibilities. A monitoring and review system shall be initiated to ensure compliance.

III. DEFINITIONS:

For the purpose of this policy and administrative procedure, the following definitions are presented:

- A. **ADJUNCT INSTRUCTOR:** Instructors certified or designated to teach specialized trainings on an as needed basis, i.e., Security Skills, CPR, First Aid, Personal Protection, Firearms, etc.
- B. **ANNUAL TRAINING PLAN:** A detailed plan that identifies the facility/division's training program, including topics, schedules, resources and budgetary impact for the next program year.
- C. **CONTRACTOR:** Private vendors conducting business on Department/facility grounds who do not have regular contact with offenders.
- D. **CONTRACTUAL STAFF:** Non-state employees who have direct offender contact in support of offender programs and/or services.
- E. **CURRICULUM DEVELOPMENT MANAGER:** Staff Development and Training staff member who is responsible to oversee research, development, implementation and evaluation of training curricula utilized by the Department.
- F. **CURRICULUM DEVELOPMENT SPECIALIST:** Staff member(s) responsible for research, development, instructing, implementation, coordinating and evaluation of training curricula utilized by the Department.
- G. **DEPARTMENTAL TRAINING ADVISORY COMMITTEE:** An advisory committee appointed by the Commissioner to assist in the review/evaluation of training programs.

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- H. E-LEARNING: Training that is delivered through web based programs and electronic formats. E-Learning courses are utilized for professional development and to supplement traditional classroom training.
- I. EMERGENCY RESPONSE OPERATIONS (ERO) TRAINING: Training conducted by professional instructors to enhance Skill Based Training.
- J. EXECUTIVE DIRECTOR: The Executive Director of the Division of Staff Development and Training who reports directly to the Department's Deputy Commissioner.
- K. FACILITY TRAINING COORDINATOR (FTC): A full time staff person who provides specialized instruction for both new and veteran staff at one of the correctional facilities in addition to other locations as identified, who works under the operational control of the Regional Training Manager in the program design, establishment and administration of training for all facility and /or regional staff.
- L. FACILITY/DIVISION TRAINING COMMITTEE: A committee appointed by each Facility/Division Head and Regional Training Manager; responsible for assisting the Facility Training Coordinator in the assessment, development, planning and implementation of training programs.
- M. FACILITY TRAINING OFFICER: Staff who report to the Facility Training Coordinator to assist in program design, training coordination and instructing.
- N. FIELD TRAINING OFFICER (FTO): A staff person with specific knowledge, skills and training that is responsible for administering the OJT program to trainees.
- O. FIELD TRAINING MANAGER (FTM): A staff person designated by the Facility Training Coordinator with specific knowledge, skills and training that assists in the development, implementation and monitoring of the facility OJT program.
- P. IN-SERVICE TRAINING: Formal annual instruction for full-time staff, part-time staff, and contractual staff (as stipulated in the contract agreement), conducted each year of employment following the initial Preservice training and shall include, but not be limited to, all mandatory topics per statute, code, rules, policies and administrative procedures.

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- Q. **INTERMITTENT STAFF:** Employee who fills a position that requires performance on an irregular or "as needed" basis. This type of appointment is limited to 180 working days in a twelve (12) month period unless an exception is allowed. (Includes clinical students and interns)
- R. **JOB SHADOWING:** A formal process of a person(s) observing staff completing job duties. (Phase one is not considered training; however, Phase two is considered training.
- S. **LEVELS OF TRAINING:**
1. End User – This is a person who has been trained in a specific topic.
 2. Instructor – This is a person who is certified to train staff (end users) in a specific topic.
 3. Instructor Trainer – This is a person who is certified to train staff to be Instructors in a specific skill.
 4. Master Instructor – This is a person who is certified to train staff to be Instructor Trainers in a specific skill.
- T. **MAKING A CHANGE ACADEMY:** Mandatory training for all new employees or transferees to a juvenile facility. The purpose of this academy is to provide staff working with youths more detailed information regarding adolescent development and management of their behavior to include hands on training of practical application. This training consists of extensive role play and requires written test for successful completion.
- U. **MANDATORY TRAINING:** This training shall include, but not be limited to, all identified programs as defined by statute, code, rules, policies and administrative procedures, ACA standards, or designated by the Commissioner in memorandum to the Executive Director of Staff Development and Training.
- V. **MEETINGS:** Scheduled gathering of designated persons for the purpose of disseminating information, resolving problems, planning, decision-making, exchanging of ideas and/or delegation of duties. (Typically, meetings are not training.)
- W. **NEW EMPLOYEE ORIENTATION (NEO):** This program consists of two (2) training phases for new staff that includes training modules and classroom based topics that new staff must complete prior to Academy attendance. Upon successful completion of both phases, the new employee will receive 40 hours of training credit.

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- X. **ON-THE-JOB TRAINING (OJT):** Required training for all new staff, staff transfers to another shift or facility, or promoted staff, in areas specific to job classification, function, or assignment. OJT shall be under the supervision of an experienced OJT Trainer who has documented completion of training in topics covering training liability, documentation and evaluation procedures.
- Y. **OTHER INTER-AGENCY STAFF:** Employees of governmental agencies who have regular supervision or contact with offenders. (i.e., labor lines, highway crews, recycling, etc.)
- Z. **PAROLE TRAINING:** Consists of curriculum that is designed to assist employees in developing knowledge, building skills and providing educational activities related to staff responsibilities in a parole environment.
- AA. **PART-TIME STAFF:** Employee who fills a position which does not require full-time attendance, but does require at least half-time attendance on a regular basis, that is, a predetermined amount of time per day or per week. A part-time staff member is paid a percentage of the biweekly salary received by comparably classified full-time staff.
- BB. **PERFORMANCE MEASUREMENT COMMITTEE:** An advisory committee appointed by the Executive Director of Staff Development and Training, to assist in the review/evaluation of training programs.
- CC. **PRESERVICE TRAINING:** Required training for all new staff consisting of New Employee Orientation, Preservice Academy, and On-the-Job (OJT) Training. Some facilities may require additional facility/division specific training after the Academy.
- DD. **PROGRAM MANAGER:** Responsible for curricula development, design, establishment and administration of Skill Based Training programs for the Division of Staff Development and Training. Primary areas include: program support, physical plant needs/repairs, housekeeping operations, security operations, work schedule coordination, collaborative agreements.
- EE. **REGIONAL TRAINING SITE:** A specific facility site or location designated by the Executive Director, per authority of the Commissioner, for the purpose of conducting the Preservice Academy Program and other training programs as required.
- FF. **REGIONAL TRAINING MANAGER:** Staff Development and Training employee located at each of the Regional sites, who reports directly to the

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Executive Director of Staff Development and Training. Regional Training Managers have the operational responsibility over trainers in their region and are accountable for the quality, implementation, and documentation of all training in their region.

- GG. REFLECTIONS OF PRIDE STORE (ROP): The Reflections of Pride store (ROP) is a joint venture with Staff Development and Training and PEN Products. The ROP store is open at the 5 Regional Correctional Training Institute sites throughout the state for staff to purchase Department of Correction merchandise.
- HH. SCENARIO BASED TESTING: A form of testing utilizing trainers and staff who role play pre-determined scenarios. Participants will be observed and rated on how well they respond and handle the given situation utilizing techniques covered in training.
- II. STAFF: Any and all persons employed by the Department including contractual workers, volunteers and the Parole Board.
- JJ. TEMPORARY STAFF: A staff person assigned to a position with the Department for an unspecified time period not serving in a permanent position.
- KK. TRAINING: Instruction providing knowledge and skill to perform a current job assignment including: formal classroom instruction; On-the-Job Training (OJT); training meetings, workshops, or conferences which include a formal agenda and instruction by a qualified presenter; skill based performance training; or, other instructional programs, which include a trainer/trainee relationship. Training programs include requirements for successful completion, attendance recording, a system of recognition of completion and a system of evaluation.
- LL. TRAINING NEEDS ASSESSMENT: Formal examination and review of relevant information that identifies knowledge, skill or performance needs, or deficiencies.
- MM. TRAINING PROGRAM WEEK: Equivalent to State of Indiana work week.
- NN. TRAINING PROGRAM YEAR: The training program year is based upon the State fiscal year (i.e., July 1 to June 30).

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OO. **TRAINING REVIEW:** A formal review and evaluation of training operations for compliance with statute, code, rules, policy and administrative procedure.

PP. **VOLUNTEER:** An individual who has completed all the requirements for becoming a volunteer, is approved for and engaged in a specified service regularly scheduled program and has agreed to serve without compensation by the Department.

IV. DIVISION EXECUTIVE DIRECTOR RESPONSIBILITIES:

The Commissioner shall employ a qualified person to serve as the Executive Director of the Division of Staff Development and Training. The Executive Director shall report to the Deputy Commissioner. (ATTACHMENT I)

The Executive Director is responsible for the comprehensive development, implementation, review, and evaluation of training on a Department-wide basis and the administration of the Division budget.

Specific responsibilities of the Executive Director/designee shall include:

- A. Submit an annual Department Training Report to the Commissioner;
- B. Review and evaluate the facilities'/divisions' training plans;
- C. Formulate Quarterly Training Calendars for review by the Administrative Advisory Committee that lists all courses/classes to be offered, dates the courses/classes are offered, synopsis of each course/class, including length in hours, targeted audience, objectives and prerequisite training with enrollment information;
- D. Appoint task groups/work committees for special projects related to departmental training and staff professional development;
- E. Ensure facilities/divisions use an Annual Training Needs Assessment process for the development of the Annual Training Plan;
- F. Administer the training reviews of correctional training functions;
- G. Ensure the development, delivery, or coordination of "Certification Programs," as needed, or as identified by the Commissioner;
- H. Ensure the development, delivery, or coordination of trainer development programs;

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- I. Provide representation for all staff trainer interview panels and provide the interview instrument and materials. Approve or disapprove recommendation of Facility/Division Head for trainer selection;
 - J. Review and approve all departmental training curricula; and,
 - K. Assign a Regional Management Team Member/designee from the SD&T management staff to conduct at least quarterly, an inspection of all Division areas and submit a written report to the Executive Director. This will include at a minimum: pest control, hazardous materials, fire/safety issues, food service, accidents/injuries, physical plant, sanitation and ongoing projects.
- V. ADMINISTRATIVE ADVISORY TRAINING COMMITTEE:

The Executive Director shall convene an Administrative Advisory Training Committee on an annual basis to assess, review, and evaluate training in the Department.

The committee shall consist of the Chief of Staff, Executive Staff Members, Deputy Commissioner, and Executive Director of Human Resources.

The Executive Director of Staff Development and Training shall serve as the chairperson. The Executive Director of Staff Development and Training shall ensure that documentation of the meetings are provided to the Deputy Commissioner for recommendations.

The chairperson and three (3) committee members must be present to conduct a business meeting.

VI. TRAINING COMMITTEE APPOINTMENTS:

- A. Each facility shall have a training committee of at least five (5) persons. Members of the Facility Training Committee shall consist of the Regional Training Manager/designee, Facility Training Coordinator, Field Training Officer (FTO), Re-Entry staff member, and a staff member from Operations. These members are appointed in writing at the discretion of the Facility Head and the Regional Training Manager. The Regional Training Manager and the Facility Training Coordinator shall be permanent members of the committee and shall serve as facilitators for meetings.

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- B. Parole Division shall have a training committee of at least five (5) persons. Members of the Parole Training Committee shall consist of the Director of Parole Services, Regional Director(s), Staff Development & Training Parole Liaison(s), and at a minimum (2) two Parole District Supervisors and Program Director. These members are appointed in writing at the discretion of the Parole and Release Services Director and the Staff Development & Training Executive Director.
- C. Divisions that have an assigned or designated trainer position responsible for the training of staff in that division shall have a training committee. Criteria and requirements are the same as those identified for facilities.

VII. PERFORMANCE MEASUREMENT COMMITTEE:

The Performance Measurement Committee shall be responsible for researching, establishing, collecting, and reporting performance measurement data to the Executive Director of Staff Development and Training. The Performance Measurement Committee shall analyze the various “outcomes” in order to formulate appropriate Division goals and Training Plans for the Department; that are aligned with the Agencies Mission, Vision, and Strategic Plan.

Two (2) Board Members, two (2) Sub-Committee Chairs, and three committee members must be present to conduct a business meeting.

The Performance Measurement Committee shall meet quarterly.

The Performance Measurement Committee shall consist of Committee Board (4), Sub-Committee Chairs (4), Recorder (1), Advisor (1) and Committee Members.

A. Committee Board

The Board will serve as the Executive Director’s representation on the committee as well as serve as the Committee representative to the Division’s Management Team.

The Committee Board will be responsible for delegating task to sub-committees through their respective “Chairs”.

The Committee Board shall consist of the following Staff Development and Training, Management Team members:

1. Staff Development Manager
2. Two (2) Regional Training Manager
3. Curriculum Development Manager

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4. Program Manager

B. Sub-committee(s) and Committee Chairs

The sub-committee “Chairs” shall serve as the point of contact for each sub-committee to the Executive Director and the Committee Board.

Chair Persons shall serve at the pleasure of the Executive Director and Committee Board. There shall be a committee Chair for each of the following:

1. Specialized Training

This committee shall be responsible for all performance measurements metrics related to Leadership Training, Supervisory or Management Training, and all other “special issue” training designated by the Board or the Executive Director.

2. Skill Based Training

This committee shall be responsible for all performance measurements metrics related to Skill Base Training (i.e. Personal Protection, Security Skills, Firearms, etc.).

3. Preservice Training

This committee shall be responsible for all performance measurements metrics related to Pre-employment training and training related to newly hired staff. (NEO, Pre-service, OJT, etc.)

4. In-service Training

This committee shall be responsible for all performance measurements metrics related to Annual In-service training.

C. Recorder

The purpose of the committee recorder shall be to ensure that an accurate record of meeting attendance and discussions are maintained.

The Committee Recorder shall serve at the pleasure of the Executive Director and Committee Board.

D. Advisor

The Committee Advisor shall be a staff member of the Division of Research and Planning and shall advise the Committee on matters related to data mining and collection tools. The Executive Director of Research

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and Planning shall designate a staff member to serve as an advisor to the Performance Measurement Committee.

VIII. FACILITY TRAINING COMMITTEE RESPONSIBILITIES:

The responsibilities of the Facility Training Committee are:

A. To provide guidance and assistance in the distribution, collection and interpretation of the Annual Training Needs Assessment by March 1.-(NOTE: A review of Assessment sources shall be part of the Annual Training Review.) Annual Training Needs Assessment is submitted to the appropriate Regional Training Manager by March 1. A copy is forwarded to the Executive Director of Staff Development and Training by March 15.

1. Review quarterly a summary of program participant evaluations (knowledge and skill based) as provided by the Facility Training Coordinator;
2. Review offender Disciplinary Hearings results and findings;
3. Review staff exit interviews;
4. Review incident/accident reports;
5. Review staff suggestions;
6. Review any pertinent information that has training implications;
 - a. Use of Force reports;
 - b. Current litigation;
 - c. Current professional literature; and,
 - d. Changes to policy, procedure, and/or directives.
7. Review of OJT Observations Reports;
8. Review staff or offender grievances that appear to have an impact on training; and,
9. Review satisfactory Department survey and revision of program curriculum review.

B. To provide guidance and assistance in the development of the Annual Training Plan that is submitted to the appropriate Regional Training Manager by June 1. Copies are forwarded to the Executive Director and a

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copy to the Facility Head/Division Head by June 15. Members of the Training Committee must sign off on the Annual Training Plan before submitting by June 1. (ATTACHMENT II)

The Annual Training Plan shall include:

1. Summary of the Annual Training Needs Assessment.
2. Identification of available resources that will be utilized to accomplish the Training Plan.
 - a. Number of Facility Training Staff (to include adjunct positions);
 - b. Identified program equipment;
 - c. Existing space and location (number of rooms and square footage);
 - d. Additional or alternate training space or modifications and improvements needed for training space;
 - e. Number of total staff to be trained/number of required sessions/number of participants per scheduled class; and,
 - f. Program schedules, topic agendas, and annual training calendar.
- D. Review quarterly a summary compiled by the Facility Training Coordinator of the program evaluations by participants for programs conducted the previous quarter.
- E. Review new training initiatives or program proposals from staff and submit recommendations to the Regional Training Manager.
- F. Meet at least quarterly to review progress, resolve problems and make recommendations regarding the facility's/division's training-related activities and submit written minutes of quarterly meetings to the Regional Training Manager and a copy to the Facility Head/Division Head.
- G. Review and approve all facility-based curricula training programs, evaluation instruments to ensure that the programs are performance based with written documentation.
- H. Review and submit curricula review to include:
 - Preservice Academy;
 - Making A Change Academy (MAC);
 - New Employee Orientation (NEO);

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- In-Service;
- Skill Based Training;
- Specialized Training;
- Supervisory Leadership;
- e-Learning; and
- On Job Training

All programs shall be reviewed annually as they relate to meeting new employee orientation, In-Service and certification needs and submit summary evaluations with recommendations to the appropriate Regional Manager by August 1 annually. Copies are forward to the Executive Director and a copy to the Facility Head/Division Head by August 15.

- I. All above listed tasks require documentation in the facility training committee meeting minutes.

IX. FACILITY TRAINING COORDINATOR AND CORRECTIONAL TRAINER:

A. Appointment/Selection:

The Facility/Division Head and the Regional Training Manager, with the approval of the Executive Director, shall appoint the Facility/Division Training Coordinator. If the Facility/Division Training Coordinator is a staffing table position, the Trainer shall be employed according to the job qualifications and the procedures established by the State Personnel Department with the Executive Director, or designee, serving as a member of the interview and selection panel.

If the Trainer position is not a staffing table position, selection by the Facility/Division Head, in consultation with the Regional Training Manager and Executive Director, shall be based on:

1. Training experience;
2. Education;
3. Relevant experience; (corrections, criminal justice, other)
4. Technical expertise in related subject matter;
5. Ability to communicate well verbally and in writing;
6. Organizational skills;
7. Ability to be a leader and role model;

B. Training Requirement:

1. Upon appointment of a new Facility/Division Training Coordinator or Correctional Trainer Officer, the Regional Training Manager

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shall make contact with the Executive Director of Staff Development and Training within the first week of assignment/selection to review the current formalized “Train-the-Trainer” program dates/locations available and schedule attendance dates for the “New Correctional Trainer Orientation.”

2. Within the first six (6) months of selection/appointment the new trainer must complete the next available courses:
 - a. Satisfactorily complete a Basic Train-the-Trainer program, approved by the Executive Director that minimally includes “Adult Learning Theory”, “Presentation Skills” and “Classroom Management.”
 - b. Satisfactorily complete the Staff Development and Training “New Correctional Trainer Orientation.”
 - c. Facility Training Coordinators and Training Officers must maintain Instructor certification in; CPR/First Aid, Personal Protection, Security Skills, and any other certification requirements.
 - d. Within the second year of appointment, all new Facility Training Coordinators shall complete the IDOC Supervisory Program.
3. Trainer Responsibilities:

The Trainer is responsible for ethical conduct and role modeling of professional behavior in word, deed, and interactions with others, and for the career development of staff. Develops, coordinates, conducts and evaluates specialized training programs and assists other facilities/divisions by conducting training as needed.

X. MUTUAL SUPPORT:

- A. Mutual support among trainers (facility, division, central office, and outside agencies) for cooperation and collaboration is expected and required for:
 1. Improvement of trainer skills individually;
 2. Enhancement of trainer credibility collectively;
 3. Advancement of the training profession; and,
 4. To facilitate the operation at the Regional Training sites.

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- B. Mutual support among trainers is an opportunity for increased efficiency of training delivery systems:
1. More effective trainer/participant ratios;
 2. Better utilization of space, equipment and materials; and,
 3. Expanded Department identification and networking.
- C. Facility/Division Training Coordinators and certified adjunct instructors shall instructionally support and assist each other in conducting the Preservice Academies at all Regional Training sites to ensure proper instructor/participant ratios (1 instructor for every 15 participants for all skill-based instruction except Firearm requirements will be 1 instructor for every 6 participants). In addition, instructional support for Making A Change Academies is required from all Juvenile Facilities.
- D. Division of Staff Development and Training staff shall assist facilities and divisions in conducting Staff Development Programs, Trainer Development Programs, Certification Programs, Workshops and Training Seminars.

XI. CURRICULA/LESSON PLAN DEVELOPMENT/REVIEW:

All new and revised curricula; to include lesson plans, e-Learning modules, PowerPoint's, manuals, and all other program support material(s) shall be developed using the Instructional Theory Into Practice (ITIP) instructional design model and SD&T approved format. Curricula shall be submitted (utilizing the method below) to the Staff Development and Training, Management Team for review and approval. The Management Team shall review the submitted materials for:

- Accuracy of content
- Proper format
- Policy compliance
- Grammatical errors
- Appropriate terminology (i.e. Youth, Offender)
- Best practices

Once the SD&T Management Team has reviewed the curricula it shall either:

- a. Submit the curricula back to the developer for revisions; or,
- b. Submit to the Curriculum Development Manager for final review.

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After approving the curriculum, the Curriculum Development Manager shall submit the material to the Executive Director of Staff Development & Training for approval. Staff Development and Training shall maintain a copy of the approved curricula.

All approved curriculum shall be reviewed on an annual basis to ensure compliance with Departmental Policy, Administrative Procedure, Regulatory Standards (ACA, PREA, PbS, etc), and Correctional Best Practices. At a minimum, Lesson Plan Cover Pages shall be updated to reflect the current review date.

XII. NEW EMPLOYEE ORIENTATION (NEO):

All new staff, prior to attending Preservice training, shall have completed, at a minimum, a forty (40) hour New Employee Orientation Program (NEO).

For contractual staff NEO training requirements, refer to Section XIX of this policy and administrative procedure.

NEO training program consists of two training phases. Phase One shall be completed before the new hire officially starts work at their designated facility. Phase Two shall be completed during the first two (2) days of the new hire's employment. (See ATTACHMENT III)

- A. Phase One: This phase consists of the new hire completing the assigned 16 e-Learning modules prior to their official start date. The new employee can view these modules by logging onto the Internet, visiting the Indiana Department of Correction home page, and then clicking on the Staff Development and Training link.
- B. Phase Two: This phase consists of new hires completing classroom training, at their home facility, during their first two days of employment. This classroom training covers specific policies and procedures in three main areas; human resource topics, administrative topics, and facility specific topics.

At the end of phase two, each new hire shall complete the new employee orientation test and shall receive at a minimum 70% to pass. If an individual fails the first test he/she shall be given an opportunity, on the same day, to retake the test. If the new employee fails the second attempt to pass the test, the test shall be given at the Correctional Training Institute Regional location.

Immediately following completion of the New Employee Orientation Training, all staff must attend and complete the Preservice Academy Program.

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XIII. PRESERVICE TRAINING ACADEMY:

The Preservice Training Academy is designated and approved by the Commissioner for the training of new staff working for the Department. New staff must complete this training prior to supervising offenders, or working in any division of the Department.

The Commissioner has empowered the Executive Director of Staff Development and Training to designate Department facilities as regional training sites for the conduct of Preservice Academy. The Executive Director has designated the following Preservice Academy sites based on location, availability of trainers, available space and equipment.

The facilities listed below are designated as Regional Preservice Academy Sites and shall conduct all four (4) weeks of The Preservice Academy Curricula:

Central Regional Site:

Plainfield Correctional Facility – Regional Site for the following facilities: Plainfield Correctional Facility, Reception Diagnostic Center, Indiana Women’s Prison, Indianapolis Re-Entry Educational Facility, Central Office, and Short Term Offender Program Facility.

East Regional Site:

Correctional Training Institute – Regional Site for the following facilities: Branchville Correctional Facility, Chain O’Lakes Correctional Facility, Correctional Industrial Facility, Edinburgh Correctional Facility, Henryville Correctional Facility, Madison Correctional Facility, Madison Juvenile Correctional Facility, Pendleton Correctional Facility, Pendleton Juvenile Correctional Facility, and New Castle Correctional Facility.

North Regional Site:

Westville Correctional Facility – Regional Site for the following facilities: Westville Correctional Facility, Camp Summit Boot Camp, Indiana State Prison, and South Bend Community Re-Entry Facility.

North Central Regional Site:

Miami Correctional Facility – Regional Site for the following facilities: Miami Correctional Facility and Logansport Juvenile Correctional Facility.

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West Regional Site:

Putnamville Correctional Facility – Regional Site for the following Correctional facilities; Putnamville Correctional Facility, Wabash Valley Correctional Facility, and Rockville Correctional Facility.

A. ACADEMY ATTENDANCE REQUIREMENTS:

All new staff persons who have offender/student contact shall attend a Preservice Academy unless they have been separated from Department employment for less than one (1) year and return to the same or similar classification. (**NOTE:** Offender contact refers to staff who either directly supervise offenders or staff who have regular daily contact with offenders. This does not include offenders coming into an office to clean.) IDOC staff with no offender/student contact shall be required to attend a minimum of week one Pre-Service, Skill Certifications and any additional training deemed mandatory for their position. In addition to completing week one of the Preservice Academy staff who only attend Week One shall be required to complete three e-Learning course modules through the PeopleSoft Enterprise Learning Management System prior to a certification being issued. The three modules include Special Needs Offenders, Substance Abuse, and Diversity in Corrections.

Staff returning from Military Leave or medical disability, regardless of time, shall not be required to attend the Preservice Academy unless they have never attended an Academy relevant to a position to which they are returning. However, staff persons in these categories **MUST** re-certify, at their respective facility; in Security Skills, Personal Protection, and CPR/First Aid, **PRIOR** to supervising offenders. For Contractual staff Preservice training requirements, refer to Section XIX of this policy and administrative procedure.

Following completion of the Preservice Academy, all staff persons assigned to a juvenile facility must attend and complete the Making A Change Academy at the Correctional Training Institute. Staff transferring from an adult facility to a juvenile facility that has not completed the previous Juvenile Academy must also complete the Making A Change Academy, prior to having direct supervision of youths.

Minimum class size to conduct a Regional Preservice Academy is six (6) participants. Mutual support may be required to meet the minimum number of participants by combining new employees among several facilities (or Regional Sites) to form one Preservice Academy Site. Should

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the Facility Head request an exemption to the minimum attendance requirement, this request must be made through the Regional Training Manager then forwarded to the Executive Director of Staff Development and Training.

New Employee Orientation must be completed prior to week one (1) of the Preservice Academy.

Exceptions:

1. Exceptions to the attendance requirement must be submitted in writing by the Facility Training Coordinator to the appropriate Regional Manager for review. The Regional Training Manager shall forward their recommendations to the Executive Director for final approval.

New staff shall NOT be assigned to a post unsupervised or have unsupervised offender/student-contact prior to successful completion of the Preservice Academy and all mandated certification programs.

2. The Regional Training Manager may, at the request of a Facility Head in the Training Region, make a written request to the Executive Director, requesting that any veteran staff be enrolled in the Academy Program. Either of these requests shall indicate the training need that will be met by the attendance at the Academy. Training is conducted for knowledge and skill development. It should not be utilized for disciplinary, behavioral, or attitude problems.

3. Contractors/Vendors:

The level of each vendor shall be established by the Physical Plant Executive Director, with approval of Facility Head or designee. In order to provide appropriate supervision to vendors, the following supervision requirements shall be adhered to:

- a. Level One (1) Contractors/Vendors: Department staff must escort the contractors/vendors and be present at all times.
- b. Level Two (2) Contractors/Vendors: These contractors/vendors must be escorted and there must be a staff member in the immediate area of service.

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- c. Level One and Level Two contractors/vendors may be gate released or enter the facility on a regular schedule, as approved by the Facility Head or designee.

Contractors/Vendors shall meet the following training requirements for their classification level:

- a. Level One (1) Vendor: This vendor shall receive orientation to the facility, background check, and issued a photo ID if required. (See Attachment IV) for initial orientation requirements).

The Physical Plant Director shall be responsible for conducting Level one orientation to the facility, ensuring background checks are completed, and photo IDs are completed if required.

- b. Level Two (2) Vendor: This vendor shall receive orientation to the facility, background check, and issued a photo ID if required. (See Attachment IV for initial orientation and training requirements)

Staff Development & Training certified instructors shall be responsible for the orientation and training of Level Two contractors/vendors.

- c. Staff Development & Training shall be responsible for maintaining contractors/vendors e-Learning training modules on the SD&T website, and tracking vendors training requirement via an electronic database.
- d. Staff Development & Training shall be responsible for maintaining contractors/vendors training documentation in program files at the facility level.

4. Enrollment by External Agencies:

It is the primary responsibility of the Preservice Academy to train Department staff. When resources are available, Division training may be available to external agencies. Request for training from external agencies shall be forwarded for review and recommendation by the Executive Director of Staff Development and Training and approved by the Executive Director of Staff

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Development and Training. There may be a reimbursable cost associated with training non-Departmental staff.

B. ATTENDANCE APPLICATION:

Enrollment in Preservice Academies shall be processed utilizing the PeopleSoft program. To support this requirement, it is imperative that the following procedures be followed by all facilities:

1. Each Regional Site shall create all new Preservice Academy Activities in ELM System. Each facility shall be responsible to enter its employees into the ELM Activity Code. The Facility Training Coordinator is responsible to contact, via e-mail, the Regional Training Manager and the Program Secretary or designee ten (10) days prior to the program date and include the following information to enroll their students:
 - a. Name;
 - b. Gender;
 - c. Employee ID Number;
 - d. Special Needs; and,
 - e. Participants Need for Lodging (East Region Only).
2. The Academy Self-Study participants shall be the only exception regarding the continued use of paper applications by using, (ATTACHMENT V) The Facility Training Coordinator is responsible to notify the Regional Training Managers and, if applicable, the Facility Human Resource Office immediately of any scheduling problems (e.g., medical/legal problems, FMLA, military leave, etc.) that modify or alter the “ten (10) working days” timeline/deadline for PeopleSoft enrollment.
3. For contractual and Central Office staff completing the Preservice Academy through the Self Directed Study Program, all ELM data entry shall be completed by the regions upon satisfactory completion of all program requirements.

C. ISSUANCE OF CERTIFICATE OF COMPLETION:

All blank Certificates of Completion shall be issued to the Regional Training Sites by Staff Development and Training. Employees completing the Preservice Academy shall have their Certificates of Completion issued at graduation on the last day of the Academy. Preservice Academy Certificates shall include signatures of the Regional

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Training Manager and the Executive Director. Contractual and Central Office staff completing Week 1 only shall have their Certificate of Completion forwarded by the Regional Training Manager to the facility/division upon documented satisfactory completion of all Preservice requirements.

No Certificates of Completion shall be issued until the participant has completed all make-up work. A letter of completion from the Facility Training Coordinator must be sent to the Regional Training Manager for approval. The hour-for-hour make-up time(s) and date(s) must be included, as well as, the name of the instructor completing the make-up.

Participants shall not be considered as having met the Preservice Academy requirements until the Certificate of Completion has been awarded.

Without successful completion of the Preservice Academy, staff cannot work a post unsupervised, nor have regular offender/student contact.

All participants ending their current activity of an Academy with an incomplete status must complete, at their home facility, the hours and classes missed. This make-up shall be coordinated through the Facility Training Coordinator and must be accomplished within thirty (30) days of the last date of the academy attended.

Failure to complete within the thirty (30) day timeframe may result in requiring the participant to attend the Academy in its entirety, respective to his/her position or personnel classification.

Ultimately, it is the responsibility and liability of the individual, the Facility Training Coordinator, Regional Training Manager, and the Facility/Division Head to ensure the individual's training requirements are satisfied in accordance with this policy and administrative procedure.

Regional Academy Sites shall update Completion status from enrolled to pass for participants satisfactorily completing all four (4) weeks of the Regional Preservice Academy.

D. PROGRAM DISMISSAL:

1. Dismissed:

A participant who failed to successfully complete four (4) weeks of the Preservice Academy and was returned to his/her facility due to

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issues involving behavioral problems, unexcused absences or tardiness, problems with background check, or any other issue may result in the participant being terminated from the Department. A letter of dismissal shall be written to the Facility Head from the Regional Training Manager with a copy to the Facility Training Coordinator and Staff Development and Training. Participants shall not be allowed to return to the Preservice Academy.

2. Administrative Return:

A participant who failed to successfully complete all four (4) weeks of the Preservice Academy due to no fault of his/her own and was returned to their Facility shall be classified under Administrative Return.

Reasons for an Administrative Return include excused absences of over 7.5 hours for the entire four (4) weeks of the Academy which could be caused by a serious illness of the participant, or of an immediate family member documented by a physician, hospitalization of a participant, or of a dependent family member, or death of an immediate family member.

Failing a test shall be included in this category unless the staff member cannot pass after repeated attempts; then that staff member would be a dismissal.

A letter of Administrative Return shall be written to the Facility Head from the Regional Training Manager with a copy sent to the Facility Training Coordinator and Staff Development and Training. The participant shall be expected to return to the next scheduled Preservice Academy to complete their training. (Only the days and tests missed shall be required to be made up.)

E. TARDINESS AND ABSENCES:

Good attendance and punctuality are expected of all correctional staff. Any tardiness, absence, or class work missed must be made up. After review of the circumstances, for each situation, the Regional Training Manager shall make a determination.

F. TESTING:

1. Two (2) versions of the tests (A and B pre/post) shall be provided and are the only tests authorized for use. These tests shall be

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utilized for both Pre-testing and Post-testing (i.e. If Test B is used as the pre-test, staff shall utilize Test A for the post-test). Scores from the pre-test shall not be provided to the class until post-test day of that week. Each test consists of fifty (50) multiple choice and true/false questions covering that week's curricula. A minimum score of 70% is required to pass written test for each week of the Preservice Academy curriculum. For all Skill Based Evaluations a minimum score of 80% is required to pass.

The following procedures shall be utilized when administering tests:

1. On the day of testing, staff shall procure enough test booklets to accommodate one (1) test booklet for each participant. Each test booklet is numbered sequentially and should be checked for continuity (Example: If ten participants are to be tested, test booklets #1 through #10 would be used). After testing has been completed, ensure that all test booklets are accounted for and returned to secure storage.
2. Have one (1) test answer sheet for each participant. A copy is provided as ATTACHMENT VI, and may be reproduced locally as required.
3. Pass out the test answer sheets and have participants follow the instructions provided. All materials, books, pads, etc. shall be removed from individual's test surface. Notes taken in class or Participant Manuals are not authorized for use by participants during testing procedures.
4. Pass out the test answer booklets informing participants not to start until instructed.
5. After confirming that each participant has a test answer sheet and booklet, have participants place the number of the test booklet on the answer sheet in the place provided in the lower left hand corner in the instructor comment section.
6. Advise participants that after completing the test, all answer sheets and booklets must be turned in to the instructor.
7. Grade all participant tests.
8. Validate questions missed utilizing (ATTACHMENT VII) recording all questions missed by each participant. If over one-half

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(51%) of participants miss the same question then that question would be invalid and not counted against participant test scores.

9. Score test answer sheets. Return answer sheets to each participant.
10. Collect all answer sheets ensuring that one (1) answer sheet is returned for each participant.
11. Test procedures completed.

It is the responsibility of each Regional Training site to ensure tests are kept in a secure location and accountability of each test maintained at all times. Close attention must be paid to ensure that tests are not compromised at any time, whether during storage or while in use. Failure to maintain integrity of test, test process and test area could result in withdrawal of designation as a training site for the Preservice Academy and disciplinary action against person(s) responsible.

G. PRESERVICE PROGRAM DELIVERY:

All Preservice Academy lesson plans and curricula support materials (including PowerPoint Presentations) shall be provided by Staff Development and Training. These materials cannot be altered, changed or modified without prior approval of the Executive Director. Recommended changes, updates, modifications, etc., to lesson plans or curricula support materials shall be submitted to the Executive Director/designee for review and critique.

Any staff member utilized as an adjunct trainer must, at a minimum, attend a one (1) day Basic Presentations Skills Training program or complete Basic Presentations Skills CBT module. This program is provided as requested by the facility by Staff Development and Training to assist facilities in meeting this requirement. Staff persons who have attended a Trainer Certification Program to qualify in delivery of Certification Programs are exempt from this requirement.

Only subject-qualified experts may be utilized as presenters for any Preservice Academy Curricula. Presenters' credentials shall be reviewed to determine and verify the basis for their qualifications to be a presenter on a given topic, i.e. education, experience, past and/or current assignments, etc.

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Off-color humor, inappropriate and non-relevant profanity, or slang will not be a part of any verbal presentation or program material handout that is provided program participants.

Any instructional management technique that involves the ego gratification of instructors at the expense or undue embarrassment of the participant is unacceptable. Any technique that involves physical or verbal abuse, or the possible perception of abuse, is unacceptable, (e.g., throwing erasers, squirting water guns, manhandling, screaming, yelling, or demeaning behavior, etc).

All Preservice Academy Regional Training Managers are responsible for ensuring that presenters comply with program delivery procedures described herein.

The approved four (4) week Preservice Academy Schedule and Participant Guidelines (ATTACHMENT VIII) shall be adhered to by all Preservice Academies. Deviation from the approved schedule/agenda requires prior approval by the Executive Director.

Staff Development and Training Instructor/Participant ratios must be maintained during all skill based instruction (1 instructor for every 15 participants for all skill based instruction except Firearm requirements will be 1 instructor for every 6 participants).

H. CERTIFICATES:

Regional Training Sites shall request enough certificates from Staff Development and Training to meet anticipated needs. No more than three (3) months supply should be ordered in advance.

I. TRAINING/PROGRAM DOCUMENTATION:

All Regional Training Sites shall complete the following documentation as indicated:

1. Regional Academy Agenda and Instructor Assignment Form – All Preservice Academy Sites shall complete all four (4) weeks of the Instructor forms. (Attachment IX).
 - a. Utilization of this form is required to ensure each course of instruction has a class schedule that includes the name of each class, time and date of each class, and scheduled presenter.

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- b. This form shall be completed prior to all Regional Academy classes to ensure that primary and back-up instructors are assigned for each and every topic offered to include classes that require adult/juvenile co-presentations.
 - c. This form also serves as good documentation within the program file to verify the presenter of record after the fact.
 2. Participant Post-Test Answer Sheet Form

A copy of each participant's graded post-test answer sheet (including failures/retest) shall be maintained at each Regional Training Site.
 3. Preservice Program Sign-In Attendance Roster: (ATTACHMENT X)
 - a. This roster provides verification of actual attendance by each participant.
 - b. This information is necessary to support verification of satisfactory completion of academy program attendance requirements.
 - c. Preservice Program Sign-in and Attendance Rosters shall be maintained at each Regional Preservice Academy training site.
 4. Participant Weekly Program Evaluation: (ATTACHMENT XI)
 - a. A PARTICIPANT WEEKLY PROGRAM EVALUATION shall be completed at all Regional Training Sites by participants.
 - b. Completed Weekly Program Evaluations shall be reviewed weekly by the Regional Training Manager.
 5. Indiana State University Applications
 - a. Each Regional Training Manager shall identify a staff member who shall be responsible for reviewing the paper applications to ensure all necessary information is on the application.

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- b. If an ISU application is returned to the facility due to incomplete information, the participant shall have no more than five (5) days to correct the application or he/she shall not receive the ISU credit hours.
 - c. All questions relating to ISU should be referred to the Executive Director of Staff Development and Training, and to the designated Regional Training Manager. Participants shall be advised to not contact ISU directly with any questions relating to the ISU credit hours.
 - d. The ISU application process needs to be covered during NEO and applications shall be completed on the first day of Week Four of the Academy. Applications and grade sheets shall be forwarded to the North Regional Training Manger immediately following the graduation ceremony.
6. Veterans Affairs (VA) Applications
- a. Each Regional Training Manager shall identify a staff member point of contact that shall be a Certifying Official and responsible for briefing and distributing the VA application.
 - b. Point of Contact shall give a briefing on Week 4 Monday to staff applying for the VA benefits.
 - c. Form 22-1999 A-side shall be completed for each Veteran applying for VA benefits by the Point of Contact. All 22-1999 forms shall be forwarded to the designated Regional Training Manager no later than the fifth (5th) working day after the last week of the Academy. The designated Regional Training Manager shall check and process the information to a spreadsheet prior to forwarding the forms to the Department of Veterans Affairs State Approving Agency.
- J. All participants attending the Preservice Academy shall be required to provide an emergency notification number of a designated individual to be notified in the event of serious illness or injury. Participant notification information shall be reported on the Preservice Academy Enrollment Form. This form shall be maintained in the program file.

Program files shall not be purged. Program files may be called upon for

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many years for litigation purposes. Therefore, program files may be archived; however, at no time shall they be destroyed.

XIV. MAKING A CHANGE ACADEMY:

The Making a Change Academy (MAC) is designated and approved by the Commissioner for the training of new or transferring staff working in juvenile facilities. This training is designed to better prepare staff for managing adolescent behavior in a correctional environment through facilitation as well as hands on scenario based training process.

A. ACADEMY ATTENDANCE REQUIREMENTS:

All new staff persons assigned to work in a juvenile facility are to attend the first available MAC Academy after completing the Preservice Academy. Minimum class size will be consistent with Preservice requirements, six (6) participants. Any participants who have make-up requirements from the Preservice Academy shall be required to attend MAC Academy immediately following the Preservice Academy. Staff transferring from an adult facility to a juvenile facility shall be required to attend the MAC Academy within 30 working days from their transfer date. Staff are only required to attend one time, but may be scheduled as a refresher by their Facility Head with approval from the Executive Director of Staff Development and Training.

All MAC Academy lesson plans and curricula support materials (including PowerPoint Presentations) shall be provided by Staff Development and Training. These materials cannot be altered, changed, or modified without prior approval of the Executive Director. Recommended changes, updates, modifications, etc., to lesson plans or curricula support materials shall be submitted to the Executive Director/designee of Staff Development and Training for review and critique. The daily topics as outlined on the agenda may not be changed to a different day, but may be modified within the same day without approval from the Executive Director of Staff Development and Training.

All MAC Academy recommendations and request shall be approved by the Executive Director of Staff Development and Training.

All MAC Academy Curriculum recommendations and requests shall be approved by the Executive Director of Staff Development and Training.

Any staff member utilized as an adjunct trainer must meet all adjunct instructor requirements, as well as, experience working in a juvenile

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facility or have specialized experience working with youths.

Off-color humor, inappropriate and non-relevant profanity, or slang will not be a part of any verbal presentation or program material handout that is provided program participants. This is to include the nicknaming of juvenile programs that are demeaning in nature.

As with Preservice Academy, no Certificates of Completion shall be issued until the participant has completed all make-up work. A letter of completion from the Facility Training Coordinator must be sent to the Executive Director/designee of Staff Development and Training for approval. The hour-for-hour make-up time(s) and date(s) must be included, as well as, the name of the instructor completing the make-up.

Participants shall not be considered as having met the MAC Academy requirements until the Certificate of Completion has been awarded.

All attendance guidelines and requirements shall be consistent with Preservice requirements.

B. ACADEMY SITE LOCATION:

All MAC Academies shall be conducted at the Correctional Training Institute, New Castle, IN. Exceptions may only be authorized by the Executive Director of Staff Development and Training.

C. MAKING A CHANGE ACADEMY CURRICULUM

The MAC Academy shall consist of a written pre-test and post-test. Executive Directives and programs that are pertinent to the management of youths shall be interjected with approval from the Executive Director of Staff Development and Training. Juvenile students shall be referred to as “youths” during classroom instruction. All juvenile custody staff members shall be referred to as “Youth Development Specialist”.

D. TESTING:

There shall be two (2) testing processes for each MAC Academy, written pre/post-test.

As with the Preservice Academy, two (2) versions of the test (A and B pre/post) shall be provided and are the only tests authorized for use. These tests shall be utilized for both Pre testing and Post testing (i.e. If Test B is used on Monday as the pre-test, on Friday the staff shall utilize Test A for

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the post-test). Scores from the pre-test shall not be provided to the class until Friday of that week. Each test consists of fifty (50) multiple choice and true/false questions covering that week's curricula. A minimum score of 70% is required to pass.

E. PROGRAM DOCUMENTATION:

All MAC Academy program files are to be maintained at the Correctional Training Institute in New Castle, IN. Program files shall consist of:

- a. Sign-in Sheet/Attendance Roster;
- b. Pre and Post-Test answer Sheets;
- c. Written Test Validation Sheet;
- d. Participant Questionnaires; and,
- e. PeopleSoft Learning Activity Transcript

XV. ON-THE-JOB TRAINING PROGRAM

The purpose of the On-the Job Training (OJT) Program is to establish and provide a standard OJT training program for the Indiana Department of Correction. These procedures are applicable to all OJT Training to include New Employee, Promotions, Transfers, Demotions, and Shift Changes.

All OJT Training shall be conducted under the direct supervision of Field Training Manager (FTM), Field Training Officers (FTO), Facility Training Coordinators (FTC), or Training Officers (TO) while being assigned to their respective training departments during all required phases using an approved training module that is designed to ensure task accomplishment within specific time frames. Modules shall be developed using the following guidelines:

- a. Phase I: Custody and Non-Custody, 40 hours immediately following all NEO and Academy training (See Attachment XII for mandatory topics for check sheets).
- b. Phase II: Custody and a separate non-custody, facility specific topics immediately following Phase I (See Attachment XII for examples of possible facility specific topics for check sheets). Each facility shall develop the facility specific checklists for every department and submit them to the Regional Training Manager after the facility approval process. Maximum number of task sheets per department is 50 task sheets unless approved by the Regional Training Manager or above.
- c. Phase III: Custody, immediately following Phase II (See Attachment XII OJT for mandatory topics for check sheets) each facility shall develop the

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mandatory checklists for Custody and submit them to the Regional Training Manager after the facility approval process. Maximum number of task sheets are 50 task sheets unless approved by the Regional Training Manager or above.

- d. Phase IV: Custody facility specific topics immediately following Phase III (See Attachment XII for examples of possible facility specific topics for check sheets). Each facility shall develop the facility specific checklists for Custody and submit them to the Regional Training Manager after the facility approval process. Maximum number of task sheets is 50 task sheets unless approved by the Regional Training Manager or above.

All custody staff must complete all four phases totaling 160 hours of OJT and pass the OJT Final Test consisting of written and skill based test questions before working an unsupervised post. Each FTC shall develop the OJT Final Test based on his/her Facility specifics and receive approval from the Regional Training Manager prior to implementation. If a new trainee receives below a 70% on their final OJT Test, he/she should be given the opportunity to take a second test. The second test shall not be administered until an FTO Trainer has retrained the staff person on the task sheets covering the missed questions on the test. This will require this trainee to remain assigned to training until this individual has been retrained and given the second test. If the trainee fails both tests, the Facility Head would then decide on whether that employee should complete the program a second time or if that employee should terminate employment.

All non-custody staff must complete Phase I mandatory topics before leaving the training department and Phase II facility specific topics within their respective departments totaling 80 hours of OJT prior to supervising offenders. At the completion of their 5th month of hire date, the Department Head or designee shall complete the Final OJT Observation Report and forward the report to the FTC. The Facility Human Resources Department shall receive a copy of the 5-month observation report so that this form can be used as a tool in determining classification change. If an employee receives a rating of unsatisfactory on their 5-month observation report, the Facility Head can determine to retrain the employee on the task sheets that are applicable to the deficiency or terminate employment. However, any employee that rates unsatisfactory should not receive a classification change from Correctional Officer Trainee to Correctional Officer until he/she has at least met satisfactory on the 5-month observation reports. This would require the new employee to be retrained on specific task sheets and a new observation report completed at the 9th month of employment.

All custody/non-custody staff that completes the OJT Program will need to complete the OJT Trainee Questionnaire at the 5th month of employment and

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forward the completed questionnaire to the Field Training Manager or Facility Training Coordinator. (See Attachments XII and XVI).

A. Department Head Responsibilities:

1. Each Department Head shall be responsible for an OJT program for his/her area of responsibility. The Department Head/Training Coordinator shall be responsible for the development, implementation, and documentation of OJT programs for all staff under his/her supervision. OJT shall enable the Department Head/Training Coordinator to evaluate the trainee's strengths and challenges very early in the employment period.
2. Job/Occupation specific tasks checklists for the various OJT programs and the OJT forms shall be developed by the department head and Facility Training Coordinator. All completed OJT checklists shall be submitted to the Facility Training Committee for review and approval. After approval, submit to the Facility Head for review and approval prior to implementation and use. All approval of checklists must be approved on the checklist approval form within two weeks. All OJT training checklists shall be made available for review during the Staff Development and Training Program reviews.
3. Each department head shall be responsible for selecting and ensuring properly trained FTOs and FTMs for their respective departments.
4. Use the Performance Evaluation Log provided by the FTO Trainer to conduct the final OJT Observation Report upon completion of the OJT Training for the Trainee.
5. Provide the new employee with a copy of the final OJT Observation Report.
6. Attach the original copy to the OJT Packet.
7. At the conclusion of all four phases, the department head must sign the completed OJT Package, which consists of the OJT Performance checklist, Performance Evaluation Log, and the final OJT Observation Report. By signing the OJT Package, the department head is stating that the training was accomplished and that he/she agrees with the trainer's assessment of the new employee's job progression.
8. When all tasks, of each phase, on the OJT performance checklist are completed, forward the original OJT packet, with all original evaluations to the Staff Development and Training Department. At a minimum, the

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final OJT Observation report shall be filed in the new employee's training folder. Any additional OJT Training documents shall be filed within the Staff Development and Training department and made available for review upon request.

9. A copy of the Performance Observation Log(s) and any Final Observation Reports are to be filed in the staff person's fact file to be utilized by the supervisor for evaluation of the classification change to Correctional Officer to Youth Development Specialist.

B. Field Training Managers (FTM) responsibilities:

1. The FTM shall oversee all aspects of the OJT program.
2. Shall work with the department heads or Department's Committee to develop training modules applicable to their respective department.
3. Shall work with the department heads or Department's Committee to appoint FTOs for their respective department.
4. Shall implement all training modules to the FTO and shall also monitor and evaluate the FTOs and the OJT program.
5. The FTM shall review documentation from the FTOs and the trainees.
6. The FTM shall coordinate continuous education for the FTOs with the Training Coordinators.
7. The FTM shall schedule committee members or attend meetings to help with the development of the OJT check sheets.
8. The FTM shall have a tracking system to show progress of staff that is trained and or being trained with the OJT program and make this tracking accessible to the training department for reviews.

C. Specific Requirements for Assignment as Field Training Officer (FTO):

1. All FTOs shall have at least one full year of experience with the Department. Annual performance appraisals must indicate that these individuals have a thorough knowledge of their job duties. They must be recommended in writing, to the Training Department by their supervisors.
2. All supervisors should consider the following personal/professional characteristics before recommending an individual.

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- a. All FTOs must have the **desire** and ability to help train new employees.
- b. Individual should possess good written and verbal skills.
- c. Individual should be disciplinary free for at least twelve months.
- d. Individual should have good knowledge of the job, as evidenced by having at least “met expectations” on his/her performance appraisals.
- e. Possess coaching abilities and are able to provide constructive feedback, positive and negative.
- f. FTOs must successfully complete the FTO Training for Trainers Program presented by the Facility Training Coordinator/Facility FTO Trainers/Correctional Training Institute.

D. Field Training Officer Responsibilities:

1. It is the responsibility of the FTO to show new employees how to correctly accomplish specific tasks and to have the new employees practice those specific tasks (It is only by practice that an individual can become proficient in any job requirement). All applicable policies, post orders, and laws are to be considered when instructing.
2. The FTO is responsible for not voicing personal opinions, biases, prejudices, if they are contrary to current policies, post orders, or laws. If the trainee follows advice from the trainer that is contrary to current policies, post orders or laws, the trainer may be held responsible.
3. The primary purpose of FTO is the consistent, systematic preparation of a new employee/staff member for duty.
4. FTO shall conduct OJT program by using applicable performance checklists. OJT shall involve instruction and practice for the specific duties and responsibilities to be fulfilled by the trainee upon duty assignment, as specified in the appropriate performance checklist. The FTO shall be responsible for all aspects of a staff person's OJT, including coordination, supervision, and evaluation.
5. The FTO shall ensure that trainees are supervised constantly, when with offenders/youths, and shall not be left on a post without supervision during all phases of training. FTO shall provide reasonable hands-on job

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experience opportunities for each trainee. A typical progression for such hands-on experience would be:

- a. Trainee reads/reviews task document.
 - b. Trainer explains the task to be accomplished.
 - c. Permit the Trainee to observe the required task.
 - d. Have the Trainee explain the task while the Trainer is demonstrating it.
 - e. Have the Trainee perform the task. If challenges occur, inform the Trainee of the correct methodology (do this away from the offenders/youths.)
 - f. Give the Trainee the opportunity to practice the task until he/she can perform the task satisfactorily. 160 custody/80 hours non-custody of combined instruction and of practice should be sufficient to obtain proficiency in all required Phases.
 - g. The OJT portion of training may be extended if deemed necessary by the applicable supervisor. The Training Department should be notified if the trainee's OJT time frame is to be extended.
6. FTOs are to daily document the OJT program required areas on the applicable performance checklist. In addition, the FTO is to complete a Performance Evaluation Log at the conclusion of each shift. This documentation shall enable the FTM and trainer to evaluate the trainee very early in the employment period. This information is to be used by the Department Head and/or Department FTM to complete the Final OJT Observation Report.
7. Performance Checklist must be completed by the FTO and the trainee:
- a. All tasks noted on the performance checklist must be completed and initialed by both the Trainer and the Trainee.
 - b. If a task is not applicable, the words "Not Applicable" must be written next to the appropriate task item, with an explanation indicating why the task is not applicable. No task items are to be left blank.
 - c. Initial a task on the OJT Performance checklist, only if the Trainee is successful in completing the assigned task. Do not sign off a duty task if the Trainee cannot accomplish the task.

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- d. Each performance checklist has a space for the trainer and trainee's initials, and a space for the applicable date that the training was accomplished. Each task shall be signed off on the date that the training was accomplished and the total amount of time spent on the specific task shall also be recorded on the Performance Check Sheet.
 - e. A data base of all checklists shall be kept on file at Staff Development and Training. All Training Coordinators must submit all their checklists electronically to designated Regional Training Manager. Any updates to checklist must be forwarded as well.
 - f. All checklists must conform to the approved format for checklists.
 - g. FTO Trainers may also be used as a mentor for the new employee. If a new employee requests to have a mentor assigned to him/her, the FTC shall assign an FTO Trainer to mentor that new employee. The FTO Trainer shall be responsible for making themselves available to assist the new employee during the first 6 months of employment to answer questions/concerns that the new employee may have.
- E. Trainee Feedback:
1. The FTM shall ensure that a "Weekly Wrap-up Report" is provided to the Trainee at the conclusion of each weekly meeting with the new employee.
 2. The new employee shall complete the "Weekly Wrap-up Report" and turn in the completed report to the FTM.
 3. Feedback from the new Trainee shall be provided to the applicable Department Head/ FTC/FTM. This information will be useful to gauge the effectiveness of the OJT program.
- F. OJT Training for Transfers, Promotions, Demotions, and Shift Changes:
1. OJT training is required of all staff members who transfer to another shift or facility, or who are promoted. Use of the appropriate OJT Performance checklists shall document training.
 2. Shift change OJT is required if a staff person has not worked the shift for a period of one (1) year. Shift change OJT training shall consist of at least one (1) full day of a modified Phase I thru Phase IV and shall take place during the staff member's first full day working the new shift.

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- 3. Lateral transfer OJT training shall consist of at least three (3) full working days of a modified Phase I thru Phase IV, in the new shift.
 - 4. OJT training for staff members who have been promoted shall consist of at least five (5) full working days of a modified Phase I through Phase IV. All promoted staff members must successfully complete the required OJT training program before working unsupervised in their new classifications.
- G. Staff members who voluntarily/involuntarily are demoted shall complete a modified Phase I through Phase IV.
- 1. Staff that voluntarily demote or are demoted back to the previously held classification within two (2) years shall complete a modified Phase I through Phase IV.
 - 2. Custody staff that voluntarily demote or are demoted to a classification not previously held shall complete the entire OJT training requirement for the new position.
 - 3. All non-custody staff must complete custody phases II, III, and IV if going into custody before leaving the training department, and if going into another non-custody position Phase II, facility-specific topics, within their respective departments totaling 40 hours of OJT.

H. Exceptions:

OJT checklists/forms used by facilities/divisions that do not have an assigned FTC/Committee (e.g. PEN Product) are to be submitted to the Executive Director/designee within sixty (60) days of development.

XVI. ANNUAL IN-SERVICE TRAINING:

A. General Requirements:

Staff Development and Training shall structure an Annual In-Service Training for all staff for each year subsequent to the first year of employment. To ensure the Department utilizes a measurable standard for tracking In-Service Training hours, each facility shall be required to complete the following percentage of facility staff In-service for the quarter (Both DOC and Contractual staff.)

- 1st Quarter (July – September) – 30%
- 2nd Quarter (October – December) – 30%

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3 rd Quarter (January – March)	–	30%
4 th Quarter (April – June)	–	10%

All facility/division staff shall receive training relevant to their duties in mandatory, statutory, policy, and administratively mandated topics (ATTACHMENT XIII). For contractual staff In-Service training requirements, refer to Section XIX of this policy and administrative procedure.

All staff members shall be required to complete a minimum of forty (40) hours of In-Service Training. Executive staff members (Assistant Facility Heads and Above) who exceed forty (40) hours of training, relevant to their position, may not be required to attend the Department's In-Service Training. Professional and job relevant training received by these staff shall serve to meet the requirement of the In-Service syllabus. Conferences, Superintendent and Assistant Superintendent Symposiums, Executive Leadership, and NIC Trainings are all examples of substituted training. Additionally, facility Executive staff members must remain current in certifications for Personal Protection, Security Skills, and CPR/First Aid.

It shall be the responsibility of all department heads to schedule their staff for Annual In-Service Training, based upon their hire date or prior to their last In-Service Training. Facility Training Coordinators shall submit an Annual In-Service Training Calendar by June 1 to all department heads. The department head shall submit a training schedule for his/her staff, by July 1 to the Facility Training Coordinator. If a training schedule is not submitted by July 1 the Facility Training Coordinator must assign a training schedule for staff members.

If a staff member fails to satisfactorily complete a scheduled training, the Training Department shall notify his/her Department Head in writing and the staff member may be rescheduled. If the staff member fails to satisfactorily complete the second training, his/her Department Head and the Facility Head shall be notified. Action appropriate to the situation shall be taken by administrative staff.

1. Central Office Staff shall be required to complete seventeen (17) hours In-Service e-Learning, within the fiscal year.
2. Staff may be required to attend remedial Preservice, In-Service, Certification and OJT programs for documented instances of marginal or less than acceptable work performance due to lack of knowledge and skill.

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XVII. SKILL BASED TRAINING

The Division of Staff Development and Training is responsible for the development, coordination, implementation and review of all skill based certification/re-certification training programs. Staff Development and Training is responsible for certifying:

- A. End User – This is a person who has been trained in a specific topic.
- B. Instructor – This is a person who is certified to train staff (end users) in a specific topic.
- C. Instructor Trainer – This is a person who is certified to train staff to be Instructors in a specific skill.
- D. Master Instructor – This is a person who is certified to train staff to be Instructor Trainers in a specific skill.

Staff Development and Training will be responsible for the following skill based training programs:

- A. Adult Personal Protection
- B. Juvenile Personal Protection
- C. Security Skills
- D. CPR/First Aid
- E. Basic Firearms
- F. Level 1/Juvenile Transportation
- G. Parole Skill Based Training Programs
- H. Body Cuff Universal Restraint System

The following criteria are to be adhered to for Instructor Certification for Skill Based Curriculum:

Staff attending instructor certifications shall complete a one day Presentation Skills program prior to skill specific instructor certification. (Completion of the Presentation Skills e-Learning is an allowable alternative). This will only need to be completed at the instructors’ initial certification.

Staff attending instructor certifications shall complete a skills evaluation with a minimum of 90% (correctable to 100%). Certifications shall be for a 2 year period. There will be no “re-certification program.” All staff will attend the certification program in an effort to ensure the continued consistency of training.

To be eligible for Instructor Trainer certification, an instructor shall have a minimum of 200 hours of documented training time for that training in which he/she is attempting to gain Instructor Trainer certification.

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To be eligible for Master Instructor certification, an Instructor Trainer shall have a minimum of 400 hours of documented training time for the training in which they are attempting to gain Master Instructor certification.

In order to be certified as an instructor, staff must complete the following for each skill based program:

A. Security Skills Instructor Certification:

1. One day of Presentation Skills
2. Three days of Security Skills
3. One day of BodyCuff Universal Restraint System (Authorized Facilities only)

B. Adult Personal Protection Certification:

1. One day of Presentation Skills
2. Three days of Personal Protection

C. Juvenile Personal Protection:

1. Four days of Juvenile Personal Protection
2. One day of Presentation Skills

D. Juvenile Student and Level 1 Transportation:

1. One day of Juvenile Student and Level 1 Transportation
2. One day of Presentation Skills

E. Parole Skill Based Programs:

1. Three days of Personal Protection
2. Two days of Security Skills
3. One Day of Chemical Agents

XVIII. PROFESSIONAL DEVELOPMENT PROGRAMS:

The Department continues to provide intensive training in the areas of supervision, management, and leadership. This training shall provide correctional staff with the knowledge and skills needed to perform at various professional levels.

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A. The IDOC Supervisory Program: This three (3) tier program is designed to enhance the skills and knowledge needed to be an effective supervisor. While each program targets a unique audience, overall the program is a building block process. The IDOC Supervisory Program is designed to enhance the skills of the departmental staff not only through structured curricula but through the personal interactions and networking opportunities. The three (3) tiers of the program consist of:

1. Developing Professional Employees: This program will examine the difficult transition from peer to supervisor. Participants will take part in classroom activities and discussions on topics such as “Motivating Myself to Motivate You” and “Delegation: The Art”. The suggested supervisory experience for this program is 0-12 months.
2. Optimizing Heightened Effectiveness: This Program is the second part of a continuous learning process for supervisors. This program provides additional skills and knowledge to those already learned. Optimizing Heightened Effectiveness introduces the supervisor to potential challenges he/she may face, as well as present a building block process to address those challenges in a professional manner. The minimum supervisory experience for this program is 2-5 years.
3. Conquering Maximum Efficiency: This is the third component of a continuous learning process for supervisors. The goal of this course is to assist supervisors in developing professionally as a mid-manager. This course is essential in developing the skills and knowledge needed to function in a mid-management position and to increase the accountability and effectiveness of mid-managers. The minimum supervisory experience for this program is 5-10 years.

While the time frames mentioned above are the suggested target audience, they are not intended to exclude any supervisory staff member from participating in the programs. Supervisory staff members, with experience beyond the suggested time frame, are still encouraged to participate.

B. The Leadership Academy: This is a two (2) week training program designed for all staff looking to unlock their potential and become the future leaders of the Department. Week One of the program is focused on “self-assessment”. Highlights of this program include self-awareness (completing of 360° assessment instrument); leadership; developing personal accountability, initiative, and positive attitude. Selected

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participants shall be required to complete exercises between week one and week two entitled “The Challenges”. These exercises are designed to challenge the participants to develop their leadership skills. Week two is focused on “leadership support”. The topics for this session are Communication, Team Building, and Problem Solving. This week will provide the opportunity for the participants to not only learn; but to apply their leadership skills in a myriad of activities.

- C. Experienced & Emerging Leadership Program: This is an executive leadership program targeted to prepare selected staff for future assignments of increased responsibility. This progressive program consists of four (4) sessions, one (1) each season, of a day and a half in length. Participants will engage in a myriad of leadership principles, teamwork, camaraderie, and work production on current issues.
- D. E-Learning: Staff Development and Training shall offer e-Learning courses for professional enhancement. These courses shall be accessible to all staff members online via the Enterprise Learning Management System.
 - 1. Development of e-Learning Modules:

E-Learning modules shall be developed in accordance Section “XI. CURRICULA/LESSON PLAN DEVELOPMENT/REVIEW” of this policy and administrative procedure.
 - 2. Request for Development of e-Learning Modules:

All requests for Professional Development e-Learning modules shall be requested through the Executive Director of Staff Development and Training.
- E. Certification Programs: Staff Development and Training will sponsor, host or collaborate with internal or external agencies, academic institutions and vendors/consultants for knowledge/skill based learning opportunities for Department staff.
- F. National Institute of Corrections (NIC), Office of Juvenile Justice and Delinquency Prevention (OJJDP), and Staff Development and Training shall coordinate and collaborate with NIC and OJJDP to provide Department staff regional and national training opportunities, advertise, notify, disseminate, market, and coordinate applications for NIC and OJJDP training programs.

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XIX. CONTRACTUAL STAFF REQUIREMENTS:

A. Contractual NEO:

All new contractual staff, prior to attending Preservice Academy, must complete, at a minimum, a forty (40) hour New Employee Orientation Program (NEO).

NEO training program consists of two (2) training phases that shall include pre-employment training, designated classroom-based training topics, and administrative-based orientation prior to attending Preservice Academy Program. Phase One shall be completed before the new hire officially starts work at his/her designated facility. Phase Two shall be completed during the first two (2) days of the new hire’s employment. See ATTACHMENT III for a complete list of required training topics.

1. Phase One: This phase consists of the new hire completing the assigned twelve (12) e-Learning modules prior to his/her official start date. The new employee can view these modules by logging onto the internet, visiting the Indiana Department of Correction home page, and then clicking on the Staff Development and Training link.
2. Phase Two: This phase consists of the new hire completing classroom training, at his/her home facility, during his/her first two days of employment. This classroom training covers specific policies and procedures in three main areas; human resource topics, administrative topics, and facility specific topics.

At the end of phase two, each new contract staff shall complete the new employee orientation test and shall receive at a minimum 70% to pass. If an individual fails the first test he/she shall be given an opportunity, on the same day, to retake the test. If the new employee fails the second attempt to pass the test, the test shall be given at the Correctional Training Institute Regional locations.

B. Contractual Preservice:

The medical and foodservices contractual employer shall have the option of assigning staff to attend week one of the Preservice Academy, in a traditional classroom setting or complete the Preservice Academy week one self-study test. If the contractual employee attends week one in a traditional classroom setting of the staff member shall be required to complete three e-Learning courses prior to a certification being issued. The three modules

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include Special Needs Offenders, Substance Abuse, and Diversity in Corrections, e-Learning modules through the PeopleSoft Enterprise Learning Management System. Additional training topics may be identified by Executive Staff for contract staff to attend to be completed in week one.

All new staff persons who have offender/youth contact shall attend a Preservice Academy unless they have been separated from Department employment for less than one (1) year and return to the same or similar classification. (NOTE: Offender/Youth contact refers to staff members who either directly supervise offenders/youths or staff members who have regular daily contact with offenders/youths. This does not include offenders/youths coming into an office to clean.)

Should a contractual staff member not successfully complete the self-study (70% or higher) he/she shall be required to attend the week one, Preservice Academy and complete personal protection and maintain certification prior to working with offenders/youths.

C. Contractual In-Service:

Contractual veteran staff members must receive 40 hours of training annually. (ATTACHMENT XIII)

This is a combination of what they received from their parent corporation as it involves their specific job duties and the modules of training required by the Department. Department-required training modules shall include personal protection and maintain CPR certification. The remaining required hours may be a combination of Department and contractual training hours that are specific to each staff member's job description.

Documentation of training hours, including rosters, dates, and classes conducted by the contractual employer must be submitted to the training department on a monthly basis.

D. Part-Time Contractual College Professors Training Requirements:

College and university staff entering Department facilities to provide educational services to offenders on a limited or part-time basis under the auspices of a contract for services or other agreement for the provision of educational services shall adhere to the following procedure:

It is the responsibility of the representative to the College Consortium to prepare and submit to the Director of Education, Indiana Department of Correction a master list of staff who will be instructors in the adult

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facilities. The master list shall be submitted within the timelines and guidelines as established each year prior to the start of the fall semester.

It is the responsibility of the representative to the College Consortium to gather and submit the following documentation as provided by the Indiana Department of Correction for each individual appearing on the college's staffing list:

- Criminal Background Check
- Emergency Preparedness Personal Information, Form #51884
- Statement of Trafficking Laws and Authorization for Search, Form #41465
- Tuberculosis Screening for Employees with Previously Negative Skin Test, Form #45900, or, Tuberculosis Screening for Employees with Previously Positive Skin Test, Form #45871
- A certificate indicating the results of a current TB test will be included with one of the two forms above.
- Application for Registered Volunteer, Form #9238
- Registered Volunteer Agreement, Form #46585
- Confidentiality Agreement
- Drug Free Workplace
- Documentation of Volunteer Training, Form #46587

Department facilities shall not provide any Tuberculosis testing.

It is the responsibility of each member of the College Consortium to obtain complete documentation on each form including original signatures of instructors and dates.

All instructors will be provided with start and end dates to complete and pass the e-Learning modules specific to those individuals.

All part-time contractual college instructors must satisfactorily complete, on an annual basis, required e-Learning and Personal Protection training prior to working with offenders. (ATTACHMENT XIII)

Staff, including part-time, full-time, and contractual staff who present medical certification (not verbal) that states they cannot take part in any or all of the Personal Protection skill based training modules shall not be mandated to physically participate in that part or all of the modules. However; they shall observe all the modules and physically participate in any portion medical certification does not cover.

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Staff members shall be verbally tested on those portions of the skill based testing that they cannot perform physically and fully tested on those portions that they can physically perform. No training credit points shall be awarded for the verbal.

Medical Certification shall be filed with the staff member's training records and serve as the documented reason that he/she are not certified.

Facility Training Coordinators are responsible for ensuring the completion of Personal Protection Training as well as the facility orientation classes prior to admittance.

It will not be necessary for college and university staff members to have an identification card for each facility where they are providing services. The college/university lists shall be distributed to the facilities where education services will be provided. The college/university representative in charge of the education program shall inform appropriate facility staff (i.e., Supervisor of Education, Assistant Superintendent/Programs, etc.) of the specific individuals needing identification cards.

Before an identification card is made, facility staff shall review the list provided by the Education Division and, if the person's name is on the list, the facility shall provide the person with an identification card using the green "Contractor" standard identification card. On the line for the Facility Name, the facility can simply put "Department of Correction" to indicate that the person may be providing services in more than one facility. This identification card shall be honored at all Department of Correction facilities when the person comes to the facility to provide these approved services.

XX. INTER-AGENCY SUPERVISION OF OUT-CUSTODY WORK CREWS:

Anyone who supervises a work crew must complete 30 hours of designated training (ATTACHMENT XIII) prior to supervising offenders and on an annual basis 16 hours in-service and 11 hours of e-Learning modules. Facility Training Coordinators must maintain a current list of inter-agency staff that has completed the training requirements. The list shall be provided to the Custody Supervisor for distribution to the appropriate facility staff member. Department offenders shall not be released to an inter-agency staff member until training verification has been confirmed.

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XXI. VOLUNTEER TRAINING:

Volunteers assist the Department in providing a variety of services to offenders and youths and must receive training (See ATTACHMENT XIV for initial and in-service training.) There are three (3) levels of volunteers as defined in Policy and Administrative Procedure 01-03-103, “The Development and Delivery of Community Involvement Program,” Section XVI.

The level of each volunteer shall be established by the Community Involvement Coordinator (CIC) with approval of the Facility Head or designee.

Supervision requirements have been established to provide appropriate supervision for the levels of volunteers as defined in Policy 01-03-103, The Development and Delivery of Community Involvement Program, Section XVI.

A. Level One (1) Volunteer

This volunteer shall receive orientation to the facility, TB test, background check, and issued a photo ID. This volunteer shall review e-Learning modules, thirteen (13) total (ATTACHMENT XIV), via the Staff Development and Training page of the Department’s website, and successfully complete a written test. The volunteer must score a 70% on the written test. If the volunteer does not successfully pass the written test, the volunteer shall immediately be given the written test again.

This volunteer must successfully complete Use of Force and Personal Protection training with a minimum score of 70% (ATTACHMENT XIV).

An SD&T staff member shall administer the written test.

This volunteer will receive the IDOC’s PREA pamphlet and sign an acknowledgement form of IDOC’s zero tolerance stance on sexual abuse (ATTACHMENT XIV).

B. Level Two (2) Volunteer

This volunteer shall receive orientation to the facility, TB test, background check, and issued a photo ID. This volunteer shall review e-Learning modules, five (5) total (ATTACHMENT XIV), via the Staff Development and Training page of the Department’s website, and sign an acknowledgement form documenting completion of the e-Learning.

This volunteer shall receive the Department’s Prison Rape Elimination Act (PREA) pamphlet and sign an acknowledgement form of the

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Department's zero tolerance stance on sexual abuse (ATTACHMENT XIV).

C. Level Three (3) Volunteer

This volunteer shall receive orientation to the facility, TB test, background check, and issued a photo ID. This volunteer shall review e-Learning modules, four (4) total (ATTACHMENT XIV), via the Staff Development and Training page of the Department's website, and sign an acknowledgement form documenting completion of the e-Learning.

This volunteer shall receive the Department's PREA pamphlet and sign an acknowledgement form of the Department's zero tolerance stance on sexual abuse (ATTACHMENT XIV).

D. Volunteer Annual In-service Training

1. Level One (1) Volunteer

This volunteer shall review e-Learning modules, thirteen (13) total (ATTACHMENT XXVI), Module 2 becomes Advanced Criminal Manipulation), via the Staff Development and Training page of the Department's website, and successfully complete a written test with a minimum score of 70%. If the volunteer does not successfully pass the written test, the volunteer shall immediately be given the written test again.

This volunteer must successfully complete Use of Force and Personal Protection training with a minimum score of 80% (ATTACHMENT XIV).

A Staff Development and Training staff member shall administer the written test.

2. Level Two (2) Volunteer

This volunteer shall review e-Learning modules, five (5) total (ATTACHMENT XIV, Module 2 becomes Advanced Criminal Manipulation), via the Staff Development and Training page of the Department's website, and sign an acknowledgement form documenting completion of the e-Learning modules.

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This volunteer shall receive the Department’s PREA pamphlet and sign an acknowledgement form of the Department’s zero tolerance stance on sexual abuse (ATTACHMENT XIV).

3. Level Three (3) Volunteer

This volunteer shall review e-Learning module, four (4) total (ATTACHMENT XIV, Module 2 becomes Advanced Criminal Manipulation), via the Staff Development and Training page of the Department’s website, and sign an acknowledgement form documenting completion of the e-Learning modules.

This volunteer shall receive the Department’s PREA pamphlet and sign an acknowledgement form of the Department’s zero tolerance stance on sexual abuse (ATTACHMENT XIV).

E. Volunteer Training Documentation

Staff Development and Training shall maintain master files of training of volunteers. Community Involvement Coordinators may wish to keep copies of documentation of volunteer training.

Staff Development and Training and Community Involvement Coordinators shall collaborate to schedule training of volunteers, and documentation of volunteer training.

XXII. TRAINING DOCUMENTATION:

All In-Service Training requirements shall be completed annually (Program Year July 1 – June 30) and documented in employees’ training files in a logical sequence. Supervisors shall review subordinate’s annual training when completing a staff person’s annual performance appraisal.

In an effort to reduce the physical space needed and limit the consumption of resources, Staff Development and Training is implementing the following system for the retention of Employee Training Records and Program Files, which will be more economical and sustainable.

A. Individual Training Files:

The following information shall be included in all Individual Training Files and placed in the correct section. Each staff member working within the Department is to have an Individual Training File that contains all of his/her training information during his/her employment. Individual

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Training Files shall consist of five (5) separate sections that identify different areas of training completed by the staff member throughout his/her career with the Department. The sections are identified below along with what is to be placed in each section for filing purposes. These files must be maintained in the manner mentioned above.

1. Section 1: Training History Documentation

Learner Transcript will identify completed training for the fiscal year. This is a PeopleSoft generated report.

2. Section 2: New Employee Training Documentation

a. NEO

Receipt and Acknowledgement of New Employee Orientation, NEO Test, Acknowledgment of Receipt of State Ethics Rules, Workplace Harassment Prevention Policy, Trafficking Laws and Authorization for Search, Statement of Confidentiality, Drug Free Workplace Policy, Acknowledgement of Receipt of Information and Standards of Conduct, Certificate of Receipt of Policy Adult/Juvenile Disciplinary Procedures, Internet and Technology Resource User Agreement and Facility Emergency Procedure Checklist.

b. Pre-Service (Pre-Service Academy, MAC Academy, Parole Pre-Service, etc)

Pre-Service Training-Certificate of Completion, Exit and Entrance Procedures, Acknowledgement of Receipt of Ethics Training, Acknowledgement of Receipt of Training and Brochures "Sexual Assault Prevention", SD&T Training Application, Use of Force Written Test, Mental PREP Written Test, Security Skills Evaluation Test, Personal Protection Evaluation Test, CPR/ First Aid and AED Tests. (Note: any make-up letters shall be placed in this section if applicable)

c. On-the-Job (OJT) Training

Final Observation Report and all completed phases of the OJT Program are to be filed in this section.

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3. Section 3: Annual In-service Training Documentation

In-Service Core, Firearms, and Skilled Based Training

4. Section 4: Specialized Training Documentation

Conferences, Certification Programs, Seminars, Symposiums, Outside Training Programs, and ERO Special Teams Certification and/or Training

5. Section 5: Instructor Certification

Train the Trainer, New Trainer Orientation, Skill Based Certifications, Firearms Certification, CAPS Certification, QRT Certification, Presentation Skills Certification, and Specialized Instructor Certification Programs.

6. Separation of Employment

In the event that a person leaves State employment, his/her complete training file shall be scanned into an electronic file (pdf) and forwarded to Trainingsupport@idoc.in.gov for archiving.

7. Re-Hire

If a former employee returns to employment with the Department, the Facility Training Coordinator shall contact Trainingsupport@idoc.in.gov for the record to be transferred to the appropriate facility.

8. Transfer

In the event of an interagency transfer, the Training Coordinator shall contact Training Support to have the employee's records moved to the receiving Facilities folder.

B. Program Files:

The following list of information shall be included in all Training Program files. These files must be maintained in alphabetical order by fiscal year, July 1 through June 30:

1. Attendance Roster/Sign-In Sheet;
2. Program Evaluation;

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3. Absence Report;
4. Topic Outline;
5. Applicable Program Agenda;
6. Applicable Test; and,
7. Activity Transcript

C. Retention Files:

Converted Files

Once a file (program folder or employee training packet) has been scanned into an electronic format and filed on the Training drive, the Facility Training Coordinator shall work with the Regional Training Manager to coordinate transferring the hard copies to the Correctional Training Institute for archiving.

The Regional Training Manager shall be responsible for coordinating the delivery of the hard copies to the Correctional Training Institute.

All files shall be archived in the following manner:

- a. Program Files and Employee Training Files shall be filed in separate (State Archive approved) boxes and labeled as such.
- b. Each box shall indicate the facility/location of origin.
- c. Employee Training Files shall be filed in alphabetic order and labeled on the outside of the container with the last name of the first file and the last name of the last file.
- d. Program files shall be filed by date and labeled on the outside of the box with the beginning date of the first file and ending date of the last file.

D. Current Files:

The Facility Training Coordinator with the oversight of the Regional Training Manager shall establish a method for ensuring all current year documents are scanned and hard copies are only maintained for a period necessary to facilitate their conversion.

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XXIII. DEPARTMENT TRAINING CREDIT FOR SPECIAL TRAINING:

A. Requirements:

Staff may obtain Training Credit for successful completion of external training relevant to the staff person’s job duties. Because of the diversity of training programs available to staff, each individual request is considered relative to staff job classification and content of the course. Training must be conducted by an accredited source such as a governmental agency, college, ICA, ACA, NIC or other outside source approved by the Executive Director of Staff Development and Training. The training must have taken place or have been completed during the current training year. Training Credit shall not be retroactive.

B. Documentation:

The form, “REQUEST FOR TRAINING CREDIT” (Attachment XV) shall be submitted to the Facility/Division Training Coordinator and forwarded to the Regional Training Manager within thirty (30) days of completion of the training/course. Training Credit shall not be given final approval until documentation of successful completion is provided. All disputes regarding the number of Training Credit hours shall be submitted to the Executive Director for resolution.

Documentation shall consist of the following:

1. Certificate or transcript showing satisfactory completion of the training;
2. A synopsis of the course content including the amount of hours credited to the course; and,
3. A synopsis of each assignment, if a correspondence course.

NOTE: Trainers can receive Training Credit hours for conducting training presentations on a one time basis for the fiscal year. The number of hours a trainer instructs shall be computed utilizing the Department’s automated training record program used for purposes of evaluation, promotion, fiscal reports, etc.

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XXIV. DEPARTMENT SUPPORT OF STAFF ENROLLED IN COLLEGE COURSES:

The Department encourages and supports staff in the pursuit of higher education. The attainment of further relevant education can be a benefit to both the staff and the Department. Supervisors, managers, and administrators in the Department should encourage and support staff deciding to seek further education. This support can be shown by:

- A. Establishing cooperative relationships with nearby institutions of higher learning which would include staff speaking to classes about careers in corrections, inviting professors/instructors to instruct in Department training programs, distance learning opportunities, and assigning a qualified and interested staff person to serve as a coordinator for staff with the institution of higher learning;
- B. Providing classroom space for classes in the facilities when such space is available;
- C. Keeping in mind the safety and security of the Department/facility, working with the staff taking such classes in shift scheduling and posting assignments so that staff may enroll in these classes. Such decisions should be based on the needs of the Department/facility with fairness and consistency; and,
- D. Academic course credit hours equal training hours (i.e. if course is considered a three-hour course by the college/university/trade school the training hours awarded would equal three).

XXV. TRAINING BUDGET:

It is a Facility/Division Head's responsibility to factor training requirements and needs into the annual budget and forward the budget totals to the Facility Training Coordinator by January 1st to determine the budgetary factors for the next fiscal year. Budgetary factors that need to be considered in the annual training plan are as follows:

- A. Personnel Services (number of staff, overtime);
- B. Printing of program materials;
- C. Office equipment/repairs; (copier, computers, printers, etc.)
- D. Program supplies and materials;
- E. In-state and out-of-state travel (to seminars, workshops, etc.);
- F. Curricula support (training aids, videos, correspondence courses, off the-shelf programs, etc.);

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- G. Environmental concerns (heating ventilation, air conditioning, lighting, floor and wall coverings, etc.); and,
- H. Outside vendors (persons who may be contracted for conferences, seminars, internal training, occupationally specific training, etc.)

The Annual Facility Training Plan shall contain a budgetary impact statement developed by the Facility Training Coordinator and Regional Training Manager to be reviewed by the Facility Training Committee relevant to the above stated items.

XXVI. REFLECTIONS OF PRIDE STORE (ROP)

The Reflections of Pride store (ROP) is a joint venture with Staff Development and Training and PEN Products. ROP stores are open at the five (5) Regional Correctional Training Institute sites throughout the state. All five (5) Regional Sites shall develop facility directives, in accordance with Policy 00-04-101, "The Development and Implementation of Policy," to implement and sustain a viable system that governs the control inventory, tracking and receipts of all methods of profit and equipment assigned. The ROP end of the week paperwork shall be completed and submitted on a weekly basis to the Executive Director of Staff Development and Training and/or designee.

The store contains many items, including various types of shirts, hooded sweatshirts, hats, lanyards, coffee mugs, towels, and other assorted items for Department staff to purchase. All merchandise is ready for pick up and payment during the open hours of operation. Custom order forms are available upon request, and payment must be credit/debit card only.

XXVII. TRAINING REVIEW:

A Training Review shall be considered a formal review and evaluation of a Facility or Division's training operation conducted by the Regional Training Manager/designee. The review and evaluation shall include a recordkeeping system, compliance with training policy, annual needs assessment, annual training plan, qualifications of instructional staff, training committee support, program design, delivery, OJT on the job training, and budget.

XXVIII. MONITORING:

In accordance with this policy and administrative procedure, The Executive Director is responsible for the comprehensive development, implementation, review, and evaluation of training on a Department-wide basis. These

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responsibilities are met through continual monitoring of the training process at all levels.

Staff Development and Training staff shall regularly visit each Regional Preservice Academy site.

Following an on-site visit, Division staff shall provide a written report within five (5) working days to the Executive Director regarding compliance with this policy and administrative procedure.

XXIX. APPLICABILITY:

This policy and administrative procedure shall be applicable to all Department facilities/divisions, full-time, part-time, contractual, and volunteer staff.

signature on file
Bruce Lemmon,
Commissioner

Date