



State of Indiana
Indiana Department of Correction

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

Title
Staff Training and Professional Development Programs

Legal References (Includes but is not limited to)	Related Policies/Procedures (Includes but is not limited to)	Replaces:
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) IC 5-2-1	00-02-101 00-04-101 01-03-103 04-03-103 02-03-117	01-05-101 (Eff. Date 7-1-2023 / ED # 23-30)

I. PURPOSE:

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

II. POLICY STATEMENT:

The Department shall establish a comprehensive system for training staff. These 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 on current correctional concepts, ideologies, philosophies, and techniques.

The Department shall encourage the utilization of the resources of the Department, public and private agencies, private industry, colleges, universities, and libraries/reference services to develop, implement, and complement the training programs. Training programs shall include New Employee Training Process Orientation (NETP), Preservice, Parole, Making A Change Academy, On-the-Job Training (OJT), In-Service Training, Skill-Based Training, Specialized Workshops, and Professional Conferences. An Administrative Training Advisory Committee shall be appointed by the Commissioner and shall assist in the assessment of training needs and the review/evaluation of the training programs.

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

- A. **ABSENCE:** Failure of a participant to report to the training location when they are scheduled to attend or missing more than 10% of a particular program and/or lesson.
- B. **ADJUNCT INSTRUCTOR:** Instructors certified or designated to teach specialized trainings on an as needed basis (e.g., Security Skills, CPR, First Aid, Personal Protection, Motivational Interviewing, etc.).
- C. **ANNUAL TRAINING PLAN:** A detailed plan that identifies the facility/division’s training programs, including topics, schedules, resources, and budgetary impact, etc. for the next program year.
- D. **CERTIFIED CORRECTIONAL PROFESSIONAL:** A staff member, contractor, or professional affiliate who has met all the requirements set forth by the Commissioner. The goal is to administer justice with integrity within the bounds of the law. A Certified Correctional Professional embodies such core values as discipline, judiciousness, truthfulness, vigilance, respect for human rights, and a sense of responsibility. The Department of Correction’s professional development focuses on staff training and development programs that inspire employees in their pursuit of professional growth throughout their careers, building a capable and prepared workforce, and reinforces the Values, Vision, and Mission of the Indiana Department of Correction.
- E. **CONTRACTOR:** Private vendors conducting business on Department/Facility grounds who do not have regular contact with incarcerated individuals.
- F. **CONTRACTUAL STAFF:** Non-State employees who have direct incarcerated individual contact in support of their programs and/or services.
- G. **CORRECTIONAL POLICE OFFICER (CPO):** A Department staff member who has been appointed and who meets the qualifications and training requirements of the Department of Correction and the Indiana Law Enforcement Training Board.

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- H. CURRICULUM DEVELOPMENT MANAGER: Workforce Engagement staff member who is responsible to oversee research, development, implementation, and evaluation of training curricula used by the Department.
- I. CURRICULUM DEVELOPMENT SPECIALIST: Staff member(s) responsible for research, development, instructing, implementation, coordinating, and evaluation of training curricula used by the Department.
- J. CURRICULUM DEVELOPMENT SUPERVISOR: Staff member responsible for coordinating the daily work of the Curriculum Development Specialist. The Curriculum Development Supervisor works with the Curriculum Development Manager to coordinate the research, development, instructing, implementation, coordinating, and evaluation of training curricula used by the Department.
- K. CURRICULUM REVIEW: A curriculum review is a formal review of current curriculum conducted by training staff. The curriculum review evaluates the established delivery method, content, context, time allotment, and applicability to the overall curricula. The curriculum review is then used in conjunction with other resources to determine if a curriculum revision is required and if the curriculum is consistent with departmental policy, procedure, and correctional best practices.
- L. DISTANCE LEARNING: Training that is broadcast over the internet or intranet to participants at remote locations. Distance Learning is presented in real-time.
- M. DIVERSITY: The practice or quality of including or involving people from a range of different social and ethnic backgrounds, and of different genders, sexual orientation, and protected classifications.
- N. ELEARNING: Training that is delivered through web-based programs and electronic formats. eLearning courses are utilized for professional development and to supplement traditional classroom training. eLearning is either recorded or self-paced learning.
- O. EMPLOYEE LEARNING MANAGEMENT SYSTEM: The electronic database used to track the completion of eLearning and classroom modules.
- P. EXECUTIVE DIRECTOR: The Executive Director of the Division of Workforce Engagement is responsible for all aspects of the division within IDOC. They report directly to the Deputy Commissioner.
- Q. FACILITY TRAINING COORDINATOR (FTC): A full-time staff member who provides specialized instruction for both new and veteran staff at one of the correctional facilities in

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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.

- R. 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.
- S. FACILITY TRAINING OFFICER: A staff member who reports to the Facility Training Coordinator to assist in program design, training coordination, and instruction.
- T. FIELD TRAINING OFFICER (FTO): A staff member, who has met all training requirements, with specific knowledge, skills, and training who is responsible for administering the on-the-job training program to trainees.
- U. FIELD TRAINING MANAGER (FTM): A staff member designated by the Warden and approved by the Division of Workforce Engagement with specific knowledge, skills, and training who assists in the development, implementation, and monitoring of the facility on-the-job training program.
- V. 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.
- W. INSTRUCTOR DE-CERTIFICATION: The formal process when a person's instructor status is suspended, or their certification is revoked for administrative reasons.
- X. INTER-AGENCY STAFF: Employees of governmental agencies or non-profit organizations who have regular supervision or contact with incarcerated individuals. (e.g., labor lines, highway crews, recycling, etc.)
- Y. INTERN: An advanced student or graduate who works, sometimes without pay, at a trade or occupation to gain practical work experience.
- Z. LEVELS OF TRAINING:
 - a. End User – This is a person who has been trained in a specific skill or topic.
 - b. Apprentice Instructor – A newly certified instructor who has less than 6 months instructional experience in the specific skills they are certified in and has not yet

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met the program’s instructional requirements. Apprentice instructor must co-instruct with an Instructor, Senior Instructor, or Lead Instructor until all program requirements are met.

- c. Instructor – This is a person who is certified to train end users in a specific skill or topic.
 - d. Senior Instructor – This is a person who is certified to train staff to be Instructors in a specific skill.
 - e. Lead Instructor – This is a Workforce Engagement employee who is responsible for the day-to-day administration of the program. In addition, to being certified to train others to be instructors, Lead Instructors shall be responsible for conducting site observations and instructor reviews.
 - f. Program Dean – The Workforce Engagement employee who is responsible for overall program administration.
- AA. LOCUM/PRN/AGENCY: This identifies Health Services personnel working in a part-time capacity, “as needed” basis, or a specified term.
 - BB. DIVISION OF YOUTH SERVICES ACADEMY: Mandatory training for all new employees in a Division of Youth Services (DYS) facility. The purpose of this academy is to provide staff working with youth more detailed information regarding adolescent development and management of their behavior to include hands-on training of practical application.
 - CC. MANDATORY TRAINING: This training shall include, but not limited to, all identified programs as defined by statute, code, rules, policies, and administrative procedures, national correctional standards, or designated by the Executive Director.
 - DD. 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. Meetings are not training.
 - EE. MENTEE: A less experienced person participating in the mentoring program.
 - FF. MENTOR: A person who guides a less experienced person by building trust and modeling positive behaviors.

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- GG. **MOTIVATIONAL INTERVIEWING:** A method of fostering change by helping a person explore and resolve ambivalence. Rather than using external pressure, Motivational Interviewing looks for ways to access internal motivation for change.
- HH. **NEW EMPLOYEE ORIENTATION (NEO):** This program is Phase One (1) of the New Employee Training Process (NETP) for new staff that includes training modules and classroom-based topics that new staff must complete as part of the NETP requirements.
- II. **NEW EMPLOYEE TRAINING PROCESS (NETP):** The New Employee Training Process is designed to provide participants with the foundational knowledge and skills necessary to perform their job duties. Over the course of this program, participants will receive instruction in a variety of environments including traditional classrooms, eLearning modules, field operations, and via distance learning platforms.
- JJ. **ON-THE-JOB TRAINING (OJT):** Required training for all new staff, staff transfers to another shift or facility, or promoted or demoted staff, in areas specific to job classification, function, or assignment. Trainees shall be under the supervision of a trained Field Training Officer who has documented completion of training in topics covering training liability, documentation, and evaluation procedures.
- KK. **OPERATIONS MANAGER:** Responsible for curriculum development, design, establishment, and administration of Skill-Based and Field Training programs for the Division of Workforce Engagement. Primary areas include program support, physical plant, housekeeping operations, security operations, work schedule coordination, and collaborative agreements.
- LL. **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.
- MM. **PRESERVICE TRAINING:** Required training for all new staff consisting of New Employee Orientation, New Employee Training Process (NETP), and On-the-Job (OJT) Training.
- NN. **PROGRAM DEAN:** The Workforce Engagement staff member who has administrative oversight of a program.
- OO. **PROGRAM LEAD:** The Workforce Engagement staff member who coordinates the day-to-day functions of a program.

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- PP. PROGRAM LIAISON: The staff member designated to serve as the on-site point of contact for a program. The program liaison is responsible for coordinating the logistics of a program at a specific location.

- QQ. CORRECTIONAL RETENTION SPECIALIST (CRS): Staff member(s) responsible for research, development, implementation, coordinating, and evaluation of retention and employee engagement efforts of the Department.

- RR. CORRECTIONAL RETENTION MANAGER (CRM): Staff member who is responsible to oversee the research, development, implementation, and evaluation of all retention, and employee engagement efforts of the Department.

- SS. EMPLOYEE RETENTION PROGRAM: The Retention Program is a combination of work product and programs designed to enhance the Department's retention of current employees, and engagement between the organization and employees.

- TT. CORRECTIONAL RETENTION SPECIALIST SUPERVISOR (CRSS): Staff member responsible for coordinating the daily work of the Correctional Retention Specialist. The Correctional Retention Specialist Supervisor works with the Correctional Retention Manager to coordinate the research, development, implementation, coordinating, and evaluation of employee retention, and employee engagement efforts of the Department.

- UU. REGIONAL OPERATIONS SUPERVISOR: The Operations Supervisor will work under the supervision of the Operations Manager in operations of the Correctional Training Institute facilities, curriculum development, design, establishment, and administration of skill-based and on-the-job training programs. The Operations Supervisor will provide support to assigned facilities and training departments with quality assurance of field training and skill-based programs.

- VV. REGIONAL TRAINING SITE: A location designated by the Executive Director, per the authority of the Commissioner, for the purpose of conducting the Preservice Academy Program and other training programs as required.

- WW. REGIONAL TRAINING MANAGER (RTM): Workforce Engagement employee located at each of the regional sites, who reports directly to the Executive Director. Regional Training Managers have the operational responsibility over trainers in their region and are for the quality, implementation, and documentation of all training in their regions.

- XX. REGIONAL TRAINING SPECIALIST (RTS): Workforce Engagement employee who is responsible for the administration, implementation, and evaluation of Phase 3 New Employee Training Process. The Regional Training Specialist serves as an intermediary

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between the Facility Training Coordinator and the Regional Training Manager. Each Regional Training Specialist reports to their designated Regional Training Manager.

- YY. RETURNING RETIRED EMPLOYEES: A retired staff person returning to employment, working no more than 27 hours per week for the Department.
- ZZ. SCENARIO-BASED TESTING: A form of testing utilizing trainers and staff who role plays pre-determined scenarios. Participants will be observed and rated on how well they respond to the given situation utilizing techniques covered in training.
- AAA. STAFF: Any and all persons employed by the Department including contractual workers and volunteers.
- BBB. SUBJECT MATTER SPECIALIST: Select personnel may serve as Adjunct Instructors in the areas of their professional expertise.
- CCC. TARDINESS: The repeated behavior of being tardy to a training program after the scheduled starting time.
- DDD. TARDY: Reporting to a training program more than five (5) minutes after the scheduled starting time.
- EEE. TELEHEALTH STAFF: Medical professionals who are contracted by the Department of Correction or a contractor to provide remote medical services for the Department. Telehealth workers do not have a physical presence in any correctional facility or physical contact with the incarcerated individual population and provide all services via telecommunications.
- FFF. TRAINING: Instruction providing knowledge and skill to perform a current job assignment including formal classroom instruction, On-the-Job Training (OJT), workshops, or conferences which include a formal agenda and instruction by a qualified presenter. Training programs include requirements for successful completion, attendance recording, a system of recognition of completion, and a system of evaluation.
- GGG. TRAINING NEEDS ASSESSMENT: Formal examination and review of relevant information that identifies knowledge, skill, or performance needs, and/or deficiencies.
- HHH. TRAINING PROGRAM WEEK: Equivalent to State of Indiana work week.
- III. TRAINING PROGRAM YEAR: The training program year is based upon the State fiscal year (July 1 to June 30).

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JJJ. TRAINING REVIEW: A formal review and evaluation of training operations for compliance with statute, code, rules, policy, and administrative procedure. (e.g., Progress Report)

KKK. TRAINING SPECIALIST: The Training Specialist provides specialized instruction for new employees at the Correctional Training Institute (CTI) and regional site facilities.

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

IV. Training Regions and Regional Training Sites

Most training will take place at the employee’s home facility; however, the Commissioner has empowered the Executive Director to designate regions and regional training sites. The Executive Director may at their discretion designate a location as a temporary or satellite training site for the New Employee Training Process.

The Executive Director has designated the following sites based on location, availability of trainers, available space, and equipment as the five (5) regional training sites.

The Training Regions and associated training sites are:

1. Central Region

Regional Training Site: Plainfield Correctional Facility

Region includes the following facilities: Plainfield Correctional Facility, Reception Diagnostic Center, Indiana Women’s Prison, Central Office, Edinburgh Correctional Facility, and Heritage Trail Correctional Facility.

2. East Region

Regional Training Site: Correctional Training Institute

Region includes the following facilities: Branchville Correctional Facility, Correctional Industrial Facility, Madison Correctional Facility, Pendleton Correctional Facility, Pendleton Juvenile Correctional Facility, and New Castle Correctional Facility.

3. North Region

Regional Training Site: Westville Correctional Facility

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Region includes the following facilities: Westville Correctional Facility, Chain O’ Lakes Re-Entry Center, Indiana State Prison, and South Bend Community Re- Entry Center.

4. North Central Region

Regional Training Site: Miami Correctional Facility
 Region includes the following facilities: Miami Correctional Facility, LaPorte Juvenile Correctional Facility, and Logansport Juvenile Correctional Facility.

5. West Region

Regional Training Site: Putnamville Correctional Facility
 Region includes the following facilities: Putnamville Correctional Facility, Wabash Valley Correctional Facility, and Rockville Correctional Facility.

V. PROGRAM ATTENDANCE, MAKE-UP, DISMISSAL, AND READMITTANCE:

Good attendance, punctuality, and complete participation are expected of all personnel attending Department of Correction sponsored training events. Attendance for the Department’s training programs shall be recorded on the Attendance Roster Sign-in Sheet. Any tardiness, absence, or class work missed must be made up prior to any training credit or certification being granted/issued.

Tardy, Tardiness, and Absences for the purpose of training shall be defined as:

- ABSENCE: Failure of a participant to report to the training location when they are scheduled to attend or missing more than 10% of a particular lesson and/or program.
- TARDY: Reporting to a training program more than five (5) minutes after the scheduled starting time.
- TARDINESS: The repeated behavior of reporting to a training program after the scheduled starting time.

A. Attendance:

Any staff member responsible for instructing/coordinating a training program shall be responsible for tracking program participant attendance by monitoring program registrations, verifying attendance, and completing a Trainee Absence Report (Microsoft Forms). All Trainee Absence Reports shall be completed and list any training topics for which the employee missed time. The Trainee Absence Reports must be submitted to the immediately after attendance is taken for that day. The Facility Training Coordinator is responsible for notifying their Regional Training Specialist of any absences/time missed

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for all Phases of the NETP process after attendance has been completed. The Facility Training Coordinator is responsible for notifying the participant’s supervisor of any absences/time missed for all training programs.

This section applies to all training governed by the Division of Workforce Engagement, regardless of the delivery method (in-person, distance learning, etc.) including the following, but not limited to:

- All Phases of the New Employee Training Process (including On-the-Job Training)
- In-Service Training
- Professional Development Programs
- Instructor Certifications Programs
- Special Issue Workshops, including position specific events when participation is mandatory (e.g., Retreats)

1. Traditional Classroom (in-person training)

All in-person attendance for the Department’s training programs shall be recorded on the Attendance Roster Sign in Sheet. Each participant shall, by their own hand, initial each a.m./p.m. session that they are in attendance. The program lead/instructor shall verify the accuracy of attendance and sign the Attendance Roster Sign-in Sheet certifying it is accurate and true.

2. Distance Learning

a. Individual Attendance

Attendance shall be recorded for all distance learning programs. Participants who participate in a training session from an assigned workstation, remote location, or from a location other than a traditional classroom setting shall complete the Verification of Attendance Letter (Attachment 1) and affirm that they wholly participated in the program as per the program requirements. No credit shall be awarded for participation in a distance learning program until the verification of attendance letter has been received by the Program Dean.

b. Group Attendance

For some distance learning programs participants may participate in the training session, in a classroom or other group type setting. In these cases, there shall be an assigned facilitator or liaison and attendance shall be recorded as if it was an in-person training session. Each attendee shall, by

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their own hand, initial each a.m./p.m. session that they are in attendance. The program facilitator/liaison shall verify the accuracy of attendance and sign the Attendance Roster Sign-in Sheet certifying it is accurate and true. Once the program is complete the facilitator/liaison shall provide the original Attendance Roster Sign-in Sheet to the Program Dean for record keeping and verification of attendance.

B. Make Up:

If a participant is absent for more than 10% of a training program and/or lesson, they shall be required to make-up the specific lesson the absence occurred during. A make-up letter shall be provided for all absences.

All participants with an incomplete status for the New Employee Training Process must complete all make-up within 30 days of absence. Failure to complete all required make-up within the 30-day timeframe may result in program dismissal and require the participant to attend the New Employee Training Process in its entirety, respective to their position or personnel classification.

Ultimately, it is the responsibility and liability of the individual, the employee's supervisor, Facility Training Coordinator, Regional Training Specialist, 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.

C. Program Dismissal:

A participant who fails to successfully satisfy all requirements of a training program due to failure to complete program assignments, issues involving behavioral problems, unexcused absences, or tardiness, may be dismissed from the program.

D. Letter of Administrative Return:

A participant who fails to successfully complete a program due to no fault of their own shall be classified as an Administrative Return.

Reasons for an Administrative Return include excused absences of greater than 10% for the entire the program which could be caused by 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.

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A letter of Administrative Return shall be written to the Facility Head from the Program Dean with a copy sent to the Executive Director of Workforce Engagement, Regional Training Manager, Regional Training Specialist, and Facility Training Coordinator.

VI. TESTING PROCESS:

During any testing process, participants are not allowed to use manuals, notes, or other aids. Individuals who require accommodation are encouraged to communicate with their Training Coordinator in advance of any test. Reasonable steps should be taken to accommodate the learner. This may include reading the test to the participant, providing alternative media for the test, etc.

If a participant fails a test after their first attempt, training staff shall offer to read the test to the participant. The participant shall retake the test immediately. If they fail it a second time, the Program Lead and/or Training Coordinator shall coordinate with the Program Dean to dismiss the participant from the training program. This dismissal is not a termination of employment but allows for the facility to have the discretion to request for re-admittance for the next training program or to complete specific training the staff member did not complete the first time. All tests administered by Workforce Engagement are solely based on the Performance Objectives of each program. Each program requiring a test (written or skill practicum) shall have a minimum passing score. Minimum scores range from 70% to 100%, depending on the program.

a. Written Tests

The following procedures shall be followed when administering all written tests:

1. Participants shall be instructed to put away any electronic devices (phones, tablets, etc.) unless an electronic device is being used for testing purposes.
2. Participants shall be directed “not to start until instructed to do so.”
3. Participants will have one hour to complete the test during NETP.
4. After confirming that each participant has a test answer sheet and booklet, participants shall place the number of the test booklet on the answer sheet in the space provided.
5. Participants shall be advised that after completing the test, all answer sheets and booklets must be turned in to the instructor.
6. All tests shall be proctored by training staff or certified instructors. There shall be a minimum of two (2) instructors or training staff members and a 1:25 instructor/participant ratio to proctor pre-tests and post-tests. (i.e. Fifty (50) participants require three (3) instructors to proctor the test). At least one staff member proctoring a test must be part of the training department.
7. After participants complete the test and return the test booklet and answer sheet, they shall exit the testing area. Once the testing process is complete, participants shall return to the classroom.

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8. All participants' tests shall be graded.
9. After scoring, answer sheets shall be returned to participants to review their scores and missed questions.
10. All answer sheets shall be collected, ensuring that one (1) answer sheet is returned by each participant.

b. Electronic Tests

The following procedures shall be followed when administering electronic tests:

1. The Training Coordinator is responsible for enrolling staff into the designated electronic test.
2. The Training Coordinator will request the Instructor ID and Proctor Code from their Regional Training Manager or Regional Training Specialist to proctor the test.
3. Only a member of the Workforce Engagement Management or Supervisory Team may provide proctor codes for electronic tests.
4. All tests shall be administered under direct and constant observation by a Training Officer or certified instructor.
5. Participants shall be instructed to put away any personal electronic devices (phones, tablets, etc.).
6. Participants shall be directed "not to start until instructed to do so."
7. Participants shall be advised that after they have completed the test, Training Staff will confirm their grade. They should not close out the test or start a new test before showing training staff their score.
8. Only one window is allowed to be open during the testing process.
9. At the end of the program, Training Staff shall check each tablet for signs of misuse, including the search history, per IRUA.

c. Skill-Based Practicum Testing and Requirements

At the conclusion of a skill-based training program. Participants shall be required to perform specific skills and or techniques learned during the program. This may include personal protection techniques, searches of a person, application of restraints, cardiopulmonary resuscitation, first aid, or other skills.

1. All skill-based practicum evaluations must be performed by an instructor certified to instruct at the skill level of the evaluation being performed (i.e. end-user, instructor, Senior Instructor, etc.).
2. Practicum Evaluations shall be completed at a ratio of 1 evaluator to no more than 2 participants.
3. Participants may request that the skills practicum evaluation be completed in a private setting outside of view of other program participants.

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4. All skill-based practicums require an 80% passing score.

d. On-the-Job Testing Requirements

If a trainee receives below 70% on their final OJT Test, they should be given the opportunity to take a second test. The second test shall not be administered until a Field Training Officer has retrained the staff person on the task sheets covering the missed topics of the test. This will require the trainee to remain assigned to the Training Department until the trainee has been retrained and given the second test. If the trainee fails both tests, the program dismissal process shall be followed.

Failure to maintain the integrity of the test, the test process, and the test area could result in disciplinary action against person(s) responsible. Lost or compromised tests must be reported immediately to the Regional Training Manager, Program Dean, Curriculum Development Manager, and Executive Director.

VII. NEW EMPLOYEE TRAINING PROCESS:

All new employees, contractors, and volunteers must complete new employee training. The New Employee Training Process is approved by the Commissioner for the training of all new staff. All new staff must complete this training prior to supervising incarcerated individuals or working in any division of the Department.

All staff (State Employees, Contractual Staff, and Volunteers) having routine contact with the incarcerated population shall adhere to the PREA standards which require them to complete the PREA training. All Correctional and Health Services staff shall be trained to respond to health-related situations within a four-minute response time on an annual basis.

A. Program Structure

The New Employee Training Process shall be structured in phases. Each phase will vary depending on the employee's classification and/or the population they are working with (i.e., Adult, Youth, or community supervision). Upon successful completion of all New Employee Training Process requirements, graduates will attend and participate in a formal graduation ceremony. Graduations will be conducted quarterly, and participants are encouraged to invite immediate family members to attend.

1. Phase One (New Employee Orientation) (Attachment 2)

Phase One may be conducted at the employee's home station or at a nearby facility based on hiring trends. The focus of this training will be on employee onboarding

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and orientation to the department. During the employee’s time in the classroom, they will learn about payroll, human resources, employment benefits, facility entrance and exit procedures, and more.

In addition to the classroom instruction, new employees will complete a series of eLearning modules to help prepare them for work in corrections. This will include both operational and administrative topics.

Phase One for staff assigned to a facility (adult or youth) shall consist of fifty-six (56) hours of classroom instruction and nineteen (19) hours of eLearning.

Phase One for staff working for the Division of Parole Services shall consist of forty (40) hours of classroom instruction and nineteen (19) hours of eLearning.

2. Phase Two (On-the-Job Training) (Attachment 2)

Phase Two shall be conducted at the employee’s home station. This phase is divided into two sessions.

Session One (24-hours) being universal across the department for all new employees. Session one will focus on practical application of key control, tool control, emergency plans, radio communications, count procedures, water conservation, energy conservation, recycling, and more.

Session Two (40-hours Facility Staff and 56-hours for Parole Staff) will focus on job relevant training based on the employee’s classification and job responsibilities.

Facility Staff (State and Contract) – Total of 64 hours

Parole Staff – Total of 80 hours

3. Phase Three (Academy) (Attachment 2)

a. Traditional Classroom

Phase Three shall be conducted at a Regional Training Location. This phase of training will consist of eighty (80) hours of classroom instruction in topics such as: substance use, report writing, suicide prevention, communication skills, working with special populations, Prison Rape Elimination Act, constitutional rights, classification, grievance processes, civil and criminal liability, religious practices, hostage survival, child abuse prevention (and reporting), and more.

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Program participants will be required to pass an assessment at the end of week one and week two. Participants must achieve a passing score of 70% or higher on all assessments.

To help participants prepare for the assessments, study sessions will be held during both weeks of the academy. Study sessions will be held during the lunch hour and are voluntary. State Employees who participate will be compensated (paid).

b. Self-Study

Individuals who have limited contact with the incarcerated population and do not directly supervise incarcerated individuals during the performance of their duties, may be approved to complete the Self-Study program.

Request for an individual to participate in the Self-Study program shall be submitted to the appropriate Regional Training Manager for review and approval.

Additionally, the Executive Director of the Division of Workforce Engagement may approve specific classifications to participate in the Self-Study based on contract requirements, job responsibilities, and/or limited infrequent contact with the incarcerated population or parolees.

If approved to participate in the Self-Study program, the individual will have 30 days from their hire date to complete all program requirements and successfully pass the Self-Study test.

If an individual fails to achieve a passing score after their first or second attempt, they will be required to complete additional training and may be required to complete Phase 3 in the traditional classroom setting.

4. Phase Four of the New Employee Training Process will vary depending upon the individual's job classification and population in which the employee/contractor will be working. (Attachment 2)

a. Adult Facility NETP Phase Four (OJT)

For staff working in an adult facility, this final phase of new employee training will vary based on the individual's position. At a minimum all custody staff must complete a total (combination of Phase Two and Phase

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Four) of one hundred forty-eight (148) hours of on-the job training and non-custody staff must complete a minimum of eighty (80) hours on-the-job training.

Non-custody staff may be required to complete more than 80 hours of on-the-job training depending on their job classification.

b. Division of Youth Services NETP Phase Four (Making a Change Academy)

For staff who will be working with or supervising the youth population this phase of training is focused on specific topics related to the adolescent population. This training is delivered in a traditional classroom setting at the Correctional Training Institute and will consist of twenty-four (24) hours of instruction. Topics will include adolescent development, programs and practices, working with youth having mental health needs, supervising high-risk youth, and more.

To help participants prepare for the assessments, a study session will be held during the lunch hour on day three and is voluntary. State Employees who participate will be compensated (paid).

Program participants must achieve a passing score of 70% on the final assessment.

c. Parole NETP Phase Four (Firearms Certification)

Staff assigned to the Division of Parole Service who will serve in an operational capacity (parole agent or supervisor) must successfully complete initial firearms training and qualify with the specific weapon they will be issued.

This training will take place at the Correctional Training Institute and consist of a blend of classroom instruction, practical skills, and range qualification for a total of thirty-two (32) hours. Topics will include use of force, chemical agent training, weapon familiarization, legal aspects, weapons retention, and more.

5. Phase Five of the New Employee Training Process

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Phase Five is only applicable to Division of Youth Services and Parole Services Staff. This will vary depending upon the individual's job classification. (Attachment 2)

a. Facility NETP Phase Five (On-the-Job Training)

For staff working with or supervising youth, this final phase of new employee training will vary based on the individual's position. At a minimum all custody staff must complete a total of one hundred forty-eight (148) hours of on-the-job training and non-custody staff must complete a minimum of eighty (80) hours on-the-job training.

Non-custody staff may be required to complete more than 80 hours of on-the-job training depending on their job classification.

b. Parole NETP Phase 5 (Parole Academy)

This final phase of new employee training is delivered in a traditional classroom setting at the Correctional Training Institute and consists of sixty-six (66) hours of classroom instruction. This portion of the training focuses on parole supervision topics such as: interstate compact agreements, report writing, case management, investigations, interviews, parole violations, warrants, parole discharge, sex offender monitoring and management, polygraphs, GPS monitoring, adolescent development, and more.

6. Minimum Training Hours for New Employee Training

The minimum training hours for New Employee Training Process shall be:

a. Adult Facilities:

- i. Custody Staff – two hundred and eighty-four (284) hours.
- ii. Non-custody Staff – two hundred sixteen (216) hours.

b. Division of Youth Services:

- i. Custody Staff – three hundred and eight (308) hours.
- ii. Non-custody Staff – two hundred and forty (240) hours.

c. Division of Parole Services:

- i. Custodial Staff (Parole Agents) - Three hundred and four (304) hours.
- ii. Administrative / Clerical Staff - Two hundred (200) hours.

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B. Participation Requirements

All new staff persons who have contact with incarcerated individuals and/or parolees shall attend New Employee Training Process unless they previously completed the NETP and have been separated from employment for less than one (1) year from the date of their separation and return to the same classification.

(NOTE: Incarcerated individuals contact refers to staff that either directly supervise incarcerated individuals or have regular daily contact with incarcerated individuals.)

Any exceptions to the attendance requirement must be submitted in writing by the Training Coordinator to the appropriate Regional Training Manager for approval.

If approved for a modified NETP, the Regional Training Manager shall provide in writing, the minimum training requirements.

New staff shall NOT participate in other training programs or have unsupervised contact with incarcerated individuals prior to successful completion of all phases of the New Employee Training Process.

1. The Regional Training Manager at the request of a Facility Head may make a written request to the Executive Director that a veteran staff attend NETP. Both requests shall indicate the training needs. Training is conducted for knowledge and skill development. It shall not be used for disciplinary actions.
2. Enrollment by External Agencies: When resources are available, training may be available to external agencies. Requests for training from external agencies shall be forwarded for review, recommendation, and approval by the Executive Director. There may be a reimbursable cost associated with training non-departmental staff.

C. Telehealth Worker New Employee Training Process

The Department may contract with medical providers to provide telehealth services for the incarcerated population. In cases when a new contract employee is hired to work solely as a Telehealth worker, the contractor shall be required to complete the following training:

- Introduction to the Indiana Department of Correction
- Vision and Mission Statement
- Organizational Structure
- Information Resource User Agreement
- Trafficking and its Harm
- Prison Rape Elimination Act

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- Correctional Policy and Procedure
- Professional Practices in Corrections

The above requirements only apply to Telehealth workers who work remotely (off-site) and have no physical contact with the incarcerated population.

Should it become necessary for the Telehealth worker to visit a site to provide continued treatment or to conduct patient visits, the Telehealth worker must complete the following additional training prior to the site visit.

- Use of Physical Force
- Communication Mental Preparation
- Personal Protection
- New Employee Self-study

D. Retired Employees Returning to the Workforce on a Part-Time Basis

Retired employees who return to the workforce on a part-time basis shall complete the following training as a component of their modified employee orientation:

- Prison Rape Elimination Act
- Suicide Prevention/Intervention
- Use of Force
- Personal Protection Certification
- Security Skills Certification
- CPR/First Aid Certification
- Grievance Process for Incarcerated Individuals
- Adult Disciplinary Process/Code of Conduct
- Employees returning to the same classification who have retired from State service will be required to complete 24-hours of On-the-Job training.
- Employees returning to a different classification who have retired from State service are required to complete a minimum of 40 hours On-the-Job Training relevant to their specific job duties.

Employees returning within one year of their separation date shall complete Annual In-Service Training and On-the-Job Training requirements before participating in other training programs or having unsupervised contact with incarcerated individuals.

E. Graduation and Issuance of Correctional Professional Certification

1. Graduation

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Upon successful completing the New Employee Training Process participants shall attend a formal graduation ceremony. Graduations shall be conducted quarterly at regional locations. Participation in Graduation is mandatory. Graduates are encouraged to invite immediate family members to attend graduation.

2. Issuance of Correctional Professional Certification

Upon successful completing the New Employee Training Process and meeting all mandatory training requirements staff shall be issued a Certificate of Completion pursuant to Indiana Code 11-8-2-8(e). Certificates shall include signatures of the Regional Training Manager and the Executive Director.

Contractual and Central Office staff completing the New Employee Training Process shall have their Certificate forwarded by the Regional Training Manager to the facility/division upon documented, satisfactory completion of the entire New Employee Training Process.

No Certification shall be issued until the participant has completed all make-up work including eLearning modules. Certificates will be issued during the graduation ceremony.

Certification numbers shall be issued as follows: Alpha Group letter, last two digits of the year of completion and the last six digits of the employees Identification Number, (for example: A24_123456).

All blank Certificates shall be issued to the Regional Training Manager by Workforce Engagement.

F. Veterans Affairs (VA) Applications

Each Regional Training Manager shall identify a staff member/point of contact that shall be a School Certifying Official (SCO) and responsible for briefing and debriefing the VA application.

- b. All staff that are identified as the SCO shall complete an online training developed by the Department of Veteran Affairs within 30 days of their appointment. The certificate created by the online course will be submitted to the Workforce Engagement VA Liaison. The Workforce Engagement VA Liaison will forward the certificate to the Department of Veteran Affairs.

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- c. The SCO shall give an overview of the VA Benefits during Phase Three Week 1 of the New Employee Training to staff members that are eligible to apply for VA benefits.
- d. Form 22-1999 side-A shall be completed and faxed for each Veteran before completing Phase One of the New Employee Training Process. Form 22-1999 side-b shall be completed once the employee completes the New Employee Training Process or has been terminated from employment. All 22-1999 forms shall be faxed (317-234-8744) to the Department of Veterans Affairs State Approving Agency. The Regional Training Site VA Liaison shall forward the names to the Workforce Engagement VA Liaison prior to forwarding the forms to the Department of Veterans Affairs State Approving Agency for tracking purpose.

Form 22-1999 shall be considered “Restricted” and maintained in a locked cabinet, behind a locked door always when not being reviewed or utilized. No person other than the VA liaison shall maintain copies of VA applications.

VIII. ANNUAL IN-SERVICE TRAINING:

Workforce Engagement shall structure an Annual In-Service Training for all staff for each year subsequent to the first year of employment.

All staff that have routine contact with the incarcerated population shall complete a minimum of 40 hours of In-Service Training annually. All state employees, contractors and volunteers must adhere to the PREA standards which requires them to complete the PREA training annually.

All staff members shall receive training relevant to their duties in mandatory, statutory, and administratively mandated topics (Attachment 3).

All staff (State Employees, Contractual Staff, and Volunteers) members with routine incarcerated individual contact (Administrative, Managerial, Professional/Specialist, and Support) shall be required to complete a minimum of 40 hours of In-Service Training.

All staff (clerical/support) with controlled, minimal incarcerated individual contact shall be required to complete a minimum of 16 hours of In-Service Training.

Executive staff members (Deputy Wardens and Above) who exceed 40 hours of training, relevant to their position, may not be required to attend the Department's In-Service Training. This does not relieve staff from completing the PREA In-Service training that Policy and Administrative Procedure 02-01-115 “Sexual Abuse Prevention” requires all staff with incarcerated individual

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contact to complete. Professional and job relevant training received by these staff shall serve to meet the requirement of the In-Service syllabus. Conferences, Warden and Deputy Warden Symposiums, Executive Leadership, and NIC Trainings are all examples of substituted training. Additionally, Facility Executive Staff members must remain current in certifications for Use of Force, Personal Protection, Security Skills, and CPR/First Aid/AED.

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

- A. Central Office and Indiana Correctional Industries (ICI) staff not working in a facility or not having routine contact with incarcerated individuals shall be required at a minimum to complete 16 hours In-Service eLearning within the fiscal year.
- B. Central Office staff working inside a facility or having routine contact with incarcerated individuals shall be required to complete 40 hours In-Service training to include eLearning and instructor led training requirements annually.
- C. Indiana Correctional Industries (ICI) staff stationed at a facility must complete 40 hours of annual In-Service training following their assigned facility's agenda.
- D. Staff may be required to attend remedial New Employee Training, In-Service, and/or OJT programs for documented instances of marginal or less than acceptable work performance due to lack of knowledge and skill.

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

Anyone supervising a work crew must complete 40 hours of designated new employee training prior to supervising incarcerated individuals with an additional 40 hours on an annual basis (Attachment 3). Department incarcerated individuals shall not be released to an inter-agency staff member until training verification has been confirmed.

All staff (State Employees, Contractual Staff, and Volunteers) that have routine contact with the incarcerated population shall adhere to the PREA standards which requires them to complete the PREA training.

X. TRAINING REQUIREMENTS FOR CORRECTIONAL POLICE OFFICERS:

Staff selected and approved to become Correctional Police Officers shall complete a 40-hour preservice self-study program provided by Indiana Law Enforcement Academy (ILEA). At the

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completion of the preservice program, they will have one (1) year to complete a Tier II Law Enforcement Program at ILEA. This process may be waived for individuals who have previously completed a Tier II Academy or higher through ILEA or an ILEA approved training academy and are currently certified to be a police officer through the Indiana Law enforcement Training Board.

Correctional Police Officers shall be required to complete all annual training requirements, pursuant to Indiana Code, Title 5, Article 2, Chapter 1, and Section 9 (IC 5-2-1-9). The Executive Director of Workforce Engagement shall work with the Department’s Chief of Police to establish a set of mandatory In-Service Training Courses. Any required training for Correctional Police Officers pursuant to Indiana Code shall not substitute other statutory or regulatory requirements and shall be in addition to the employee’s Core In-Service requirements.

XI. VENDORS:

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

- Level One Vendors: Department staff must escort the vendors and be present at all times.
- Level Two Vendors: Department staff must escort the vendors and be in the immediate area of service.
- Level One and Level Two Vendors may be gate released or enter the facility on a regular schedule as approved by the Facility Head or designee.

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

- A. Level One Vendor: This vendor shall receive orientation to the facility, background check, and issued a photo ID, if required (Attachment 2).

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

- B. Level Two Vendor: This vendor shall receive orientation to the facility, background check, and issued a photo ID, if required (Attachment 2).

Workforce Engagement certified instructors shall be responsible for the orientation and training of Level Two vendors.

- C. Workforce Engagement shall be responsible for maintaining vendors eLearning training modules on the Workforce Engagement website and tracking vendors’ training requirements via an electronic database.

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D. Workforce Engagement shall be responsible for maintaining Level Two vendors’ training documentation in program files at the facility level.

All staff (State Employees, Contractual Staff, and Volunteers) that have routine contact with the incarcerated population shall adhere to the PREA standards which requires them to complete the PREA training.

XII. VOLUNTEER TRAINING:

Volunteers who assist the Department in providing a variety of services to incarcerated individuals must receive training for initial Orientation and In-Service. There are two (2) levels of volunteers as defined in Policy and Administrative Procedure 00-03-102 “Community Engagement”.

The level of each volunteer shall be established by the Community Engagement Coordinator (CEC) 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 and Administrative Procedure 00-03-102 “Community Engagement.”

All staff (State Employees, Contractual Staff, and Volunteers) that have routine contact with the incarcerated population shall adhere to the PREA standards which requires them to complete the PREA training.

A. Volunteer Initial Orientation Training

All Volunteers should be assigned to a facility where their training will be conducted, and documentation maintained electronically. Once the initial training is completed, the Volunteer shall be allowed to visit other facilities to complete that facility’s orientation program. Community Engagement Coordinators shall contact the Volunteer’s assigned facility to retrieve training documentation necessary for the facility’s records.

1. Blue Badge Volunteer

Working with the Community Engagement Coordinator, this volunteer shall receive orientation to the facility, TB test, and background check.

This volunteer shall review the Volunteer Training Modules (for specific location of modules contact the Community Engagement Coordinator) (Attachment 2).

This volunteer will also complete a Volunteer Orientation Training with the facility’s Community Engagement Coordinator (or designee), which will include:

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- Facility mission, vision, and history;
- Facility rules and procedures;
- Volunteer responsibilities; and
- Requirements for volunteering.

This volunteer must successfully complete Use of Force, Communication/Mental Preparation and Personal Protection training with a minimum score of 80%.

This volunteer shall receive the Department’s Prison Rape Elimination Act (PREA) pamphlet and sign an Acknowledgement Form of the Department’s zero tolerance stance on sexual abuse (State Forms Attachments). They must complete the following forms (per Community Engagement Policy 00-03-102, Section XI):

- a. State Form 9238, “Volunteer Application”
- b. State Form 46587, “Documentation of Volunteer Training”
- c. State Form 41465, “Statement of Trafficking Laws and Authorization for Search”
- d. Applicable forms as described in Policy and Administrative Procedure 02-01-115, “Sexual Assault Prevention.”
- e. State Form 45871, “TB Screening for Employees with a Previously Positive Skin Test” or State Form 45900 “TB Screening for Employee with a Previously Negative Skin Test”
- f. State Form 51884, “Emergency Preparedness Personal Information” (per facility requirement)
- g. State Form 42996, “Agreement by Volunteers”
- h. State Form 46585, “Registered Volunteer Agreement”

2. Green Badge Volunteer

This volunteer shall review the Volunteer Training Modules (for specific location of modules contact the Community Engagement Coordinator) (Attachment 2

This volunteer shall complete a Volunteer Orientation Training with the facility’s Community Engagement Coordinator (or designee), which will include:

- Facility mission, vision, and history;
- Facility rules and procedures;
- Volunteer responsibilities; and
- Requirements for volunteering.

This volunteer shall also receive a TB test, and background/warrants check.

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This volunteer shall receive the Department’s Prison Rape Elimination Act (PREA) pamphlet and sign an Acknowledgement Form of the Department’s zero tolerance stance on sexual abuse (State Forms Attachments). They must also complete the following forms:

- a. State Form 9238, “Volunteer Application”
- b. State Form 46587, “Documentation of Volunteer Training”
- c. State Form 41465, “Statement of Trafficking Laws and Authorization for Search”
- d. Applicable forms as described in Policy and Administrative Procedure 02-01-115, “Sexual Assault Prevention.”
- e. State Form 45871, “TB Screening for Employees with a Previously Positive Skin Test” or State Form 45900 “TB Screening for Employee with a Previously Negative Skin Test” (per facility requirement).
- f. State Form 51884, “Emergency Preparedness Personal Information” (per facility requirement)
- g. State Form 42996, “Agreement by Volunteers”
- h. State Form 46585, “Registered Volunteer Agreement”

B. Volunteer Annual In-Service Training

1. Blue Badge Volunteer

This volunteer shall review the Volunteer Training Modules (for specific location of modules contact the Community Engagement Coordinator).

These volunteers are required to complete skill-based training annually administered by certified instructors. The Training Coordinator shall be responsible for the administration and documentation of the skill-based training.

This volunteer must successfully complete Use of Force, Communication/Mental Preparation and Personal Protection training with a minimum score of 80%.

This volunteer shall receive the Department’s PREA pamphlet and sign an Acknowledgement Form of the Department’s zero tolerance stance on sexual abuse.

2. Green Badge Volunteer

This volunteer shall review the Volunteer Training Modules (for specific location of modules contact the Community Engagement Coordinator).

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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. All information and training will be provided by the facility’s Community Engagement Coordinator or designee.

C. Volunteer Training Documentation and Testing

The Facility Training Coordinator shall maintain training files for all volunteers. Community Engagement Coordinators may wish to keep copies of documentation of volunteer training.

The Facility Training Coordinator and Community Engagement Coordinators shall collaborate to schedule training of Blue Badge volunteers, and documentation of volunteer training. All tests administered shall be conducted by certified training staff.

XIII. TRANSFER TRAINING REQUIREMENTS:

When an employee transfers from one facility or division to another, they shall be required to complete the following training requirements:

a. Population Change

i. Adult Population to Division of Youth Service:

- Facility Specific NEO
- Facility specific Emergency Plans
- Use of Physical Force with Youth
- DYS Personal Protection
- Security Skills
- Student Code of Conduct
- Suicide Prevention and Intervention
- Division of Youth Services Grievance
- MAC Academy

ii. Division of Youth Services to Adult Population:

- Facility Specific NEO
- Facility specific Emergency Plans
- Use of Physical Force with Adults
- Adult Personal Protection
- Security Skills
- Adult Disciplinary Procedure

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- Suicide Prevention and Intervention
 - Grievance Process
- iii. Male Population to Female Population:
- Security Skills
 - Facility Specific NEO
 - Facility specific Emergency Plans
- iv. Female Population to Male Population:
- Security Skills
 - Facility Specific NEO
 - Facility specific Emergency Plans
 - Advanced Female Manipulation

The above-listed requirements are in addition to the training requirements outlined in the On-the-Job Training section of this Administrative Procedure.

XIV. 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.

The information below provides specific program requirements and guidance regarding the following Training Programs:

A. Professional Development

1. Field Training Officer

Individuals interested in becoming a Field Training Officer within their classification may submit an application (Microsoft Form) to the Field Training Manager, Facility Training Coordinator, and/or Regional Operations Supervisor.

1. Individuals should possess excellent written and verbal skills.
2. Individuals must be free of disciplinary action above a written reprimand for at least 12 months.
3. Individuals should have a working knowledge of the job, as evidenced by having at least “meet expectations” on their performance appraisals.
4. Possess coaching abilities and the ability to provide constructive feedback to help the trainee improve job performance.

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5. FTOs must successfully complete Presentation Skills Training.
6. The FTO shall also successfully complete the Workforce Engagement 1- day Field Training Officer Certification. They shall also complete a recertification biennially.

Field Training Officers shall have at least six months' experience post New Employee Training with the Department. Annual performance appraisals must indicate that these individuals have a thorough knowledge of their job duties and responsibilities.

2. Requirements for Classification Change On-the-Job Training

Staff members who are promoted, voluntarily demote, involuntarily demoted, or laterally change classifications shall complete a minimum of 40 hours of classification appropriate on-the-job training for the new classification. Completion of the appropriate on-the-job training shall be documented in the program file and recorded in the Department's Learning Management System (LMS) and Employee's Training Packet.

Non-Custody staff transitioning into a Custody classification shall complete 80 hours of OJT specific to their Custody role/classification.

All staff members must successfully complete the required OJT program before working unsupervised in their new classifications.

3. Instructor Certifications

Certain programs may require specialized training for staff members to instruct. In those cases where there is a program requirement to be a "certified" instructor. Workforce Engagement shall follow these guidelines for instructor levels and program criteria.

c. Certification Levels

The Division Workforce Engagement is responsible for certifying end users and instructors for all knowledge-based programs. The following levels of certification shall apply:

- i. Apprentice Instructor: An Apprentice Instructor is a newly certified instructor who has less than 6 months instructional experience in a specific skill-based program and have not yet met the program instructional requirements. Apprentice Instructors must co-instruct with an Instructor,

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Senior Instructor, or Lead Instructor until all program requirements are met and they are issued a certificate of completion.

The Apprentice Instructor level is only applicable to skill-based training programs.

- ii. Instructor: This is a person who is certified to train end users in a specific program.
- iii. Senior Instructor: This is a person who is certified to train staff to be Instructors in a specific program.
- iv. Lead Instructors: This is an employee who is responsible for the day-to-day administration of the program. In addition, to being certified to train others to be Instructors, Lead Instructors shall be responsible for conducting site observations and instructor reviews.
- v. Program Dean: This shall be the Workforce Engagement employee who is responsible for program administration.

d. Certification Criteria:

The following criteria shall apply to the above-mentioned Instructor levels:

i. Apprentice Instructor Criteria:

Persons wishing to become certified as instructors in a specific skill must meet the following criteria:

- Must have one (1) year of full-time employment.
- At least one (1) year free of disciplinary action.
- Refrains from behavior that reflects negatively upon the Department.
- Has never been found guilty of being under the influence of intoxicants while on duty.
- Must have and maintain a satisfactory work performance as noted in the employees Performance Appraisal.

Training Requirements:

Upon selection, candidates for Apprentice Instructor must complete the following:

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- Must have previously obtained certification as an “End-User” in the given skill.
- Must have previously completed a Presentation Skills course.
- Must attend and successfully complete all requirements of the instructor certification course for the specific skill and achieve a score of 100% on all written tests and skills practicums.
- Must provide a minimum of 30-hours instructional time with a co-instructor within 180-days of certification as an Apprentice Instructor. Co-instructor cannot be another apprentice Instructor.
- Instructional hours must be as follows:
 - 15-hours instruction during the New Employee Training Process or during an initial end-user certification course.
 - 15-hours instruction during annual In-Service Training.
- Must schedule and participate in a minimum of two (2) Instructor Observations within 180-days of certification as an Apprentice Instructor. Instructor Observations must be completed by Regional Training Specialist, Regional Training Manager, Senior Instructor, Lead Instructor, or Program Dean.

ii. Instructor:

Upon completion of initial training and apprentice instructional hours when required, the individual shall be recognized as an “Instructor”. Once a person has achieved the status of “Instructor”. They will be required to continue to provide instructional support to the agency.

Instructors must:

Knowledge -Based Instructors

- Instruct a minimum of five (5) classes every two (2) years in each program they are certified as an “Instructor”.
- Schedule and participate in an Instructor Observation. Instructor Observations must be completed by Regional Training Specialist, Regional Training Manager, Senior Instructor, Lead Instructor, or Program Dean.

Skill-Based Instructors

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- Instruct a minimum of 4 classes annually in each program they are certified as an “Instructor”. One of the 4 classes must be an initial certification class.
- Schedule and participate in an Instructor Observation. Instructor Observations must be completed by Regional Training Specialist, Regional Training Manager, Senior Instructor, Lead Instructor, or Program Dean.

iii. Senior Instructor:

Senior Instructor is by application. Candidates must meet all the requirements for Instructor and have advanced knowledge in the specific program. Senior Instructors must also complete the following training:

- Instructor Development

e. Maintaining Instructor Certification

Failure to meet the minimum instructional requirements in any given year will automatically result in expiration of certification in that program.

Each Apprentice Instructor, Instructor, and Senior Instructor shall be required to maintain a log of actual hours instructed. It is the responsibility of the “instructor” and Facility Training Coordinator to know the status of the employee’s instructor status.

All Instructor Logs must be maintained in the Facility Training Department.

i. Instructor

In addition to meeting the minimum number of classes instructed, Instructors must also:

- Schedule and participate in an Instructor Observation annually with a Regional Training Specialist, Regional Training Manager, Senior Instructor, Lead Instructor, or Program Dean, and
- Successfully complete all mandatory instructor updates.

Upon successful completion of all requirements a new certificate shall be awarded and will remain valid for a period of two (2) years for knowledge-based instructors and one (1) year for skill-based instructors.

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ii. Senior Instructor

In addition to meeting the minimum number of classes instructed, Senior Instructors must also:

- Schedule and participate in an Instructor Observation annually with a Lead Instructor,
- Instruct during an initial instructor certification course,
- Conduct a minimum of five (5) Instructor Observations, and
- Successfully complete all mandatory instructor updates.

Upon successful completion of all requirements a new certificate shall be awarded and will remain valid for a period of two (2) years for knowledge-based instructors and one (1) year for skill-based instructors.

Failing to meet any of the above-mentioned requirements will result in de-certification.

d. De-certification and Suspension of Instructor Status:

i. De-certification:

When a person’s certification is revoked, the Workforce Engagement Program Dean shall issue a “Letter of De-certification”. The letter must detail the reason for the de-certification. A copy of the letter is to be placed in the employees Training Packet with copies provided to:

- Employee
- Facility Training Coordinator
- Regional Training Manager
- Facility Head / Division Director
- Executive Director of Workforce Engagement

Workforce Engagement may revoke certification for:

- Failing to follow program guidelines, curriculum, or administrative procedure.
- Failing to meet minimum requirements to maintain certification.
- Conduct in and outside the classroom, when the person’s behavior or actions are deemed to be contrary to the teachings of the program.
- As a result of any disciplinary action.

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ii. Suspension:

When a person’s certification is suspended, the Division of Workforce Engagement Program Dean shall issue a “Letter of Suspension”. The letter must detail the reason for the suspension, duration, and any stipulations for reinstatement. A copy of the letter is to be placed in the employee’s Training Packet with copies provided to:

- Employee
- Facility Training Coordinator
- Regional Training Manager
- Facility Head / Division Director
- Executive Director of the Division of Workforce Engagement

Division of Workforce Engagement may suspend certification for:

- Failing to follow program guidelines and/or curriculum.
- Conduct in and outside the classroom, when the person’s behavior or actions are deemed to be contrary to the teachings of the program.

e. Instructor Observations

Instructor Observations may be completed by Regional Training Specialist, Regional Training Manager, Senior Instructor, Lead Instructor, or Program Dean. Instructor Observations will be completed utilizing the Workforce Engagement Observation Report.

Upon completion of the Instructor Observation, the person conducting the Observation shall discuss the results with the Instructor, Facility Training Coordinator, and Regional Training Manager.

If the Instructor fails to meet a minimum score during the Observation, then the person completing the observation shall make recommendations for the instructor to complete remedial training. The recommendations shall be in writing and forwarded to the Program Dean and Regional Training Manager for review and approval.

The instructor shall receive a copy of the final report. Copies of all Instructor Observation reports shall be placed in the employees training packet.

3. Instructor Development

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The focus of this training is to provide the knowledge and skills for creating a successful learning environment for participants. This is an essential attribute to being a successful instructor. This hands-on, professional development experience for new instructors will improve skills for effective instruction and enhance presentation techniques. Participants will learn modern methods for effectively training adults and techniques for creating a productive and thriving learning environment.

4. Trainer Development

This program educates training staff on building curriculum, focus groups, program planning and coordination. Also covered is how to handle conflict in the classroom in a productive manner.

5. Presentation Skills

This program provides staff the skills, knowledge, and practice to deliver effective presentations for the purpose of training or delivering information to IDOC staff, collaborative agencies, incarcerated individuals, and visitors.

6. Special Issue Workshops

The Division Workforce Engagement may develop and conduct workshops and training to address specific agency needs. These educational programs shall focus on techniques and skills in a particular field.

B. Supervisory Training

1. Principles of Custody Supervision

The Principles of Custody Supervision program focuses on competencies related to scheduling, personnel management, safety, security, planning, organizing, and responding to emergencies.

This program is only applicable to employees within the Custody ranks and shall be mandatory for all newly promoted Sergeants, Lieutenants, Captains, and Majors. Those who have previously completed the Correctional Management – Custody Supervisory and Basic Supervisory Skills for Custody Staff programs will not be required to complete this course.

Custody personnel promoted after January 1, 2024, who have not previously completed this program, shall be required to complete the program within the first twelve (12) months of their promotion.

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It shall be the responsibility of the employee and their supervisor to ensure compliance with the requirement. The employee’s supervisor shall coordinate the enrollment into the program with the Facility Training Department.

An employee’s failure to meet this requirement shall require a meeting with their supervisor and a member of the Human Resource team.

To ensure that adequate space is available to accommodate supervisory staff, the Principles of Custody Supervision program shall only be available to Department personnel employed in a supervisory classification.

2. DOC Supervisory Program

The DOC Supervisory Program focus on fundamental competencies of employee supervision. Through this program participants will learn about Performance Management, Organizational Change, Building Trust, and more.

The DOC Supervisory Training Program shall be a mandatory training program for all supervisory classifications.

Anyone promoted, demoted, or hired into one of the designated supervisory classifications after January 1, 2024, who has not previously completed the DOC Supervisory Program shall be required to complete the program within the first twelve (12) months of the classification change.

It shall be the responsibility of the employee and their supervisor to ensure compliance with the mandate. The employee’s supervisor shall coordinate the enrollment into the program with the Facility Training Department.

An employee’s failure to meet this requirement shall require a meeting with their supervisor and a member of the Human Resources team.

To ensure that adequate space is available to accommodate supervisory staff, the DOC Supervisory Program shall only be available to DOC personnel employed in a supervisory classification.

Persons who are in one of the identified classifications, who do not directly supervise (have direct reports), may be exempted from this requirement. The request must be in writing from the employee’s supervisor to the Training Coordinator. However, should the employee assume the responsibility of supervising employees, the employee would then be required to meet all requirements in this section.

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C. Job / Post Assignment Training

1. Order in the Court- eLearnings

The intent of this program is to ensure that all staff members working as Disciplinary Review Officers, Disciplinary Hearing Officers, and Appeals Officer have the necessary specialized training to effectively perform their duties and appropriately manage the Adult Disciplinary Process.

i. Initial Certification

Successful completion of the Order in the Court Certification Program shall be mandatory for all staff members assigned to the duties of Disciplinary Review Officer, Disciplinary Hearing Officer, and Appeals Officer. To achieve a passing grade, participants must score 85% or greater on all skill and written tests.

The Order in the Court Certification Program shall consist of 15 hours Instructor-Led instruction and 40 hours of on-the-job training.

The instructor led portion of the Order in the Court program shall consist of: Policy and Administrative Procedure, Due Process, Pre-Screening, Screening, Conducting Hearings, Documentation of Findings, Appeals, Bias Behind the Wall, Case Study, a Skills Practicum, and pre- and post-tests. Credit Time training will be optional for all staff attending the Order in the Court program. Staff required to complete Credit Time training for their specific roles will attend the next available offering at the Correctional Training Institute.

Each person attending the Order in the Court certification program shall be required to complete 40 hours of on-the-job training within 60 days of completing the Order in the Court instructor led program. Each person certifying in the Order in the Court program shall be required to complete the OJT Performance Checklists under the supervision of a staff member who is currently certified for Disciplinary Review Officers, Disciplinary Hearing Officers, and Appeals Officer. Upon completion of the on-the-job training the Deputy Warden or higher authority must sign the verification of hours and submit it to the Regional Training Manager. If a facility does not have a certified staff member to conduct the on-the-job portion of the training, they shall collaborate with another facility to coordinate this portion with a certified staff member.

All portions of the required training must be completed before the staff member can independently perform any duties of a Disciplinary Review Officers, Disciplinary Hearing Officers, or Appeals Officer. This includes signing any

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documentation as the Disciplinary Review Officers, Disciplinary Hearing Officers, or Appeals Officer.

Upon successful completion of the program, participants shall be awarded a total of 55 hours training credit.

2. The Use of Separation in DYS Facilities

The Use of Separation in DYS Facilities Program is designed to provide the Division of Youth Services' staff with the knowledge and skills essential to working with youth who are placed into separation.

No employee may be assigned to, or work in, a separation unit for more than 30 days in any 12-month period without successfully completing The Use of Separation in DYS Facilities training. Therefore, it shall be the responsibility of the Facility Head or Designee to ensure that an adequate number of qualified employees are certified to account for staff relief (e.g., sick, vacation, vacancies).

3. Restrictive Status Housing Unit (RSHU)

The Restrictive Housing Unit training program shall provide participants with the fundamental skills and information needed to work in a restrictive status housing unit. The program includes departmental policy, situational awareness, de-escalation, and more.

The Restrictive Status Housing Unit Certification Program shall be conducted in a blended format consisting of a combination of instructor lead training, on-the-job training, and eLearning modules. The eLearning Modules shall be completed prior to any participant attending the traditional classroom portion.

The classroom portion of the program shall consist of 10.5 hours of training instruction at the Facility.

The On-the-Job Training (OJT) portion will consist of 12 hours of facility specific operations and shall consist of the following topics:

- Intake of Disciplinary Status Incarcerated Individuals
- Permitted Property/ Inventory
- Intake of Administrative Status Incarcerated Individuals

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- Intake of Protective Custody Status Incarcerated Individuals
- Separatee Protection Orders
- Facility Transfers
- Shower Process
- Recreation Process
- Telephone Calls
- Restrictive Status Housing Report (SF 39588)
- Record of Offender (SF 21255)
- Logbook Documentation
- Cuff Port Guard Guidelines
- Proper Escort
- Removing and Placing the Incarcerated Individual in the Cell
- Policy/Administrative Procedure review of Conditions for Disciplinary Housing
- Policy/Administrative Procedure review of Conditions for Administrative Housing

Each facility shall be responsible for developing facility specific Performance Task sheets and Performance Objectives for the topics listed above.

All three (3) training components (Instructor Led, eLearning, and On-the-Job) shall be completed prior to certification being awarded. Upon completion of the program, participants shall be awarded 29.5 hours of training credit.

Employees shall not be assigned to or work in a restrictive status housing unit for more than 30 days in any 12-month period without successfully completing the Restrictive Status Housing Unit Certification Program. It is the responsibility of the Facility Head or Designee to ensure that an adequate number of qualified employees are certified to account for staff relief (e.g. sick, vacation, vacancies).

4. Certified Treatment Specialist (CTS)

The Certified Treatment Specialist training program is designed to provide staff with the necessary knowledge and skills required when working in such a specialized unit. Successful completion of this program will be required of all current and future employees assigned to any of the Department's designated mental health units.

No employee may be assigned to, or work in, the specialized mental health unit for a period of more than 30 days in a calendar year without successfully completing the "Certified Treatment Specialist" training program. Therefore, it shall be the

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responsibility of the Facility Head or Designee to ensure that an adequate number of qualified employees are certified to account for staff relief (e.g., sick, vacation, vacancies).

The Certified Treatment Specialist training program shall in no way certify the employee to provide treatment beyond the employee’s scope of employment and specific duties. The Certified Treatment Specialist certification shall only be used to signify that the employee is competent and capable of working in the specialized mental health unit and has successfully completed all required training.

The following employees shall be required to complete the Certified Treatment Specialist training program if they are assigned to the unit or working with the unit incarcerated individuals on a regular basis:

- Correctional Officers
- Correctional Sergeants
- Correctional Lieutenants
- Correctional Caseworkers
- Correctional Casework Managers
- Unit Team Managers
- Chaplains
- Recreation Coordinators
- Nursing Staff
- Mental Health Professionals

While not required, it is highly recommended that employees performing managerial duties (e.g., Shift Supervisors, Assistant Shift Supervisors, Grievance Specialists, Screening Officers, Disciplinary Hearing Board Chairs, etc.) over the mental health units also attend the training to develop a better understanding of the operation and working environment of the specialized mental health unit.

The Certified Treatment Specialist training program shall consist of initial certification, on-the-job training, and annual In-Service components that are in addition to all statutory- or regulatory-mandated training programs.

a. Initial Certification

The Initial Certification is a two-part process. Part One of the process requires that employees complete mandatory eLearning modules and Part Two of the training is the two (2) day traditional classroom at the facility.

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To complete the initial certification, participants must complete both the traditional classroom and eLearning modules.

b. On-The-Job Training

Once the employee has successfully completed the initial certification, they shall be required to complete an on-the-job training program. Each facility operating a departmentally designated mental health unit shall be required to develop facility-specific on-the-job training task sheets in accordance with established OJT practices.

c. Annual In-Service and Continuing Education requirements

All Certified Treatment Specialists are required to complete an additional 7.5 hours of Annual In-service classroom training and 2.0 hours of eLearning modules that are specifically related to the operation of the specialized mental health unit. The In-Service class must be led by a CTS Instructor.

Failure to complete any of the training requirements shall result in the employee no longer being certified as a Treatment Specialist and unable to work in the Mental Health Unit.

5. Special Needs Acclimation Program (SNAP)

The Special Needs Acclimation Program is designed to provide staff with the necessary knowledge and skills required when working in such a specialized unit. All staff members working in a designated SNAP unit shall be required to complete the Special Needs Acclimation Program training, which is delivered completely through eLearning.

D. Leadership Courses

1. Peer Leadership

This program was created to provide training and support to high-potential staff who are not yet in supervisory positions, allowing them to better function as peer leaders in their current roles in addition to providing a tool for succession planning.

Topics Included: Credibility, Confidence, Peer Conflict Resolution, Accountability, Stress Management, and Professional Development.

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Participation in Peer Leadership shall be by application and selection. The Executive Director or designee shall convene a “Selection Board” to review and select applicants for this program.

To participate in Peer Leadership, applicants must have the written approval/endorsement of their Warden/District Supervisor, or Division Director.

Participation in the Peer Leadership program shall be limited to employees who are in a Grade 36 or lower classification and meet the following minimum criteria:

- Must have been employed with the Department for a minimum of one (1) year.
- Must be one (1) year free of any disciplinary actions.
- Must have received a minimum of “Meets Expectations” as an overall rating on the most recent Annual Performance Appraisals; and
- Must be able to commit fully to the program, including work assignments outside of the classroom.

Failure to maintain any of these requirements while participating in the Peer Leadership program may result in dismissal from the program.

2. Women in Leadership

The Women in Leadership program will have two separate sessions that cover different topics. Staff are allowed to attend either session at their preference. The first session is titled Empowering Women in the Workplace and some of the topics will include the following: Characteristics of an Empowered Female, How to Empower Female Leaders, and Self-Empowering Practices. The second session is titled Women and Allyship and some of the topics will include the following: Panel Discussion with Executive and Agency Leaders, Benefits of Allyship in the Workplace, and Ways to be an Ally for Women.

3. Influential Correctional Leadership

This one-day supervisory training program is mandatory for all staff in a supervisory classification as part of their annual in-service training. The agenda topics included in this program will be updated annually based on feedback received from the Agency’s Annual Needs Assessment, program evaluations, and Culture Surveys.

4. The Leadership Academy

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The Leadership Academy is a two-week program, separated into one-week sessions. It is a blended format of lecture and team building activities. It uses a wide variety of activities to elicit teamwork, communication, leadership, and general life skills.

Topics Included: Fundamentals of Leadership, Self-Awareness, Leadership Team Building, Leadership Problem Solving & Critical Thinking, Leadership Communication, and Bias and Equity.

Participation in the Leadership Academy shall be by application and selection. The Executive Director or designee shall convene a “Selection Board” to review and select applicants for this program.

To participate in the Leadership Academy, applicants must have the written approval/endorsement of their Warden/District Supervisor, or Division Director; and meet the following criteria:

- Must have been employed with the Department for a minimum of two (2) years.
- Must be one (1) year free of any disciplinary actions.
- Must have received a minimum of “Meets Expectations” as an overall rating on the two (2) previous Annual Performance Appraisals.
- Must be able to commit fully in the program, including work assignments outside of the classroom; and,
- Must currently be in a supervisory classification at a Grade of 36 or higher.

Failure to maintain any of these requirements while participating in the Leadership Academy may result in dismissal from the program.

5. The Commissioner’s Experienced and Emerging Leaders (EEL) program

This 4-session program is designed for participants who exhibit the potential to become a leader within their organization. The program requires participants to utilize their time effectively to manage projects, conduct meetings, complete reading assignments and course-related work, all while building leadership abilities.

Topics Included: Succession Planning, Project Management, Team Building, Capstone Project.

Participation in the Commissioner’s Experienced and Emerging Leaders program shall be by application and selection. The Executive Director or designee shall convene a “Selection Board” to review and select applicants for this program.

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To participate in the Commissioner’s Experienced and Emerging Leaders program, applicants must have the written approval/endorsement of their Warden, District Supervisor, or Division Director and meet the following criteria:

- Must have a minimum of five (5) years’ experience in their field.
- Must be one (1) year free of any disciplinary actions.
- Must have received a minimum of “Meets Expectations” as an overall rating on the two (2) previous Annual Performance Appraisals.
- Must be in a supervisory, managerial, or executive leadership role Grade 36 or higher.
- Participants shall be required to complete specific projects and prepare reports / presentations to be presented to the Department’s Executive Staff.

Failure to maintain any of these requirements while participating in the Commissioner’s Experienced and Emerging Leaders program may result in dismissal from the program.

6. Executive Leadership Program

The Executive Leadership Program shall focus on preparing individuals for organizational leadership roles by learning practical leadership and management skills to lead high-level workgroups (facilities, divisions, etc.).

Topics Included: Capital Projects, Facility Management, Organizational Classification, Community Advisory Boards, and Legislative Affairs.

Participants will be required to complete a year-long mentoring program with agency leaders following the 4-day program and complete an Informational Career Form.

Participation in the Executive Leadership Program shall be by application and selection. Executives, Executive Leadership, and the Commissioner shall convene a “Selection Board” to review and select applicants for this program.

To participate in the Executive Leadership Program, applicants must have the written approval/endorsement of their Warden/District Supervisor, or Division Director; and meet the following criteria:

- Must have a minimum of five (5) years’ experience in their field.
- Must be one (1) year free of any disciplinary actions.
- Should exhibit the potential and desire to become a leader within their organization.

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- Must be in a supervisory, managerial, or executive leadership role and Grade 40 or higher, or a Correctional Unit Team Manager.

E. eLearning

Workforce Engagement shall offer eLearning courses for professional enhancement. These courses shall be accessible to all staff members online via the Learning Management System.

F. National Institute of Corrections (NIC), Office of Juvenile Justice and Delinquency Prevention (OJJDP):

The Division of Workforce Engagement 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.

Workforce Engagement shall sponsor, host, or collaborate with internal or external agencies, academic institutions, and vendors/consultants for knowledge/skill-based learning opportunities for Department staff.

G. Process for Requesting Training

Staff members who are interested in participating in specialized training programs. Are encouraged to utilize the process outlined below.

Staff will request training utilizing the electronic Training Request Form. The link to this form can be requested from any Training Department. This form will auto generate an email and send it to the Training Support email.

The Training Support Team will send an email to the Facility Training Coordinator and copy the Program Dean, and Regional Training Manager.

The Facility Training Coordinator will be responsible to contact the individual's Direct Supervisor within seven (7) business days via e-mail and copy the Regional Training Manager and Regional Training Specialist. The email shall contain the following information:

- Name of individual requesting the training
- Dates, times, and locations of all upcoming trainings
- Request approval for the individual to attend the training.

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- If the direct supervisor does not approve the staff member of the training, request that a justification be provided (e.g., Does not meet length of employment requirement).
- If the direct supervisor approves, the Facility Training Coordinator will be responsible for ensuring the staff member is enrolled at the closest location providing there is availability.

The Facility Training Coordinator will then be responsible to follow up with the individual requesting the training and copy the individual's Supervisor, Regional Training Manager, and Regional Training Specialist.

If approved, the individual will be notified of all the details for the next training offered in their area and that they will be enrolled into the program.

If not approved, the e-mail will explain why their request was not approved and further recommendations to improve on the areas of deficiencies.

XV. DEPARTMENTAL TRAINING CREDIT FOR SPECIAL TRAINING:

Staff may obtain Training Credit for successful completion of external training relevant to the staff member'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 external source approved by the Executive Director. The training must have taken place or have been completed during the current training year. Training Credit shall not be retroactive.

The form, "Request for Training Credit" (Attachment 1) shall be submitted to the Facility/Division Training Coordinator and forwarded to the Regional Training Manager within 30 days of completion of the training/course. Training Credit shall not be given 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:

- Certificate or transcript showing satisfactory completion of the training.
- A synopsis of the course content including the number of hours credited to the course.
- A synopsis of each assignment if a correspondence course.

Once the appropriate documentation has been provided, the Training Coordinator shall review the provided documentation and forward to the appropriate Workforce Engagement Regional Training Manager.

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If approved by the Workforce Engagement Management member (Regional Training Manager, Curriculum Development Manager, or Operations Manager) the application and all supporting documentation shall become a part of the employee’s training record.

XVI. SUPPORT FOR 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. The Education Reimbursement Program is available to all permanent, full-time employees of the Department. The program assists in defraying expenses individuals incur when taking educational courses on their own time. To qualify, the educational course must benefit the employee with increased knowledge and/or skills that contribute to job performance and/or will prepare the employee for advancement within the Department.
- B. 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.
- C. The Department partners with Ivy Tech, Purdue University Global, Oakland City University, Indiana Tech, and Western Governors University to offer college credits and benefits for staff. Staff may contact their Correctional Retention Specialist for more information.

Minding 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 shall be based on the needs of the Department/facility with fairness and consistency.

XVII. TRAINING REQUIREMENTS FOR EMPLOYEES RETURNING TO THE WORKFORCE:

This section is applicable to employees returning to the workforce after a leave of greater than 180 calendar days (Military Leave, Disability, etc.) This section is not applicable to employees who have separate employment.

Employees returning to the workforce following an absence of greater than 180-days shall be required to

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A. Employees Returning to The Same Classification:

Employees returning to the workforce following an absence of greater than 180-days shall be required to complete 40 hours of On-the-Job Training for the classification they are returning to and attend the next available Inservice Training.

If the absence is greater than one year, they employee will be required to attend initial certification for all skill-based programs (i.e., Personal Protection, Security Skills, CPR/FA).

B. Employee Returning to a New Classification:

Employees returning to the workforce following an absence of greater than 180-days shall be required to complete all On-the-Job Training requirements for Classification Change in addition to the requirements list above.

If the absence is greater than one year, the employee will be required to attend initial certification for all skill-based programs (i.e., Personal Protection, Security Skills, CPR/FA).

XVIII. WORKFORCE ENGAGEMENT PINS/BAR AWARDS:

In conjunction with Policy and Administrative Procedure 02-03-104 “Dress Standards for Uniformed Staff,” the Division of Workforce Engagement has implemented a procedure for the Pins Awards (Attachment 1-F).

This procedure only covers the following authorized Pins awarded:

- Field Training Manager (FTM) Pin
- Field Training Officer (FTO) Pin
- Certified Treatment Specialist (CTS) Pin

The following procedure shall be used to accurately account for the distribution and accountability of the Pins:

A. Requesting Pins

- On a monthly basis the Facility Training Coordinator shall forward the “Pins Request” and a copy of the Class Transcripts for each program identified to the appropriate Regional Training Manager by the 15th of the month.
- The Regional Training Manager shall verify the qualification of each staff member. They shall process the request and forward the submitted “Pins Request” to the designated Administrative Assistant of Workforce Engagement by the 21st of the month.

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- The designated Administrative Assistant shall gather all submitted “Pins Requests” for each individual month and forward the information to the Uniform Distribution Center (UDC) for the ordering of the Pins.
- UDC shall process the submitted orders and deliver the orders to the facilities.

B. Distribution Process

Once the Pins have been delivered to the Facility, the Facility Training Coordinator shall have the following responsibilities:

- Track the distribution process by obtaining a signature when the Pins are issued to each staff member. This signature form shall be scanned and saved in the Employee’s electronic Training File, Section 4 “Specialized Training” folder.
- Coordinate with the Facility’s Executive Staff (e.g., Warden, Deputy Wardens, Major, Unit Team Managers) the presentation of the Pins to recipients. This shall be completed during the Facility Quarterly Staff Assembly, Roll Call, In-Service, etc. The appropriate Regional Training Manager or Regional Training Specialist shall be notified of distribution.
- Notify Facility Executive Staff (e.g., Warden, Deputy Wardens, Major, Unit Team Managers) of an individual no longer certified in a specific program. This includes Field Training Manager, Field Training Officer, and Certified Treatment Specialist Certifications.

Certified Correctional Professional Bars shall be awarded during the new Employee Training Process Graduation by the Regional Training Manager.

For the appropriate wearing of the above Pins/Bar, staff shall refer to Policy and Administrative Procedure 02-03-104, “Dress Standards for Uniformed Staff.”

XIX. JOB SHADOWING:

Job Shadowing creates opportunities for both potential employees and for tenured staff members to explore future career paths. This program is designed to ensure equality by giving every employee equal opportunity to complete a job shadowing program.

Facility Heads, District Supervisors, and Division Directors shall work with supervisory staff and employees to ensure that every employee who wishes to participate in a job shadowing program; when the employee meets the minimum requirements shall be provided the resources to participate in accordance with this administrative procedure.

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There are two (2) distinct phases of the Job Shadow Process. Phase One is specifically designed for potential / perspective employees. In this phase of the job shadowing process applicants who have completed an interview and are tentatively being recommended for employment shall be given the opportunity to job shadow to learn more about the facility and organization prior to accepting any job offer. Phase One is the facility hiring manager’s responsibility. Phase Two is then specifically designed for tenured employees to have equitable access to learn about and be exposed to career opportunities throughout the Department.

A. Phase Two Job Shadow Process

Phase Two of the Job Shadowing Process provides current employees who meet the requirements of the position / classification with an opportunity to expand their professional development and prepare them for promotional opportunities within the Department.

Facility Heads, District Supervisors, and Division Directors shall promote the Phase Two Job Shadowing Program as a component of succession planning to give equal opportunities to perspective candidates.

Facility Heads, District Supervisors, and Division Directors are encouraged to consider the diversity of candidates and consider individuals from protected categories during the review and selection process. This inclusive approach will promote not only a stronger, more diverse participant group but also strengthen future leadership as these individuals move forward in their careers.

Phase 2 Job Shadow shall be 7.5 hours. Participants will receive training credit equal to the hours of the Job Shadow. The training credit will only be awarded once the evaluations and Job Shadowing Evaluations have been completed.

To apply for additional Job Shadowing Opportunities, the employee must complete all requirements from the previous Job Shadow. Applicants can only job shadow once in a twelve (12) month period and may be required to work an adjusted schedule to accommodate the job shadowing.

The Correctional Retention Specialist (CRS) shall coordinate with the Field Training Manager to facilitate each job shadow for Phase Two.

i. Program Requirements

To participate in Phase Two the Job Shadow Process, current employees shall meet the following requirements:

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- a. Discipline-free for one (1) year.
 - b. Have a minimum of six (6) months in their current classification.
 - c. Meet all minimum requirements of the position which they wish to job shadow.
 - d. Job Shadow position cannot exceed a two-step promotion.
 - e. Receive authorization through the approval and application process.
 - f. Complete the Phase 2 Job Shadowing Application (Attachment 1).
- ii. Phase Two Job Shadow Guidelines and Procedure:
- a. An employee interested in participating in the Phase 2 Job Shadow Process shall request a Phase Two Job Shadow application from their Facility's Correctional Retention Specialist.
 - b. The application shall be completed and returned to the Correctional Retention Specialist.
 - c. The Correctional Retention Specialist will work with the Facility Head, District Supervisor, or Division Director to review and process the application.
 - d. Upon review of an application the Facility Head shall review the application and determine:
 - Does the applicant meet the program requirements?
 - Does the applicant meet the minimum requirements for the position/classification?
 - Does the applicant have a minimum of six (6) months in their current classification?
 - Is the applicant one (1) year free of disciplinary action?

If the above questions can be answered affirmatively and the applicant has not previously completed a Phase Two Job Shadow in the past 12 months; the application shall be approved. The Facility Head maintains the discretion to waive the one job shadow per every 12-month period restriction and allow an employee to participate in additional job shadows. If the application is denied for any reason, it shall be the responsibility of the Facility Head to notify the applicant in writing as to why the application was denied with a copy of the decision provided to the Facility Correctional Retention Specialist and Diversity, Inclusion, and Belonging Coordinator.
 - e. During Phase Two of the Job Shadowing Process, the employees shall receive their normal compensation and shall have specific guidelines to follow during this experience.
 - f. It should be noted that if applicants are required to travel due to specific job classifications or due to requesting a specific facility, they will be

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responsible for their own traveling expenses. In addition, a state vehicle will not be authorized for travel to a job shadow at a different location.

- g. Overtime is not authorized for Phase Two Job Shadowing and all compensable hours above the employees' regular hours must be schedule adjusted prior to the end of the pay period.

iii. Tracking and Reporting Program Participation

a. Correctional Retention Specialist

The Correctional Retention Specialist shall be responsible for coordinating the Phase 2 Job Shadowing Program. The Correctional Retention Specialist shall work with the Facility Training Coordinator to ensure that all appropriate training credit is awarded, and that documentation is preserved in the employee's training packet and Program File.

b. Facility Training Coordinator

The Facility Training Coordinator shall be responsible for recording the successful completion of the Phase 2 Job Shadowing, The Training Coordinator shall enter and record the event in the department's learning management system and place the completed application and evaluation(s) in the employees training packet.

XX. MEDICAL EXEMPTION:

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

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. They shall be awarded training credit for successfully passing the verbal test, however no certification will be granted.

Any techniques that are marked as unacceptable due to a documented medical reason must be noted as such on the back of the evaluation sheet. If the participant is unable to achieve a passing score due to having medical restrictions, they shall be considered incomplete for that program, and it shall be noted in the Department's LMS to assist with documentation.

Medical documentation shall be filed with the staff member's personnel records and serve as the documented reason that they are not certified. The facility Training Department is responsible for contacting Human Resources to verify that the staff member does have medical documentation on file.

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XXI. 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)
 Christina Reagle
 Commissioner

 8/2/24
 Date