



# Arkansas Community Correction

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## **ADMINISTRATIVE DIRECTIVE: 13-15 EMPLOYEE TRAINING AND CERTIFICATION**

**TO: ARKANSAS COMMUNITY CORRECTION (ACC) EMPLOYEES**

**FROM: SHEILA SHARP, DIRECTOR**

**SUPERSEDES: AD 13-01**

**APPROVED: Signature on file EFFECTIVE: March 14, 2014**

- I. APPLICABILITY.** This directive applies to Arkansas Community Correction (ACC) employees.
- II. POLICY.** ACC provides employees with opportunities and encouragement to gain necessary knowledge, skills, abilities, and information to enhance their ability to achieve the ACC mission and meet Prison Rape Elimination Act standards, American Correctional Association (ACA) accreditation standards, and the Office of Alcohol and Drug Abuse Prevention (OADAP) licensing requirements. (4-ACRS-7B-14 through -7B-18[P], and 4-APPFS-3A-20).
- III. TRAINING PROGRAM MANAGEMENT.**
  - A. Administration.** The Human Resources Administrator is responsible for oversight of the agency training program, which will be coordinated and supervised by the Training Administrator. (2-CO-1D-01, and 4-APPFS-3A-06)
  - B. Central Training Section (CTS).**
    1. The Central Training Section staff is responsible for coordinating and/or executing training activities.

2. The Training Administrator must
  - a. Assess the agency training program annually. Submit a written training-needs assessment report to the Human Resources Administrator and obtain approval, with consideration to the following:
    - input from employees
    - a statistically valid job/task analysis to determine the needed knowledge, skills, and abilities to perform each job, and (4-APPFS-3A-11)
    - existing basic, pre-service, in-service, specialized, media-based, and other training programs. (4-APPFS-3A-07, and -3A-19)
  - b. Annually, use the training program assessment to update the agency training plan. Submit a written training plan to the Human Resources Administrator and obtain approval, with consideration to the following: the plan must provide for an ongoing formal evaluation of all pre-service, in-service, and specialized training programs, and for the annual written assessment report. (2-CO-1D-03; 4-ACRS-7B-11; 4-APPFS-3A-06, -3A-12, and -3A-14)
  - c. Maintain an electronic catalog and schedule of available ACC classes. Provide information about other useful training resources such as on-line training and available CTS library materials. Ensure adequate space and equipment. (4-APPFS-3A-13, and 3A-24)
  - d. Obtain and maintain an electronic list of training requirements and required training hours for ACC positions.

#### **IV. TRAINING REQUIREMENTS.**

**A. All Employees.** ACC employees must participate in required training and meet or exceed the minimum requirements for their position. Attachment 1 describes minimum training hours for various ACC employee categories. Annual training requirements must be fulfilled during the period beginning 60 days prior to the employee's merit eligibility date and ending 12 months later. For example, for a merit eligibility date of October 1<sup>st</sup>, the training period begins August 1<sup>st</sup> of one year and ends July 31<sup>st</sup> of the following year.

Employees who are required to maintain a license or certification may have additional training requirements and a different time period for meeting the requirements.

With appropriate approval, employees are encouraged to attend professional meetings, seminars, and similar work-related activities in addition to ACC-sponsored training, other agency training, computer-based training, and webinars. Employees may request reimbursement pursuant to applicable policy. (4-APPFS-3A-21)

In addition to meeting basic requirements, employees are encouraged to seek training from a variety of sources in areas that enhance ability to perform the job, and better understand ACC operations and the corrections career field. Some training resources are listed on EagleNet. (4-ACRS-7B-19[P]; 4-APPFS-3A-19)

**B. Supervisors.** Supervisors must ensure regular employees, part time, extra help, and volunteers are aware of and comply with training requirements. Supervisors may only approve training requests and credit for training that provides knowledge, skills, abilities, and/or information that enhances the learner's ability to achieve the ACC mission; and if funding is required, training is related to the employee's current job.

## **V. PROCESS FOR OBTAINING TRAINING AND TRAINING CREDIT.**

### **A. Training Request Requirements.**

1. Training must be requested and approved in advance by the supervisor. However, supervisor approval is not required when the CTS enrolls new employees in training.
2. If ACC will incur reimbursable expenses for the training, the Training Request form must be completed and approved in advance by the supervisor, the appropriate Deputy Director and the Deputy Director of Administrative Services.
3. If out-of-state travel is required, refer to the Administrative Services manual.
4. If training is NOT "ACC sponsored," the Training Request form is required. Examples where the form is required include on-line webinars, AASIS classes, OPM classes, and outside training for treatment staff. The Director has the authority to approve exceptions.
5. When a training request form is not required by policy, supervisors have the option of approving training verbally, by email, or on a Training Request form.

**B. To Ensure Training Credit.** Employees are responsible for ensuring required training hours are in the JAKE training database. Training credits may be viewed on the EagleNet/JAKE webpage or the JAKE Coordinator can provide earned credit hours. Employees should always sign the attendance roster to help ensure proper credit.

When taking classes that are NOT ACC-sponsored, complete and process the bottom portion of the Training Request form. Submit this with sufficient documentation showing the training content such as a training summary, agenda, and/or certificate.

**C. ACC Training Sponsor/Instructor Responsibilities.** When training is conducted or otherwise sponsored by ACC staff, the ACC person responsible for the training must provide an attendance roster. The responsible person must ensure the attendance roster, and sufficient training documentation (such as the approved lesson plan), are provided to the JAKE Coordinator.

**D. New Employee Enrollment in Certain Classes.** New employees will be enrolled by CTS staff in the next available JAKE (Joint Access to Knowledge via e-Learning) Orientation class and where required, the Residential Services Basic and the Parole/Probation Academy. JAKE refers to the computer training program that is available through the agency intranet (EagleNet). Requests to change enrollment to a later date must be approved by the appropriate Deputy Director who will advise CTS if approved.

**E. JAKE On-Line Training.** Supervisors must allow employees time free from interruption to complete orientation prior to full assignment of duties. Upon completion of the JAKE Orientation training, employees must sign the “Orientation Acknowledgement” form. (4-ACRS-7C-01, -7E-07[P])

**F. AASIS and OPM Training.**

1. Complete the Training Request form and obtain appropriate approval
2. Enroll in the training
  - a. For AASIS computer-based training enroll on-line by signing into the AASIS Employee Self-Service website.
  - b. For Office of Personnel Management (OPM) training complete the “OPM Training Program Registration,” and email it to this CTS email address: DCCTraining@Arkansas.gov).
3. Wait for CTS to send an enrollment notice.
4. Complete the training.
5. Complete and process the bottom portion of the Training Request form for credit.

**G. Other Training Credit.**

Use the following table to determine training hours that may be awarded when credit is earned in “college semester hours,” or “college quarter hours,” or “Continuing Education Units (CEUs).” One CEU is defined as 10 hours of participation in a recognized continuing education program with qualified instruction and sponsorship.

<b>TRAINING HOUR CREDIT CONVERSION TABLE</b>	
<b>Type of Hours</b>	<b>Training Hours</b>
1 Semester Hour of Credit	6
1 College Quarter Hour of Credit	3
1 Continuing Education Unit	10
1 Hour of Professional Development or Continuing Education	1

An employee may submit a request to substitute training received prior to employment with ACC to satisfy special requirements such as supervisory courses, and certificate courses. Submit requests to the CTS Training Administrator whose approval is required.” (4-ACRS-7B-04)

Training credit may be awarded for staff meetings; however this is limited to two hours per month. A Training Request form is not required for staff meetings.

ACC Instructors may request credit for actual class preparation time (research and developing materials, lesson plans, objectives, etc.), revision or update of current plan.

An employee who conducts an American Correctional Association (ACA) internal or external audit may be approved for 3 training credit hours for each half-day spent conducting the audit. An employee who receives compensation for an external audit will not receive training credit.

## **VI. CURRICULUM REQUIREMENTS.**

**A.** The curriculum must be approved by the Training Administrator. A curriculum consists of a series of classes that are combined to create a regular course of study. Examples:

- Parole/Probation Officer Academy
- Residential Services Basic
- New Employee Orientation
- Refresher Training
- A series of 3 or more classes presented on a recurring basis.

**B.** Training curriculum must be developed based on clear, concise, measurable, and written statements of intended learning outcomes. The content and instructional methods selected for a training program must be consistent with stated learning objectives, sequenced to facilitate learning, and incorporate strategies to evaluate the learning. (4-APPFS-3A-09)

**C.** Lessons in a training curriculum must be developed based on employee career tracks, organizational needs, the results of the training assessment, and in accordance with the agency's Training Plan.

**D.** For classes that are part of a curriculum, training presented by ACC staff or by non-ACC instructors exclusively for ACC staff must have lesson plans pre-approved by the Training Administrator. An approved lesson plan may be used in subsequent years if it remains current. The Training Administrator must approve substantial revisions.

**E.** Lesson plans must include learning objective(s) and indication of content.

**F.** CTS instructors must provide an opportunity for students to critique the material, course content, and instructors on major courses provided or sponsored by the CTS. (4-ACRS-7B-12 [P])

## **VII. ADVERTISING TRAINING SESSIONS.**

Supervisors are encouraged to ask CTS to post relevant class information on EagleNet when seats are available for staff from other ACC offices.

## **VIII. INSTRUCTOR QUALIFICATIONS AND RELATED INFORMATION.**

**A. Instructor Qualifications.** Instructors must be qualified in the area in which they instruct. (4-ACRS-7B-12 [P]) In addition, ACC staff who instruct must

1. successfully complete a 40-hour instructor development, OR
2. have a law degree, OR
3. be approved by ALETA based on appropriate credentials such as
  - current teacher certification credentials
  - master instructor status (as recognized by the military)
  - be a current or former Arkansas Law Enforcement Training Academy (ALETA) instructor, or
  - be in a key ACC position such as Director, Chief Deputy Director, or Deputy Director, and
4. CTS staff instructors must also successfully pass the Residential Services Basic Training class and ACC Parole/Probation Officer Academy within one year of employment. (4-ACRS-7B-10, 4-APPFS-3A-08)

**B. Requirements for Instructing CLEST-Certified Training.**

1. To instruct a Parole/Probation Academy class, and any recurring training class for which CLEST training credit is required or desired, the instructor must meet the above requirements. Also, the instructor and lesson plan must be pre-approved for each specific class by the Arkansas Commission on Law Enforcement Standards and Training (CLEST). Submit CLEST Form F-5, "Application for Certification of Course" for pre-approval to the CTS Training Administrator who will forward the form to CLEST.
2. The Training Administrator must obtain CLEST approval of all Parole/Probation Academy instructors and the curricula before each Academy. The Training Administrator must also facilitate the process for annual CLEST approval and certification of instructors and training curriculum for the Racial Profiling and Firearms Qualification classes, which will take place each October.

Law Enforcement Officers must have proof of the above before an audit can be considered complete. Certificates will not be issued before CLEST audit deficiencies are corrected.

**C.** Instructors must plan for and use appropriate strategies to determine successful completion of training programs. (4-ACRS-7B-12 [P])

**D.** Instructors are encouraged to make appropriate use of community resources. (4-ACRS-7B-13)

**E.** For curriculum courses the instructor must give the JAKE Coordinator a sign-in roster and lesson plan

- F. for each non-curriculum training session the instructor must give the JAKE Coordinator a sign-in roster and some description of the lesson such as learning objectives, a written description of the content, and outline, or a PowerPoint presentation,
- G. CTS must process CLEST instructor certification requests to the Commission.
- H. The Deputy Director of Parole/Probation Services must ensure the availability of a pool of Parole/Probation Officers qualified as firearms instructors to provide firearms training.

**IX. CERTIFIED AND LICENSED STAFF.**

All professional and certified staff must comply with applicable state and federal registration, certification, and licensure requirements. Verification of current credentials and job descriptions must be on file. (4-ACRS-7B-02)

**X. AFFILIATIONS.**

ACC employees are encouraged to continue their education and to join and participate in criminal justice and allied professional associations and activities. (2-CO-1D-09 and 2-CO-1D-10)

**XI. ATTACHMENTS.**

Attachment 1 Minimum Required Employee Training Hours  
AD 13-15 Form 1, Training Request  
AD 13-15 Form 2, Orientation Acknowledgement

**Arkansas Community Correction  
MINIMUM REQUIRED EMPLOYEE TRAINING HOURS**

CATEGORY OF POSITIONS	EMPLOYEE ORIENTATION	FIRST YEAR TRAINING (in addition to orientation)	ANNUAL TRAINING (second and subsequent employment years)
Parole/Probation Services (including treatment) staff in field offices with regular contact with offenders	40	40	40
Parole/Probation staff with minimal or no offender contact	40	16	16
Residential Services offender-care workers with regular contact with offenders	40	80	40
Residential center staff with minimal or no offender contact, such as personnel staff, business managers, and administrative specialists.	40	16	16
Central Office managerial staff (any staff designated as FSLA exempt)	40	40	40
Central Office clerical and support staff (staff designated as Non-exempt by FSLA standards)	40	16	16
Central Training Section staff	40	40	40
Extra help and part-time employees	16	As appropriate to the position	As appropriate to the position

## Arkansas Community Correction TRAINING REQUEST

Use this form to request training approval and credit. Retain a copy for submission when training is completed as described in "Request for Training Hours" below. **The employee is responsible for making any necessary registration and travel arrangements after receiving approval.**

Training Dates: \_\_\_\_\_ Training Sponsor: \_\_\_\_\_

Student/Employee's Name: \_\_\_\_\_

Student/Employee's Position: \_\_\_\_\_ Phone: \_\_\_\_\_

Course Title: \_\_\_\_\_

Will this information be shared?  YES  NO If yes, how will you share? \_\_\_\_\_

<b>ESTIMATED COST</b>	<b>Is a state vehicle available?</b>	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Transportation _____ Registration (Cannot include membership fees) _____ Lodging _____ Meals _____ Miscellaneous _____ <b>TOTAL:</b> _____	Note, Attach a completed Out-of-State Travel Request form if traveling out of state.			
	_____	_____	_____	_____
	Employee Signature			Date

Supervisors may only approve training requests and credit for training that provides knowledge, skills, abilities, and/or information that enhances the learner's ability to achieve the ACC mission; and if funding is required, training is related to the employee's current job.

**Supervisor:**  APPROVED  DISAPPROVED \_\_\_\_\_  
Signature \_\_\_\_\_ Date \_\_\_\_\_

**Admin. Services Deputy Director if reimbursable expenses):**  FUNDS ARE AVAILABLE  FUNDS ARE NOT AVAILABLE \_\_\_\_\_  
Signature \_\_\_\_\_ Date \_\_\_\_\_

**Division Deputy Director (if reimbursable expenses):**  APPROVED  DISAPPROVED \_\_\_\_\_  
Signature \_\_\_\_\_ Date \_\_\_\_\_

### REQUEST FOR TRAINING HOURS

*For ACC-sponsored training this form is not needed if the instructor provides a JAKE Coordinator with the sign-in roster with your signature and supporting documentation. In this situation you should check to ensure credit was awarded in JAKE and if not, take actions necessary to provide documentation and get the credit. Upon completion of training that is NOT ACC sponsored, complete this section then submit this form through your supervisor to the JAKE Coordinator.*

Actual Training Hours  Training Credit Hours **APPROVED:**  (supervisor)

- I hereby certify that I fully participated in the training described above.**
  - Certificate Attached**  No certificate issued, but I initialed (on the attached agenda) the classes that I attended.
- I certify that I partially participated in the training described above by attending only \_\_\_\_\_ hours.**
  - I have initialed (on the attached agenda) the classes that I attended.

Employee/Student's Name (Print)	Date	Supervisor's Name (Print)
Employee/Student's Signature	Date	Supervisor's Signature

## Arkansas Community Correction ORIENTATION ACKNOWLEDGEMENT

The ACC develops and maintains varied and many directives and/or policies that define how we conduct our business. They enable us to accomplish the agency mission, goals and objectives, and copies of certain policies are provided during new employee orientation and are available on “EagleNet”, the ACC Intranet. You may access them by accessing any ACC computer, opening the Internet Explorer browser, clicking on “Favorites” then “EagleNet”, and finally click on “Policy, Forms & Documents” on left side menu. Navigate through the documents to find the item that pertains to your topic. If you do not have access to a computer, contact your supervisor. The following documents were provided via hard copy and/or accessed during the New Employee Training:

- Employee Handbook
- Employee Performance Evaluation, initial presentation & explanation of performance evaluation documents
- Drug Free Workplace
- Whistle Blower Act
- Historical Perspective & Goals of ACC
- Records Management
- Rape Elimination
- Use of Force
- Evidence Based Practices
- Resource Control Policy
- Provision & explanation of essential job functions, duties & responsibilities
- Office Security and Safety
- Code of Ethics and Rules of Conduct
- Employee Discipline
- Employee Grievance/Mediation Procedure
- Tobacco Free Environment
- Employee Work Schedules, Compensation, and Timekeeping
- Communication Skills
- Interpersonal Communications
- Computer, Cell Phone, Copier, and Technology Resources
- Agency Description and Public Information
- Reporting and Investigation Incidents and Hazards
- Preventing Harassment
- Arkansas State Vehicle Safety Program
- Facility Orientation on basic emergency procedures or response (**with veteran employee or supervisor**)
- Equipment assignment/orientation (computer, keys, firearms, handcuffs, pepper spray) (**with veteran employee or supervisor**)
- Job Specific Policies & Standard Operating Procedures (**with veteran employee or supervisor**)
- Job Specific Training Rotation (**with veteran employee or supervisor**)

I have read and understand the documents or processes listed above. I understand that it is my responsibility to stay current on policies/procedures that pertain to me and my responsibilities. These documents are updated on occasion and I may not be notified when they are updated. If I have any questions, I will address them with my supervisor or contact ACC Human Resources Section for personnel issues. I understand that nothing contained in ACC policy/procedural documents, applications, or the granting of an interview, or the placement in a probationary status, or any other administrative act, creates a contract between myself and ACC for either employment or the provision of benefits. I have familiarized myself with the job specific items and fully understand my duties and responsibilities. I have signed and dated this acknowledgement and understand it will be maintained in my personnel/training files.

**I acknowledge that I have satisfactory completed the 40 hours of New Employee Orientation.**

\_\_\_\_\_  
Printed Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Supervisor Name

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

Give this form to the JAKE Coordinator to scan into the training records and forward (original) to ACC HRS (105 W. Capitol, Little Rock, AR, 3rd floor, Little Rock, AR 72201-5731).