



Virginia Department of Corrections

Staff Training

Operating Procedure 350.1

Training Administration

Authority:

Directive 350, *Staff Training*

Effective Date: July 1, 2024

Amended: 12/1/24, 4/17/25

Supersedes:

Operating Procedure 350.1, July 1, 2021

Access: Restricted Public Inmate

ACA/PREA Standards:

5-ACI-1D-01, 5-ACI-1D-02, 5-ACI-1D-03, 5-ACI-1D-04, 5-ACI-1D-05, 5-ACI-1D-06, 5-ACI-1D-07, 5-ACI-1D-08; 4-ACRS-7B-10, 4-ACRS-7B-11, 4-ACRS-7B-12, 4-ACRS-7B-13; 4-APPFS-3A-06, 4-APPFS-3A-07, 4-APPFS-3A-08, 4-APPFS-3A-09, 4-APPFS-3A-10, 4-APPFS-3A-11, 4-APPFS-3A-12, 4-APPFS-3A-19; 2-CI-6C-5; 2-CO-1D-01, 2-CO-1D-03; 1-CTA-1A-01, 1-CTA-1A-02, 1-CTA-1A-03, 1-CTA-1A-04, 1-CTA-1A-05, 1-CTA-1A-07, 1-CTA-1A-09, 1-CTA-1A-11, 1-CTA-1A-12, 1-CTA-1A-13, 1-CTA-1A-14, 1-CTA-1A-15, 1-CTA-1C-02, 1-CTA-1D-02, 1-CTA-1D-03, 1-CTA-3A-01, 1-CTA-3A-02, 1-CTA-3A-03, 1-CTA-3A-04, 1-CTA-3A-05, 1-CTA-3A-06, 1-CTA-3A-07, 1-CTA-3A-08, 1-CTA-3A-10, 1-CTA-3A-11, 1-CTA-3A-12, 1-CTA-3A-13, 1-CTA-3A-14, 1-CTA-3A-15, 1-CTA-3A-16, 1-CTA-3A-17, 1-CTA-3A-18, 1-CTA-3A-19

**Content Owner/
Reviewer:** Lamont Carrington
Training Director

Signature Copy on File

6/6/24

Signature

Date

Signatory: Joseph W. Walters
Senior Deputy Director

Signature Copy on File

6/17/24

Signature

Date

REVIEW

The Content Owner will review this operating procedure annually and re-write it no later than three years after the effective date.

COMPLIANCE

This operating procedure applies to all units operated by the Virginia Department of Corrections (DOC). Practices and procedures must comply with applicable State and Federal laws and regulations, American Correctional Association (ACA) standards, Prison Rape Elimination Act (PREA) standards, and DOC directives and operating procedures.

Table of Contents

DEFINITIONS	3
PURPOSE	4
PROCEDURE	4
I. Training Director	4
II. Needs Assessment and Accreditation	5
III. Annual Training Plans.....	5
IV. Satellite Academies.....	6
V. Outside Agency Training	7
VI. ASD Utilization by Other DOC Groups	7
VII. Instructor Qualifications.....	7
VIII. Curriculum	9
IX. Training Credit	11
X. Program Evaluation.....	11
XI. Training Records	12
REFERENCES.....	13
ATTACHMENTS	13
FORM CITATIONS	14



DEFINITIONS

Academy (ASD) - Any DCJS certified training school operated by the DOC; includes the Academy for Staff Development - Central Campus (ASD-C), Academy for Staff Development - Western Campus (ASD-W), Academy for Staff Development - Eastern Campus (ASD-E), and satellite academies (including institutional training schools).

Curriculum - Individual subjects comprising a course of study approved by the Training Director.

Employee Training Record - The employee's official DOC training and development history that will be maintained by the ASD Registrar.

Institutional Training Officer (ITO) - The designated facility employee who is responsible for the overall management and coordination of training at a satellite academy.

Instructional Systems Design - A curriculum design process in which the current state of the student is assessed, the end goal of instruction is defined, and a process for transitioning the student towards the goal is designed and implemented.

Required Training - A training program required to meet established Department of Corrections' policies and procedures or Department of Criminal Justice Services standards relative to the employee's knowledge of and ability to perform work functions.

Satellite Academy - A training facility (normally at or in the vicinity of a major institution and referred to as an institutional training school), which operates under the authority of the Academy for Staff Development.

Training - A series of structured learning experiences, excluding academic or technical school course work, designed to help employees acquire or enhance their knowledge, skills, and ability to understand and effectively perform their specific work duties.

Training Credit - The number of hours the employee is awarded by the DOC for verified participation in, and satisfactory completion of a training program or approved employee development program (including approved non-DOC training); DOC training credit may pertain to DCJS, ACA, or DOC training requirements. Training credit to meet specific training requirements will be designated at the time of award. Only training that is entered into the Virginia Learning Center (VLC) will be tracked for reporting purposes and recorded on the person's training transcript.

Training Plan - A formalized written plan that identifies the DOC employee training needs and outlines the goals, objectives, and strategies designed to meet these needs.

Training Requirements - Information showing training programs identified as meeting or as applicable to specific training standards.

Virginia Learning Center (VLC) - A web-based learning management system for the administration of employee training that includes course information, program schedules, electronic program registration/enrollment confirmation, training documentation, employee transcript management, supervisory oversight, and electronic course delivery.



PURPOSE

This operating procedure establishes the organizational structure and administrative plan for the Department of Corrections (DOC) Academy for Staff Development (ASD) and satellite academies.

PROCEDURE

- I. Training Director
 - A. The DOC Academy for Staff Development (ASD) is administered by a Training Director selected in accordance with Operating Procedure 102.2, *Recruitment, Selection, and Appointment*, and approved by the Director to be responsible for its management and operations. (1-CTA-1A-05)
 1. The Corrections Administration Manager supervises the Training Director and the Academy for Staff Development.
 2. The Training Director oversees all personnel, volunteers, programs, and activities connected with the Academy. (1-CTA-1A-04)
 3. The Training Director plans, coordinates, and supervises all training programs within the Department of Corrections. (4-ACRS-7B-10; 2-CO-1D-01) All training personnel within the DOC are responsible to the Training Director for matters relating to training.
 4. The Academy will maintain a written document describing the facility's organization including an organizational chart that groups similar functions, services, and activities in administrative sub-units. This document is reviewed annually and updated as needed. (1-CTA-1A-09,)
 5. The staffing requirements for all categories of personnel are determined on an ongoing basis to ensure that required programs and services are being provided and the Academy can perform its mission. (1-CTA-1C-02)
 - B. To be considered qualified, the Training Director, at a minimum, should possess the following preferred qualifications: a bachelor's degree in an appropriate discipline, significant related administrative experience, and demonstrated administrative ability and leadership. The degree qualification may be satisfied by the completion of a career development program that includes work-related experience, training, or college credits at a level of achievement equivalent to a bachelor's degree. (2-CO-1D-01; 1-CTA-1A-07)
 - C. The Training Director will be responsible for a written document delineating the Academy's mission within the context of the total correctional system. This document will be reviewed at least annually and updated as needed. (1-CTA-1A-01)
 - D. The Training Director will formulate goals for the Academy at least annually and translate them into measurable objectives. (1-CTA-1A-02)
 1. These objectives will be specific and defined in writing to serve as the Academy's criteria for evaluating overall performance. (1-CTA-1D-03)
 2. There will be an internal system that monitors operations and training programs through inspections and reviews on an annual basis. (1-CTA-1A-14)
 3. The Training Director will report Academy activities, at least annually, to the Corrections Administration Manager and Senior Deputy Director. These reports are in writing and include major developments relating to Academy progress and objectives. (1-CTA-1A-15)
 - E. The Training Director or designee will ensure that the ASD campuses and all academy satellite training facilities meet Department of Criminal Justice Services (DCJS) academy certification standards. The Training Director or designee will represent the DOC and provide input into the formulation of all training rules promulgated by DCJS, American Correctional Association (ACA), and other state or federal agencies.



- F. The Training Director will ensure that policies and procedures for operating and maintaining the Academy are made available on the Virtual Library and other locations as needed to be accessible to all employees. Each operating procedure is reviewed at least annually and updated as needed. (1-CTA-1A-11)
- G. New and revised policies and procedures are disseminated to students and staff as appropriate. (1-CTA-1A-12)
- H. The Training Director will provide for monthly meetings with all ASD department heads and between department heads and their key staff members. (1-CTA-1A-13)
 - 1. These meetings provide a forum to share information regarding DOC and Academy programs, to establish a process for employee input into Academy planning and problem solving, and employee participation in the formulation of the policies, procedures, and programs. (1-CTA-1A-03)
 - 2. Documentation of these meetings should be maintained by the respective supervisor and made available to staff as appropriate.
- I. The Academy as part of the DOC will collaborate with criminal justice service agencies in research activities, information gathering, exchange, and standardization. (1-CTA-1D-02)

II. Needs Assessment and Accreditation

- A. The Training Director will ensure employee training, and development activities are planned, consistent with the current and projected needs of the DOC, and that training resources are effectively used to promote the mission, goals, and objectives of the DOC. These needs will be evaluated at least annually. (4-APPFS-3A-10)
- B. The Training Director or designee will plan, coordinate, and supervise appropriate needs assessments, job/task analyses, and measurable, performance-based learning objectives to create high quality, job-related staff development and student training programs and learning objectives. Training program planning will be conducted at least annually. (5-ACI-1D-03; 4-ACRS-7B-11; 4-APPFS-3A-06, 4-APPFS-3A-07, 4-APPFS-3A-11; 2-CI-6C-5; 1-CTA-3A-01, 1-CTA-3A-03)
- C. The job/task analysis used to determine knowledge, skills, and abilities will be based on statistically valid practices. (4-APPFS-3A-11)
- D. The Training Director or designee will provide official training documentation to DCJS including training schedules, program changes, mandated training curricula, and employee status information.

III. Annual Training Plans

- A. The Training Director or designee is responsible for overseeing the development and completion of the *Academy for Staff Development Annual Training Plan*. The Training Director or designee will ensure that the Training Plan includes the following information: (1-CTA-3A-04)
 - 1. A list of all training courses to be offered during the calendar year.
 - 2. The dates the courses/classes will be presented.
 - 3. A brief synopsis of the course content, length, employee target audience, objectives, prerequisites for admittance, and required pre-course work.
 - 4. Enrollment information
 - 5. The needs assessment process utilized to determine course need, development, and scheduling requirements.
- B. Training plans will incorporate measures to ensure that employees, interns, and volunteers have the necessary knowledge, skills, and abilities to perform their assigned duties. These plans will be reviewed on an annual basis and updated as needed. (4-APPFS-3A-12)
- C. The training plan will provide a standardized, competency-based set of courses supported by appropriate



materials and classroom resources. (1-CTA-3A-15)

- D. The training plan should provide for other staff development courses in addition to the required basic and in-service training courses.
- E. The Training Director or designee will advise all DOC managers and employees of established training requirements to ensure that provisions are made to meet training requirements and employees are advised of the programs available to meet these requirements.
- F. The Annual Training Plan for the next calendar year will be completed, reviewed, and approved by the Training Director or designee by November 1st of each year.
 - 1. The *Academy Training Course Schedule* for the upcoming calendar year must be completed and entered the Virginia Learning Center (VLC) by November 15th of each year.
 - 2. The Training Director and or designee will work with an advisory training committee of DOC staff consisting of personnel from the ASD, headquarters, and operating units, who will review the *Academy for Staff Development Annual Training Plan* and comment prior to November 1st of each year. (1-CTA-3A-05)
 - 3. Each course of instruction will have a class schedule that includes the name of each class, time and date of each class, and scheduled instructor. (1-CTA-3A-13)
- G. Training (particularly Basic Skills) may be conducted on official State holidays; participant's work schedules should be adjusted and/or leave earned in accordance with Operating Procedure 110.2, *Overtime and Schedule Adjustments*.

IV. Satellite Academies

- A. Satellite academy training plans will be developed by an advisory training committee comprised of the facility's training coordinator and representatives from other departments in the facility. The committee will meet at least quarterly to review progress and resolve problems and a written record of these meetings will be forwarded to the Facility Unit Head. (5-ACI-1D-04)
- B. Employee staff development and training programs at institutions will be planned, coordinated, and supervised by an Institutional Training Officer (ITO) or Assistant Institutional Training Officer (AITO) who is a supervisory employee with current instructor qualifications, and these programs will be reviewed annually. (5-ACI-1D-01)
- C. Each facility with a satellite academy will:
 - 1. Make the necessary space and equipment available for the training and staff development program. (5-ACI-1D-08)
 - 2. Make library and reference services available to complement the training and staff development program. (5-ACI-1D-06; 1-CTA-3A-07)
 - 3. Use the resources of public and private agencies, private industry, colleges, universities, and libraries to enrich the training and staff development program. (5-ACI-1D-07; 4-ACRS-7B-13, 1-CTA-3A-08)
- D. Field Assessments
 - 1. The ASD will audit satellite academies bi-annually to ensure that facilities, training delivered, and documentation follow DCJS and DOC requirements. A pre-audit will be done during the alternate year to ensure standards are being met prior to the official audit.
 - 2. All training facilities will meet requirements established by DCJS and the ASD; and will be inspected and approved by the ASD prior to use.
 - 3. The ITO will contact ASD to arrange for inspection and approval of all training sites prior to first use or after any modifications.



V. Outside Agency Training

- A. The Training Director or Training and Development Managers may approve attendance at ASD coordinated programs by employees from outside agencies. Individuals who are approved to attend ASD training programs will be informed of any associated charges, in writing, at the time of confirmation.
- B. Fee structures will be established by the Training and Development Manager - Operations and approved by the Training Director and the Senior Deputy Director, see Attachment 6, *ASD Schedule of Fees*.

VI. ASD Utilization by Other DOC Groups

- A. Non-Academy DOC groups may utilize ASD facilities (i.e. conferences, workshops, etc.) when authorized by the Training Director or designee. Authorization will be based on the type and duration of the request, effect on current operations, and benefit to community relations.
- B. A written request will be submitted to the Training Director or designee stating the reason for the request, date, time of use, number of persons, and resources/services needed.
- C. If approval is recommended, the requestor will be referred to the appropriate instructor or special events coordinator. The instructor or special events coordinator will provide the requestor with the appropriate forms to plan the event, *Event Planning Package*, *Training Credit Approval 350_F1*, etc.
- D. Once the *Event Planning Package*, *Training Credit Approval* forms, and draft agenda are completed, the instructor or special events coordinator will take documentation to an ASD operational planning meeting for a final decision by the Training and Development Manager - Operations.
- E. The Training Director or designee may suspend or revoke the permission to use the facility if conditions warrant such action.

VII. Instructor Qualifications

- A. The ASD will ensure that trainers and adjunct faculty who provide mandated and required training are qualified in the areas in which they conduct training and meet requirements for trainer certification and re-certification, as established by the ASD or DCJS. (4-ACRS-7B-12)
 - 1. The qualified individuals coordinating the staff development and student training programs have specialized training for those positions. Full-time training personnel will possess at least a GED or high school diploma and have completed a 40-hour training-for-trainers course and must, at a minimum, have a combination of college education, training, or experience that total at least five years. (5-ACI-1D-02; 4-APPFS-3A-08; 1-CTA-3A-02)
 - 2. An instructor with an appropriate DCJS Instructor Certification will teach all DCJS courses.
 - 3. Instructors will be trained to respond to emergency health-related situations. They will be trained in the administration of first aid and methods of obtaining assistance. (1-CTA-3A-19)
- B. Satellite Academies, Institutional Training Officers (ITO) and Assistant Institutional Training Officers (AITO)
 - 1. Prior to delivering training as an ITO or AITO, an individual must possess, at a minimum, a current DCJS General Instructor certification based on completion of at least a 40-hour training-for-trainers course. (5-ACI-1D-02)
 - 2. Within 30 days of appointment to an ITO or AITO position, the new ITO or AITO must meet with a representative of the ASD for orientation.
- C. Specialized Training Qualifications
 - 1. Trainers must have specialized training or certifications to provide instruction in specialty subjects identified by DCJS or the ASD. i.e., Firearms, Defensive Tactics, Driver Training, Baton, Chemical and Impact Munitions, Electronic Immobilization Devices, Mental Health, FTO, Gang Identification



and Tracking, CPR, First Aid, etc.

2. All firearm instructors are certified by DCJS to conduct such training. (1-CTA-3A-16)
3. All instructors authorized to train others in the use of chemical agents have been approved by ASD to conduct such training. All instructors must have been trained in the treatment of individuals exposed to a chemical agent. (1-CTA-3A-17)
4. All instructors authorized to train others in the use of force and unarmed self-defense must have been certified by DCJS to conduct such training. (1-CTA-3A-18)

D. New instructors must complete apprenticeship requirements as follows:

1. Apprenticeship may only occur after successful completion of an instructor development course, which meets or exceeds standards established by DCJS or the DOC.
2. The apprenticeship will be conducted under the supervision and evaluation of a certified instructor with a minimum of three years' experience as a certified instructor in the topic of apprenticeship instruction.
3. Instructor Apprenticeship will consist of four hours of observation of a certified instructor by the apprentice instructor, and as appropriate:
 - a. Non-Skills/General subjects - Four hours of classroom delivery
 - b. Skills Areas, other than firearms, - Four hours of classroom delivery and four hours of skills instruction
 - c. Firearms - Four hours classroom and four hours range instruction
4. The certified instructor will document the successful completion of the apprenticeship on the *Application for DCJS Instructor Certification/Recertification 350_F6*.
 - a. The signed roster and signed agenda for the program of instruction must indicate the apprentice instructor's area of instruction and specifically state that the individual is meeting instructor apprenticeship requirements.
 - b. The signed roster and signed agenda must be submitted to the ASD.
5. The certified instructor may require the apprentice instructor to instruct additional hours or may require observation by other certified instructors.
6. Upon completion of apprenticeship requirements or recertification requirements, submit all required documentation to the Training Director or designee.
 - a. Once approved by ASD, the documentation will be forwarded to DCJS for all instructor programs under their oversight.
 - b. The individual will be considered to have a current instructor certification unless information to the contrary is received from DCJS.

E. All DOC DCJS certified trainers must deliver a minimum of eight hours of general instruction training annually to maintain certification.

1. If the trainer is certified in a specialty skill area, i.e., firearms, defensive tactics, driver training, etc., the trainer must deliver eight hours in each specialty area to maintain certification in that specialty area.
2. Upon written request, the Training Director or designee may waive this requirement for a specific period. Such a request must be received prior to the expiration of the certification.

F. Falsification of training documentation by a trainer may result in removal from all duties related to training, may result in revocation of training certifications, and may result in disciplinary action under Operating Procedure 135.1, *Standards of Conduct*.

1. The Training Director will be notified of the incident.



2. If the individual is not an ASD employee, the ASD should consult with the employing Unit Head concerning trainer certifications.
3. If there is sufficient justification, the ASD will request DCJS to revoke all the individual's trainer certifications and the individual will be notified in writing that they are no longer authorized to provide instruction for one year or until the disciplinary action is no longer active, whichever is longer.
4. The employee may appeal any action taken through the Employee Grievance procedure in accordance with Operating Procedure 145.4, *Employee Grievances*.
5. To request a return to trainer status at the end of the revocation period, a written request for reinstatement must be made to the Training Director. If the request is approved, the individual will be notified in writing specifying the steps that must be taken to regain trainer certification.

VIII. Curriculum

A. Curriculum Advisory Committees

1. Curriculum Advisory Committees (CAC) will normally be utilized in the needs assessment process, are utilized in the design or revision of employee training, and will assist in the on-going evaluation of training.
2. The Training Director or designee will be responsible for selecting members of the CAC based on their experience or expertise in a particular job or skill area for which the CAC is to be convened.
3. The CAC should meet as necessary, with minutes recorded and copies provided to all members as well as the Training Supervisor.
4. The CAC will provide input concerning training to be designed and coordinated by the Academy in the committee's topical area. The CAC will provide input on the design, delivery, and evaluation of training. The CAC may serve as a type of needs assessment.

B. Curriculum Planning

1. All training curriculum designed or delivered under ASD control should be in an approved format appropriate to the block of instruction, preferably Instructional Systems Design (ISD).
2. Training curriculum will be based on clear, concise, and measurable written statements of intended learning outcomes. The content and instructional methods selected for a training program are consistent with the stated learning objectives, sequenced to facilitate learning, and incorporate strategies to evaluate the learning. (4-APPFS-3A-09)
3. All training curricula must be submitted for review by the Training Director or designee on an annual basis.
4. Pass/Fail criteria should be established for all written and skill performance tests. Participants are to be advised of the criteria. Pass/fail criteria falls under the following areas for mandated training:
 - a. Basic Corrections Officer Training: 100% for all evaluations; meaning the officer must get the single right answer correct or execute the correct technique. 70% for handgun qualification, 80% for rifle and shotgun qualification
 - b. Non-Custodial Firearms Certification/Recertification: 70% for handgun qualification, 80% for rifle and shotgun qualification
 - c. Other Mandated In-Service Programs Testing not required, but if initiated, should follow the 70% standard for successful completion.
 - d. Mandated Instructor Development Programs:
 - i. General Instructor: 70% for all evaluations
 - ii. Firearms Instructor: 90% on the Modified Double Action Course; 100% on skill performance evaluations
 - iii. Defensive Tactics: 100% on skill performance evaluations and 70% on written evaluations



- iv. Driver Training: 100% on performance and 80% on written evaluations
 - e. Mandated Instructor Re-certification Courses: Includes General, Firearms, Defensive Tactics, and Driver Training: Testing not required, but if initiated, should follow the 70% standard for successful completion.
 - f. Transportation Vehicle Operations: 100% on skill and 70% on written evaluations
 - g. Written Tests
 - i. The program instructor will be responsible for ensuring all test materials are properly always secured.
 - ii. No tests will be left in the classroom unattended.
 - iii. The instructor or another designated instructor will be responsible for making copies of tests.
 - iv. Test questions will relate directly to the identified training objectives such as DCJS objectives in the BCO training participant manual.
 5. Lesson plans will be developed for each course and maintained on file.
 6. The lesson plan will contain the following information: (1-CTA-3A-14)
 - a. Name of class
 - b. Class hours
 - c. List of needed training aids and materials
 - d. Detailed class content outline
 - e. Performance objectives
 7. Copies of handouts, test procedures or questions the trainer responsible for the design, coordination, or delivery of a program should submit an approved lesson plan to the Training Supervisor at least 45 days prior to delivery. The Training Supervisor will review the documentation and submit the documents to the Training and Development Manager for approval at least 30 days before delivery.
 8. Adjunct trainers should be provided with this operating procedure by the coordinating ASD staff member. Adjunct trainers should also provide or will be provided with a lesson plan 45 days before the session.
 9. Contractual trainers will be hired in accordance with Operating Procedure 260.1, *Procurement of Goods and Services*, and should be advised of this operating procedure by the coordinating staff member. Contractual trainers should provide a lesson plan containing the following materials:
 - a. *Agenda*, see Attachment 1, *Agenda - Sample*
 - b. *Training Checklist*, see Attachment 2, *Training Checklist*
 - c. *Participant Outline*, see Attachment 3, *Participant Outline*
 - d. *Trainer Outline*, see Attachment 4, *Trainer Outline*
 - e. *Safety Rules*, where applicable; see Operating Procedures 350.2, *Training and Development* and Operating Procedure 350.3, *Firearms, Chemical Agents, and Less Lethal Training*.
 10. A copy of the agenda, training checklist, and participant outline should be provided to each participant at the start of the training session.
- C. Creating Curriculum - When the need to develop curriculum is identified through a needs assessment process, the appropriate ASD staff will be assigned to either create or to coordinate the creation of the curriculum.
- D. All curricula will be reviewed on an annual basis by the appropriate Training and Development Coordinator Senior (TDCS). This review will be in collaboration with appropriate Subject Matter Experts (SME) when necessary.

IX. Training Credit

- A. The Training Director, or designee, has final approval of all training credit for DOC training programs and all non-DOC training unless specifically authorized elsewhere in this operating procedure.
- B. Training credit will be established for all DOC training programs based on the following criteria:
 - 1. The program must be presented by a certified DOC trainer or non-DOC resource, private consultant, other state agency employee, etc., approved by the Training Director, or designee.
 - 2. The training program must have a written course purpose, learning objectives, a topical outline, and agenda, as required by the Academy.
 - 3. The program must clearly state the specific requirements for satisfactory completion and method of verification of attendance.
 - 4. The training program should be submitted to the Training Director 30 days before delivery of the training program.
- C. The Organizational Unit Head is designated by the Training Director to approve training credit for non-DOC courses of twenty hours or less under the conditions listed below.
 - 1. Total training credit approved for a calendar year.
 - 2. The training credit is not for any portion of mandated training, or for any portion of specific programs required by DOC.
 - 3. The organizational unit head will complete the *Training Credit Approval 350_F1* with attachments and submit to the Training Director within 30 days of the training.
- D. Training credit for non-DOC training programs must meet the following criteria, documentation to be submitted as attachments with the *Training Credit Approval*:
 - 1. The name or names of the trainers and their qualifications must be documented.
 - 2. The training program must have a written course purpose, learning objectives, a topical outline, and a program agenda.
 - 3. The unit head must attest that the training is job-related, that the need exists for the employee(s) to attend the training, and that the employee(s) attended and satisfactorily completed the training program.
 - 4. Course Roster - completed and signed by course coordinator or trainer.
- E. Requests for training credit for academic (college) or technical school course work may be submitted using this process.

X. Program Evaluation

- A. The Training Director or designee will coordinate ongoing formal evaluation and review of all pre-service, in-service, and specialized training programs conducted by the Academy. This will be documented in a written annual report; include input from operational units; ensure training programs are presented effectively; measure the effects of training on employee performance; and ensure program content is job-related and up to date. (5-ACI-1D-05; 4-ACRS-7B-12; 4-APPFS-3A-19; 2-CO-1D-03; 1-CTA-3A-06)
- B. The Training Director or designee will oversee the proper evaluation of training content and student participation.
 - 1. The lesson plan will be followed for each class conducted. (1-CTA-3A-14)
 - 2. Participant evaluation ratings and comments regarding training presentations will be accepted as a method of quality review; however, these cannot be the only method of observation used by the instructor or coordinator.
 - a. Participants in all training workshops, conferences, or training sessions will complete an evaluation



form prior to conclusion of training.

- b. The *ASD Instructor/Course Evaluation 350_F2* or approved alternate will be used for all ASD courses. These forms will be distributed, completed, and collected before the conclusion of the course.
3. Alternate forms may be used to receive participant feedback regarding program relevance and quality, as well as the participant's overall experience. These forms must be approved in advance by the appropriate supervisor and the appropriate Training and Development Manager. Feedback should be solicited regarding the following areas:
 - a. Relevance of the course content to the participant's job duties
 - b. Degree of importance of the course content in relation to their job duties
 - c. The effectiveness of the trainer's presentation
 - d. Trainer's sensitivity to participant needs
 - e. Adequacy of the training environment
 - f. Feedback about the entire program, including recommendations for future program development
4. For each program taught at Satellite Training Academies, the *ASD Instructor/ Course Evaluation 350_F2* forms will be compiled and reported on the *Field Training Program Summary 350_F35*.

XI. Training Records

- A. A record including the following information will be maintained for each course: (1-CTA-3A-11)
 1. Attendance Records
 2. Lesson Plans
 3. The Instructor's Name
 4. Course Evaluations
 5. Course Beginning and Ending Dates
 6. Student Test Results
 7. A Record of Certificates Awarded
- B. The ASD will maintain official training records of all DOC employees, except for the Office of Law Enforcement Services who are certified through a law enforcement academy. All training credit must be documented at the ASD to ensure the employee's training record is accurate and complete. All training records will be entered into the VLC. (1-CTA-3A-10)
- C. Daily class attendance will be recorded, see *Class Roster (Field/Non-Dept. Training 350_F18)*, certified as accurate by the instructor, and maintained as required by document retention regulations. (1-CTA-3A-12)
 1. Trainers or program coordinators will verify attendance each day by recording a "P" for Present or "A" for Absent on the class roster.
 2. If an absence or partial attendance is recorded on a class roster, then a notation is required at the bottom of the roster.
 3. The notation should include, at a minimum, the participant's name and reason for the absence or partial attendance.
 4. Training credit will not be awarded for incomplete or partial attendance. To receive training credit participants must be present for the entire length of the scheduled course/meeting. Partial credit will not be awarded.
- D. Rosters or other official documentation of training program completion will be forwarded no later than 30 calendar days after the program, to the ASD Registrar for entry into the employee's official training



record.

E. Dissemination of Student Information and Records (1-CTA-3A-10)

1. Training information for any Department of Corrections employee is not disseminated without the written authorization of the employee, except to:
 - a. The Institutional Training Officer at the location the employee is assigned.
 - b. The employee's immediate supervisor or Unit Head.
 - c. A representative of the DOC Office of Law Enforcement Services.
 - d. Commonwealth of Virginia Attorney General's Office staff.
 - e. The Director's Office or designee.
 - f. Other exceptions may be granted through the Training Director office.
2. All requests for student information or training information for any DOC employee must be submitted, in writing, to the Training Director or Registrar.
 - a. No information will be released without a written request.
 - b. Training records are considered personnel records and are exempt from disclosure under the Freedom of Information Act (FOIA), COV §2.2-3705.1 (1), *Exclusions to application of chapter; exclusions of general application to public bodies*.
3. Written requests will include the following information:
 - a. Individual's full name.
 - b. Employee Identification Number (EIN) or last four digits of their social security number.
 - c. A complete mailing and or email address where the documentation is to be sent.
4. All official transcripts must be sent from the ASD Registrar. Individuals within the DOC can access and print their own training transcripts from the VLC.

F. Retention/Destruction of Records

1. Training records will be retained and destroyed in accordance with Operating Procedure 025.3, *Public Records Retention and Disposition*, and all applicable Library of Virginia Records Retention and Disposition Schedules.
2. Satellite Academies may request permission of the ASD Registrar to destroy old documentation if storage problems develop. Requests will be considered on a case-by-case basis.

REFERENCES

COV §2.2-3705.1 (1), *Exclusions to application of chapter; exclusions of general application to public bodies*

Operating Procedure 025.3, *Public Records Retention and Disposition*

Operating Procedure 102.2, *Recruitment, Selection, and Appointment*

Operating Procedure 110.2, *Overtime and Schedule Adjustments*

Operating Procedure 135.1, *Standards of Conduct*

Operating Procedure 145.4, *Employee Grievances*

Operating Procedure 260.1, *Procurement of Goods and Services*

Operating Procedure 350.2, *Training and Development*

Operating Procedure 350.3, *Firearms, Chemical Agents, and Less Lethal Training*

ATTACHMENTS

Attachment 1, *Agenda - Sample*



Attachment 2, *Training Checklist*

Attachment 3, *Participant Outline*

Attachment 4, *Trainer Outline*

Attachment 6, *ASD Schedule of Fees*

FORM CITATIONS

Training Credit Approval 350_F1

ASD Instructor/Course Evaluation 350_F2

Application for DCJS Instructor Certification/Recertification 350_F6

Class Roster (Field/Non-Dept. Training) 350_F18

Field Training Program Summary 350_F35

