STANDARDS AND TRAINING FOR CORRECTIONS POLICY AND PROCEDURES MANUAL FOR
PARTICIPATING DEPARTMENTS

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References and Documents: Penal Code Sections 6024 – 6036, 830 et. Seq., Government Code Section 1029 et. seq., Title 15, California Code of Regulations (CCR), Section 100-358, 1020, 1025, 1320, Welfare and Institutions Code Sections 207, 872, 885.

I. GENERAL PROGRAM INFORMATION

A. THE CORRECTIONS STANDARDS AUTHORITY (CSA)

1. PURPOSE

The Legislature established the CSA to provide leadership and coordination in California local corrections. The CSA sets minimum standards for the management and operation of local adult and juvenile detention facilities. The CSA is responsible for establishing selection and training standards for local Adult and Juvenile Corrections Officers, and Probation Officers. From the time of program inception, through the 2002/2003 fiscal year, CSA provided subvention funds to aid counties and cities in meeting these standards. Subvention funds to assist local agencies with the cost of training were discontinued in the 2003/2004 fiscal year. Funding was reinstated in fiscal year 2006/2007.

The CSA is also responsible for administering state funding programs for local correctional facility construction projects, conducting research projects pertaining to local corrections operations, and providing data and recommendations to other state agencies and officials on matters relating to penology.

2. STANDARDS AND TRAINING FOR CORRECTIONS (STC) PROGRAM

The STC Program operates under the CSA. STC's primary role is to foster effective staff selection and job related training for local corrections personnel. The STC Program philosophy centers on a constituent-driven, decentralized model of employee selection and training delivery services.

The staff of the STC Division consists of a deputy director, field representatives, consultants, information systems technicians, and clerical support personnel.

3. PROGRAM HISTORY

The STC Program began on July 1, 1980, and the CSA was named to administer it. Chapter 5 of the Penal Code, Sections 6024 through 6036 contains the enabling authority for the Program.

From 1980 through 2003, revenue from the Corrections Training Fund (CTF) was allocated to local corrections agencies to help offset a portion of the cost of training. Commencing in 2003/2004, these funds were redirected to the State General Fund. State subvention funds were re-established in fiscal year 2006/2007.

The CSA has established and continually maintains statewide standards that provide valid selection criteria for the following entry-level positions:

- Adult Corrections Officer
- Probation Officer
- Juvenile Corrections Officer

These selection criteria include written selection examinations and job-related Core training curricula to be successfully completed by newly-hired employees within the first year of employment. Entry-level Core training courses include several job knowledge and performance tests. Therefore, the Core training curriculum is more than training; it is also an important part of the overall selection process.

These selection criteria are based on a comprehensive job analysis that is updated periodically to ensure the currency of the standards. The job analysis identifies the Core tasks for each of the three positions based on the frequency of each task performed, the criticality of the task, and how common the task is to all the agencies statewide.

Representatives from participating agencies identify the Core tasks. Since the original research in the early 1980s and through subsequent revision projects up to the present, thousands of local corrections professionals have been key resources in maintaining these standards.

The process by which STC's selection criteria have been established and maintained complies with the Federal Uniform Guidelines for Employee Selection and related professional standards.

II. REGULATIONS

The CSA periodically reviews and revises its STC Program regulations. An executive steering committee, comprised of local corrections professionals, assisted by task force groups of subject matter experts, guides these efforts. A current copy of STC regulations is available at the CSA Website:

http://www.cdcr.ca.gov/DivisionsBoards/CSA/Regulations.html

A. ADHERENCE TO REGULATIONS

1. FULL COMPLIANCE

Participating counties and cities achieve full compliance if they follow the regulations for the selection and training of all STC eligible personnel. Compliance is determined for each STC funded fiscal training year. Counties and cities participating in the program and receiving STC funds must achieve compliance by June 30 of each fiscal year.

2. SUBSTANTIAL COMPLIANCE

Compliance expectation is 100 percent. However, if a participating agency is not in full compliance with the regulations, the CSA may make a finding of "substantial compliance." Substantial compliance circumstances must fall within the CSA's established criteria. During a substantial compliance review, the STC staff considers the following criteria while assessing why Full Compliance was not achieved:

- an employee's significant unanticipated leave at the end of the fiscal training year made it impractical to complete the required training;
- an employee was absent from work for 6 months or more within the fiscal training year;
- a personnel problem involving an employee but the participating agency has taken positive steps to correct the problem:
- an innocent error (e.g., record keeping error, clerical error, computer data-entry error, etc.); or,
- the number of staff or the number of hours lacking for full compliance is insignificant compared to the agency's *total* training obligation, and this occurred despite the agency's exercising due diligence in the management and oversight of the training program.

3. NONCOMPLIANCE

Participating agencies receive a finding of noncompliance with the STC standards if, by an act of omission or commission they demonstrate a clear lack of commitment to the tenets of the program or, because of other circumstances, fail to achieve 100% compliance and there is no justification for substantial compliance. A determination of Program noncompliance may be appealed to the CSA. In addition to formal notice to the top agency administrator and county or city administrative officer, participating agencies found in noncompliance shall be subject to the following actions:

FIRST-YEAR NON-COMPLIANCE	SECOND-YEAR NON-COMPLIANCE	THIRD-YEAR NON-COMPLIANCE
ACTION: *Agency submits Annual Training Plan and written Compliance Progress Action Plan.* *STC quarterly monitoring of progress.* *STC provision of on-site technical assistance* *Agency receives regular quarterly allocation of STC funds.*	***ACTION:*** *Agency submits Annual Training Plan and written Compliance Progress Action Plan.* *STC quarterly monitoring of progress with written reports.* *STC provision of on-site technical assistance* *Retroactive allocation of STC funds.*	***ACTION:*** *Eliminate Department from STC participation for one year.*

B. DETERMINATION OF ELIGIBILITY

1. ELIGIBLE AGENCIES

Agencies eligible for participation in STC include those of any county, city and county, or city defined as:

- County probation departments;
- County or city jails designated as Types I, II, III or IV by Title 15 CCR; or,

- Juvenile institutions that operate, as a separate entity, or under jurisdiction of a county probation department, as described in Section 872 and 885 of the Welfare and Institutions Code.

2. ELIGIBLE STAFF

Staff participating in the STC program must occupy eligible budgeted positions in an agency. Refer to the position allocation schedule adopted by the local governing authority (e.g. City Council or Board of Supervisors) to determine the numbers of positions. When an on-call employee covers a position for a permanent employee who would normally occupy that position, the on-call employee (not listed in the city or county position allocation schedule) is not eligible to participate in the STC Program. Although all corrections staff should be trained in accordance w/ T-15 agencies cannot receive state STC subvention funds to train on-call staff.

There are two types of staff eligible to participate in STC: "full" participants and "limited" participants. Agencies that choose to participate in STC must include the positions of all full and limited participants. Exceptions include sheriff, undersheriff, police chief and assistant police chief, whose participation is optional. Staff eligible to participate in STC must meet the following criteria:

3. FULL PARTICIPANTS (FULL-TIME EMPLOYEES)

a) Are employed full-time occupying budgeted positions authorized by the County Board of Supervisors or City Council.

b) Have as a *primary* duty the responsibility for the custody and or correcting behavior of adult or juvenile offenders, and work at least 51 percent of their working hours in this capacity, or have responsibility for supervision, management, or administration of these staff. A full fiscal year makes up the basis for determining the percentage of work hours devoted to correctional duties.

4. FULL PARTICIPANTS (REGULAR PART-TIME EMPLOYEES)

a) Are employed regular part-time (providing they work at least halftime), occupying budgeted positions authorized by the County Board of Supervisors or City Council.

b) Have as a *primary* duty the responsibility for the custody and or correcting behavior of adult or juvenile offenders, and work at least 51 percent of their working hours in this capacity, or have responsibility for supervision, management, or administration of these staff. A full

fiscal year makes up the basis for determining the percentage of work hours devoted to correctional duties.

Part-time employees are required to comply with the *same* selection and training standards as full-time staff.

5. FULL PARTICIPANTS (STAFF SUPPORT EMPLOYEES)

a) Employees in staff or administrative positions outside the corrections career ladder that coordinate STC training or have responsibility for administrative oversight of the STC Program within participating agencies may be included as eligible staff, at the discretion of the department administrator, under either of the following conditions:

- The training planned is proper, relevant, and designed to improve competence in the employees' areas of responsibility within the agency's STC Program operation. The training may apply to employees filling positions such as department training officer and business manager; or,
- The training planned for the employee is designed to maintain competency in an STC eligible job classification category held by the employee before assignment to the staff or administrative position. The position must be identified in one of the seven STC Program eligible classifications discussed in the definitions under job classifications.

b) Eligibility for staff and administrative positions is limited to annual training. There is not a core-training requirement. Recommended annual training for training coordinators includes STC's *Mastering the Training Function* in Corrections (first year) and the annual training manager's seminar.

6. LIMITED PARTICIPANTS:

- Are employed full time, occupying budgeted positions authorized by the County Board of Supervisors or the City Council.
- Have as one of their *primary* duties the responsibility for the custody and or correcting the behavior of adult or juvenile offenders.
- Spend *less than 51 percent* of their working hours in a correctional capacity.
- Have not yet completed the Core training prescribed by the CSA.

Limited participants are eligible for only one year's state aid subvention for entry-level Core training. Limited participants are not eligible for funding for ongoing annual training.

C. JOB CLASSIFICATIONS

The following are definitions of the job classifications used by STC. When agencies are unsure about an individual's job classification, it is important to focus on the job function to determine the STC job classification rather than the person's job title. Agencies should use the definitions noted below to determine the appropriate STC job classifications when developing the Annual Training Plan and managing the training program.

1. ADMINISTRATOR

This is a top-level administrative position in an agency. The position typically includes county sheriff, undersheriff, assistant sheriff, chief deputy or commander in charge of multi-detention facilities, chief probation officer, assistant chief probation officer, county director of corrections, assistant director of corrections, police chief, and assistant police chief.

2. MANAGER

This is a middle management position above the first supervisory level and below the assistant department administrative level. The position typically includes titles such as juvenile institutions superintendent, assistant juvenile institutions superintendent, corrections lieutenant, captain, supervising probation officer, division director, detention facility manager, and probation manager. The STC Training Manager staff position may be included in this classification at the discretion of the agency administrator.

3. SUPERVISOR

This is the first supervisory level. This individual plans, assigns and reviews the work of a group of entry-level or journey-level staff. Titles typically include supervising probation officer, sergeant, and supervising group counselor.

4. JOURNEY ADULT CORRECTIONS OFFICER

With minimal supervision, this individual in an adult detention facility performs the full range of inmate custody, supervision and counseling. Incumbents may have lead responsibility and may or may not have peace officer status. Titles typically include corrections officer, custodial officer, and deputy sheriff. (Records clerks, bailiffs, transportation, maintenance, medical, food services, and education/program staff are not covered under this definition.)

5. JOURNEY JUVENILE CORRECTIONS OFFICER

With minimal supervision, this individual in a juvenile institution performs the full range of custody, supervision and counseling. Incumbents may also have

lead responsibility. Titles typically include group counselor, group supervisor, and detention services officer. (Records clerks, transportation, maintenance, medical, food services, and education/program staff are not covered under this definition.)

6. JOURNEY PROBATION OFFICER

With minimal supervision, this individual in a probation department or a correctional services agency performs the full range of juvenile and adult probation assignments. Incumbents may also have lead responsibility. Titles typically include deputy probation officer and senior deputy probation officer.

7. ENTRY ADULT OR JUVENILE CORRECTIONS OFFICER/PROBATION OFFICER

These positions include individuals who have not completed the CSA's entry-level standards, including Core training. Titles typically include corrections officer I, group counselor I, deputy probation officer I, custodial officer I, deputy sheriff, and police officer. (Records clerks, bailiffs, transportation, maintenance, medical, food services, and education/program staff are not covered under this definition.)

III. STANDARDS FOR SELECTION

The CSA has established minimum selection standards for entry-level positions (Adult Corrections Officer, Juvenile Corrections Officer, Probation Officer). Counties and cities participating in the Program must comply with these standards (Title 15 CCR, Sections 130-133).

Each county and city is encouraged to exceed the minimum selection standards consistent with the goal of increased competency and fair employment guidelines. Counties and cities need to assess precise methods to achieve or exceed minimum compliance with these Standards.

A. MINIMUM SELECTION STANDARDS

In addition to requirements in Section 830 et seq. of the Penal Code and Section 1029 et seq. of the Government Code, the CSA standards in Title 15 CCR, Sections 130-132 shall apply. The standards for entry Probation Officer positions, entry Juvenile Corrections Officer positions, and entry Adult Corrections Officer positions shall include but not be limited to the following:

- Basic abilities and other characteristics important for successful job performance by passing the CSA's written examination. An alternative examination may be substituted pursuant to Title 15 CCR, Section 131 (c).
- Competence in oral communication as demonstrated in an interview.
- Past behavior compatible to job requirements as demonstrated by a background investigation.
- Competence in the knowledge, skills and abilities necessary for entry-level job performance, as demonstrated by successful completion of the required core training curriculum.
- Competence in the performance of entry-level duties as demonstrated by successful completion of the employer's probationary period.
- Possession of the skills and abilities for the position as demonstrated by meeting the CSA's current guidelines for vision, hearing, and medical screening.
- Be at least 18 years of age before appointment.
- If an individual fails to satisfy the minimum selection standards, the employing agency should consider whether it is obligated under applicable laws to provide a reasonable accommodation for that individual {Title 15 CCR, Section 131 (d)}.

B. WRITTEN SELECTION EXAMINATION

1. COST

CSA has absorbed the substantial cost of developing a written selection examination for three entry level positions: Juvenile Corrections Officer, Adult Corrections Officer, and Probation Officer. Each exam is different and based upon a job task analysis and other research specific to each classification. While CSA makes the exam available to all agencies that participate in STC at no cost, the test contractor (currently Cooperative Personnel Services) charges local agencies modest fees to set up each test administration, for shipping, and for scoring. Local agencies may proctor test administration themselves, or pay Cooperative Personnel Services to perform this activity.

Agencies that use the CSA's examination may choose to use a portion of their STC subvention to help pay for purchasing the examination materials (including shipping and scoring). Use of STC funds for these purposes is *optional*. When funds are spent, report the actual costs in the line item "tuition" in the Quarterly Report to STC. STC funds *cannot* be used for an alternative written selection examination or the Peace Officers Standards and Training (POST) selection examination.

2. TEST SECURITY AGREEMENT

Agencies using the CSA's examination enter into an agreement with the CSA's test examination contractor. Terms of the agreement include assuming responsibility for test security. Any breach of test security or loss of the exam booklets may result in the county or city being financially liable for significant costs for new test development and validation. It may also result in restricted use of the exam under paid proctoring conditions.

Because of this, agencies should exercise care in deciding how to handle and proctor the CSA selection exams. It is essential that the designated representative of the STC participating agency understand the provisions of the security agreement. In addition, it is very important to follow the test administration protocol specified by the CSA's testing agent. For more information on proper test administration procedures, please refer to the CSA's Test Users Manual (there is a separate manual for each of the three entry-level positions). You may contact the STC Selection Standards Managers for additional information about this topic.

3. CANDIDATE ORIENTATION BOOKLETS

STC publishes a candidate orientation booklet that is available to local agencies for reproduction to send to prospective job candidates before they

take the written selection examination. The purpose of the candidate orientation booklet is two-fold. The booklet reduces test anxiety by providing candidates a preview of the types of questions they will be asked on the test. It also serves as a self-selection tool for those candidates who, after reviewing the sample test questions, believe they are not suited for the position and "drop out" before the county or city expends funds screening them. Agencies are encouraged to make the Candidate Orientation Booklet available to job candidates. These are available at the CSA Website:

http://www.cdcr.ca.gov/DivisionsBoards/CSA/CSAPublications.html

4. CUT OFF SCORES

The CSA's written selection examinations require the determination of a single cutoff score within a score range for each entry-level position. The decision of which cutoff score to use is made by the local participating agency. The cutoff score can vary from one test administration to another depending on the size of the candidate pool and local needs. Each test has a recommended range of cutoff scores that the hiring agency should review. Setting a cutoff score below the minimum recommended point may result in less satisfactory applicants. Setting the cutoff too high may result in unfair hiring practices.

Positive and ongoing communication between the STC participating agency and the local hiring resource, such as the personnel department, are essential in selecting useful cutoff scores. For more information on test scoring, please refer to the CSA's publication, *Test User's Manual*.

C. ALTERNATIVE WRITTEN SELECTION EXAMINATION

Those agencies choosing an alternative written examination pursuant to Title 15 CCR, Section 131 (c) must:

- Ensure the examination measures those knowledge, skills, abilities and other personal characteristics identified by the CSA as necessary for successful job performance;
- Have validated that the examination tests for these knowledge, skills, abilities and other personal characteristics;
- Verify that the examination meets the fairness doctrines of the *Federal Uniform Guidelines for Selection Procedures*; and,

The CSA will neither review the alternative examination for validity, fairness and adverse impact, nor defend any challenges to the selected alternative examination.

D. ALTERNATIVE SELECTION STANDARDS

Agencies employing deputy sheriffs or police officers who are recruited for law enforcement duties, but who are temporarily assigned to adult corrections officer/jail duties, may use the POST selection examination process instead of the CSA's selection standards, except for Core training. There is a modified entry-level course titled *Adult Corrections Officer Supplemental Core Course* for those personnel who have completed the Basic POST Academy.

IV. STANDARDS FOR TRAINING

The CSA has established minimum training standards for local corrections staff. Counties and cities participating in STC must comply with these standards (Title 15 CCR, Sections 169-185).

There are two categories of courses certified by STC: Core Training and Annual Training. The training requirements listed below are mandatory for eligible staff employed by participating agencies:

A. CORE TRAINING COURSES

The CSA has identified six specific training courses as Core training, which are noted below. Each course includes a prescribed course outline and minimum number of hours. The entry-level courses have specific subject matter and instructional objectives that must be met.

The entry-level Core courses contain subject matter that directly relates to the performance of job tasks, and is a pre-service training model. Although standards allow up to one year to complete Core courses, participating agencies are encouraged to have their eligible staff complete this training before an actual work assignment.

The Core courses consist of modules that are specific in content and time allocated to the training subjects. The skills taught in each module are critical to being able to perform job tasks. Any instructional objectives missed must be completed before a trainee will be deemed to have "satisfactorily completed" core training. One of the selection standards for line staff in moving from entry-level to journey-level status is the successful completion of core training. Successful completion means more than just attending training hours. It includes the completion of tests that are administered throughout the course. Thus, Core training providers must provide Core course test results to the employer.

1. SPECIAL CONSIDERATIONS FOR EMPLOYERS RELATED TO CORE TRAINING

The benchmark minimums in the core course are translations of the typical minimum performance levels found to be applicable across the full range of agencies participating in the STC Program. Thus, by meeting the benchmark minimums, trainees demonstrate that they are able to meet typical statewide minimum requirements.

Whether meeting the benchmark minimums in the core course also indicates a trainee's ability to meet a specific agency's local requirements depends on how that agency's local standards compare to the statewide requirements.

It is imperative that local agencies not confuse the benchmark minimums utilized in the statewide core course with the specific job requirements for their particular agency. It clearly would be inappropriate to terminate an employee based on standards that do not apply to the particular agency by which they have been hired. For example, if an agency has no facility with stairs, or does not require corrections officers to climb stairs in making their rounds or getting to the scene of an emergency, then the benchmark minimum for the Stair Walk Test would be difficult to defend as an absolute requirement for job entry with that particular agency.

In circumstances where the statewide performance requirements are the same as the local performance requirements and an individual trainee is unable to meet all the benchmark minimums, agencies should evaluate the situation on a case-by-case basis. A trainee should not be automatically disqualified from placement in the local corrections position for failure to meet benchmark minimums. The determination of how to handle the situation is made by the employing agency. The evaluation might include such considerations as the following:

- Is additional practice likely to bring the employee's performance up to the benchmark minimum(s)? If so, and if additional practice time is administratively feasible, the employer may consider providing that opportunity.
- Is the employing agency obligated under applicable statutes and/or regulations to make reasonable accommodation for a local corrections/probation officer who may be unable to meet minimum performance standards on the particular task(s) associated with the benchmarks in question? The employer needs to consider the issue of accommodation on a case-by-case basis.

2. CORE ENROLLMENT—EMPLOYER'S ROLE

Prior to enrolling a trainee in a core course, employers should conduct a medical screening by an examining physician who is familiar with the types of activities the trainee will be engaged in during the course.

The employing agency should make sure each trainee who participates in the core course has been given a proper orientation to the training several weeks prior to course attendance. This includes advising the employee that exercise clothing and shoes will be required during the course as well as explaining the employer's expectations with regard to participation. Employers may find it helpful to provide each employee sections of the physical tasks training manual that pertain to the specific activities the trainee will be performing during the course.

Employers should make every effort to familiarize themselves with the provider's approach to physical tasks training. This might include an on-site visit to the course to observe the training. As with any aspect of the core course, employers should maintain regular and clear communication with the provider as to expectations and trainee performance while the course is in progress.

B. TYPES OF CORE COURSES

1. PROBATION OFFICER CORE COURSE

In addition to CPR as required by EMS, the Probation Officer Core Course consists of a minimum of 170 hours of instruction in specific performance/instructional objectives. Entry-level staff must successfully complete these course objectives by showing a satisfactory level of proficiency on relevant achievement tests. This training shall be completed in the first year of job assignment as a probation officer. Trainees who have successfully completed Cardiopulmonary Resuscitation (CPR) and are currently certified, do not need to repeat this subject.

2. JUVENILE CORRECTIONS OFFICER CORE COURSE

In addition to First Aid and CPR as required by EMS, the Juvenile Corrections Officer Core Course consists of a minimum of 126 hours of instruction in specific performance/instructional objectives. Entry-level staff must successfully complete these course objectives by showing a satisfactory level of proficiency on relevant achievement tests. This training shall be completed in the first year of job assignment as a Juvenile Corrections Officer.

Trainees who have successfully completed Cardiopulmonary Resuscitation (CPR) and First Aid, and are currently certified, do not need to repeat these subjects.

3. ADULT CORRECTIONS OFFICER CORE COURSE

In addition to First Aid and CPR as required by EMS, the Adult Corrections Officer Core Course consists of a minimum of 176 hours of instruction in specific performance/instructional objectives. Entry-level staff must successfully complete these course objectives by showing a satisfactory level of proficiency on relevant achievement tests. This training shall be completed in the first year of job assignment as an Adult Corrections Officer.

Trainees who have successfully completed Cardiopulmonary Resuscitation (CPR) and First Aid, and are currently certified, do not need to repeat these subjects.

4. ADULT CORRECTIONS OFFICER SUPPLEMENTAL CORE COURSE

The Adult Corrections Officer Supplemental Core Course consists of a minimum of 56 hours of instruction in specific performance instructional objectives. It is designed for the Adult Corrections Officer who has previously completed the Peace Officers Standards and Training (POST) Basic Academy Course.

Entry-level staff must successfully complete these course objectives by showing a satisfactory level of proficiency on relevant achievement tests. This training shall be completed within the first year of job assignment as an Adult Corrections Officer.

5. SUPERVISOR CORE COURSE

The Supervisor Core Course consists of a minimum of 80 hours of instruction to be completed during the first year of job assignment as a supervisor in a jail or adult institution, juvenile institution, or probation department.

Satisfactory completion of the POST certified "Supervisory Training Course" also satisfies the core supervisory training requirement for STC.

6. MANAGER/ADMINISTRATOR CORE COURSE

The Manager-Administrator Core Course consists of a minimum of 80 hours of instruction to be completed in the first year of job assignment as a manager or administrator in a jail (adult institution), juvenile institution or probation department. Eighty hours of instruction consists of prescribed management topics relevant to local correctional management and administration.

The POST certified Manager Training Course or Executive Development Course may be substituted for the Manager-Administrator Core Course for adult institutions (jails) managers and administrators.

C. ANNUAL REQUIRED TRAINING COURSES

Annual training is mandatory for all full participation eligible staff that have completed Core training. Annual training is specialized or refresher training that develops or enhances job-related skills. Flexibility is permitted in course content and method of instruction to meet changing conditions and local needs.

Program Concept: Annual training should be developed or selected based on organizational or individual needs related to the employee's job. Each county and city is encouraged to exceed the minimum training standards consistent with the goal of increased job skills and competency. Due to the complexity of job assignments, some staff may need training that far exceeds minimum state standards.

During any fiscal year, each person shall complete at least the number of appropriate annual training hours listed below:

Journey Probation Officer	40 hours
Journey Juvenile Corrections Officer	24 hours
Journey Adult Corrections Officer	24 hours
Probation Supervisor	40 hours
Supervising Juvenile Corrections Officer	40 hours
Supervising Adult Corrections Officer	24 hours
Manager*	40 hours
Administrator*	40 hours

***Option*: ***

Managers and administrators of Jails or Adult Institutions may only need to comply with a minimum of 24 annual training hours per year if the participating agency has requested a variance to Title 15, CCR, Section 184 (A) (7) and (8) and the variance has been approved by the CSA.

D. PENDING RETIREMENT EXEMPTION

The annual training requirement can be exempted for those employees who have given their agency official notice of intent to retire or resign by October 31 of the next fiscal year. The definition of official notice will be made by the participating agency and may range from written notice to verbal notice depending on circumstances. Participating agencies should consider the employee's skill level, job competency, prior training or other factors and use discretion in whether or not to provide annual training to such employees. The voluntary consent of the employee is necessary if an agency chooses to use this exemption. Agencies must document the use of this exemption in the annual compliance report to STC.

V. ANNUAL TRAINING PLAN

A. PURPOSE

To participate in the STC Program, agencies start the process by submitting an Annual Training Plan (ATP) application. The ATP enables an agency to calculate the minimum training requirements and the amount of eligible state subvention. It is also the basis of a contract between the state and the applicant-county or city. Before submitting an ATP, applicants should review the relevant laws and regulations governing participation in the STC Program. Penal Code Sections 6024 through 6036 contain the legal basis for participation in the STC program. Title 15 CCR, Sections 100 through 358, contain the regulations.

The ATP is form that is filed annually on-line (through the CSA Website) by each city or county agency applying to participate in the STC Program. The plan must be submitted on or before April 15, for participation starting the following July 1. A portion of the on-line application, called the "Assurance Statement," must be printed, signed by the local agency administrator (e.g. sheriff, chief of police, agency director, chief probation officer), and mailed to the CSA. In signing the assurance statement, the chief administrator is acknowledging that the local agency will adhere to the regulations, policies and procedures of the STC Program.

To complete the ATP, an agency must know the number of STC eligible budgeted positions, and the number of expected new hires and/or promotions, for the planned fiscal year. The ATP enables STC to determine a county's or city's eligibility for funding and whether the training to be provided during the fiscal year meets the minimum standards established by the CSA. The plan must enable the county or city to comply with the program regulations by the end of the fiscal year.

> **Helpful Hint: When preparing the ATP, the estimate of eligible STC positions in the plan should be based upon the presumption that all requested positions will be approved by the governing authority. A modification to the ATP may be filed later in the year if the total numbers of budgeted positions change after local budgets are finalized. If the total local positions increase, requests for funding increases will be considered if adequate revenue is available in the Corrections Training Fund (CTF).**

B. REQUIREMENTS

The Annual Training Plan must include the following:

1. COUNTY OR CITY ORDINANCE

A county or city applying for funding is required to have its local governing body adopt an ordinance authorizing participation. Under Penal Code Section 6041, the language of the ordinance must indicate that *while receiving state aid, the county or city will adhere to the standards for selection and training established by the Corrections Standards Authority*. One ordinance may cover a single participating department or all participating agencies within the county or city. The ordinance must remain in force during the entire time a city or county is participating in the STC Program.

One certified copy of the approved ordinance must be forwarded by mail to the CSA along with the *initial* Annual Training Plan (filed on line) or in the Plan of an agency returning to the STC Program after an absence of one year or more. A certified copy is one that shows a *current year and date stamp*. It must be signed by the county or city clerk as attesting that it is a correct copy of the original document.

2. ANNUAL TRAINING PLAN

The Annual Training Plan is an on-line document that each local agency can access, using its unique identification number and pin, via the CSA Website:

http://www.cdcr.ca.gov/DivisionsBoards/CSA/StandardsAndTrainingForCorrections.html

3. DATE FOR SUBMISSION

A county or city intending to participate in the STC Program must submit its Annual Training Plan on-line not later than April 15 of the preceding fiscal year.

C. USE OF FUNDS CERTIFICATION: PROHIBITION OF "DOUBLE DIPPING"

A city or county applying for funding must certify that it will not use STC subvention to pay for training if funding from any other state source is designed to pay for the same (e.g. Peace Officers Standards and Training (POST); or Community College full time equivalent student (FTES) funds.

Expenditure of STC funds for course tuition (including “discretionary course costs”) is prohibited where the training provider shares any portion of revenue generated by the course with the agency that employs the trainee (e.g. shares a portion of FTES funds generated by the course with the trainee’s employing agency).

VI. MODIFICATIONS TO THE ANNUAL TRAINING PLAN

A. CHANGES IN ANNUAL TRAINING PLAN

If approved budgeted positions change from the projections in the approved ATP, it is the agency's responsibility to file a Modified ATP adjusting the total number of STC-eligible positions. A Modified ATP can be filed anytime until April 30th during the fiscal year. Like the original ATP, modifications are also filed via the Internet. As with the original ATP, any modifications must be followed-up by a signature page signed by the local departmental administrator. Modifications requiring additional funding are subject to the availability of STC funds. Agencies should confer with their assigned Field Representative prior to filing a modified ATP.

B. WITHDRAWAL FROM THE PROGRAM

A County Board of Supervisors or City Council may withdraw an agency from the STC Program by submitting to the CSA's Deputy Director, STC Division, written notice stating the decision to withdraw. The withdrawal becomes effective 45 calendar days after the Deputy Director receives the notice.

VII. FUNDING

A. ALLOCATION OF FUNDS

Funds available for allocation to counties and cities shall be determined by the CSA and are based on the following:

- The amount of funds appropriated by the Legislature for local training for the fiscal year;
- The number of annual eligible staff positions and limited participant staff positions in all participating jurisdictions;
- The number of entry-level, supervisor, manager, and administrator Core eligible staff positions in all participating jurisdictions. Core positions receive a 50 percent greater amount than annual eligible staff positions. Limited participant staff requiring entry Adult Corrections Officer or entry supervisor training are included in this number; and,
- The requirement of a prudent contingency fund.

To ensure equitable disbursement of funds to each county or city, the subvention allocation is made in a "formula" manner. A specific dollar amount of subvention is made available for each eligible budgeted position. This amount is determined as prescribed above and announced by the CSA to each participating county and city by February 15 of each fiscal year based on official state fiscal projections. Thus, agencies can calculate the exact amount of subvention available and choose to apply (or not apply) to receive subvention and participate in the STC Program.

STC funds are allocated to assist in offsetting the cost of training eligible staff. Agencies that participate in the STC program must adhere to the CSA's selection and training standards. The approved Annual Training Plan not only establishes the maximum subvention a department will be receiving but also constitutes a contract between the local governmental entity and the CSA. The agency in accepting the STC funds acknowledges that the funds are sufficient to attain compliance with the standards. While unlikely, in the event the state subvention fund is reduced and is less than declared for the fiscal year, the CSA may relieve a county or city from, all or a part of its responsibility to fully implement its training plan.

B. Disbursement of Funds

Funds cannot be disbursed before STC approves the Annual Training Plan. Upon approval, written notice will be sent to each participating agency. The State Controller's Office will be notified of the amount of funds to be disbursed quarterly to the county or city, and the person who will receive the warrant. One warrant will

be issued to each county or city. All participating agencies within a county or city shall ***select one person*** who will receive the warrant. Each quarter the State Controller's Office issues Warrants.

C. SEPARATE ACCOUNT

Each participating county or city must establish a separate account for STC funds. This may be a separate account within a Special Revenue Fund, a Trust Account or a Trust Fund. This account/fund must be set up by existing county or city auditor-controller policies and procedures.

D. BUDGET CATEGORIES

STC funds may only be spent for costs associated with regularly certified training in the following four budget categories:

- Replacement
- Travel
- Per Diem
- Tuition

The total subvention expenditure cannot exceed the total approved subvention amount for the entire fiscal year. The accounting records of participating agencies in the STC program must be set up to collect and report information in these four budget categories.

1. REPLACEMENT COSTS

Eligible staff attending regularly certified training courses may be replaced, and the actual cost of that replacement is an allowable charge. The replacement's sole duties must be the job assignment of the person replaced. Working two assignments simultaneously is not permissible. Only the hours on the replacement assignment may be charged.

The actual cost of the persons replacing the trainees may include salary, benefits, overtime, and shift differentials. STC funds cannot be used to pay the salaries, benefits, overtime or shift differentials of the trainees, unless they attended training on regularly scheduled time off (e.g. jail or juvenile hall staff may be paid from STC funds to attend training on days they would not normally work).

2. CRITERIA FOR REPLACEMENT

The staff replacement criteria are primarily intended to apply to eligible staff that are assigned to juvenile and adult institutions post positions where

replacement is necessary to maintain necessary staff to inmate ratios for safety and security reasons. However, in probation or field casework assignments, which would include intake, investigation and supervision, and where "yardstick" workloads have been established, replacement can be used for the yardstick workload that would normally be assigned to the trainee.

Eligible staff attending STC certified training may be replaced under the following circumstances:

- Training is scheduled on the same shift, the same day;
- Training is scheduled on another shift, the same day;
- Training is scheduled on days for which the trainee would have normally been scheduled to work, but the work schedule was *modified* to allow attendance at training;
- Training is scheduled on the trainee's day off *and* they earn compensatory time off (CTO). The replacement relief must occur on the day when the CTO is taken (*Note: see Costs Overlapping Two Fiscal Years*); or

In the case of yardstick workloads, the trainee's actual workload must be reduced and assigned to replacement relief staff. The total replacement hours for these trainees cannot exceed the actual classroom hours attended plus reasonable travel time.

The travel time of the person attending training is allowable in calculating replacement time, if the county or city policy normally allows for compensation of the trainee's travel time. The total replacement hours cannot exceed the actual classroom hours attended plus reasonable travel time. For institutional post-position staff, scheduled breaks in training for meals are allowed for replacement. As an example, eight-hour courses with a one-hour lunch break merits nine hours of replacement.

3. REPLACEMENT RECORD KEEPING

Replacement documentation must clearly indicate that all costs charged are for actual replacement costs incurred as a direct result of staff attendance at STC certified courses. The appropriate source documents must be present to maintain the necessary audit trail.

4. TRAINEE TRAVEL AND PER DIEM COSTS

Participating agencies may charge travel and per diem costs of trainees to attend regularly certified training under their county and city travel policy.

County and city travel and per diem policies may be different from STC State Travel Policies for Training Providers.

5. TUITION

Participating agencies may use STC funds to pay tuition for courses that have received regular certification from STC and have a maximum tuition fee set by STC. STC will establish an approved maximum tuition fee for all regularly certified courses where projected tuition fees are greater than $2 per trainee, per hour (e.g. in excess of $16 per trainee for an 8 hour course).

For any course that is regularly certified that does not have a maximum tuition fee set by STC, agencies may pay "discretionary course costs" from their STC "tuition" budget category, not to exceed $2 per trainee, per course hour. For example, for an 8 hour course, an agency may pay a training provider up to $16 per trainee in "discretionary course costs" to their STC budget category. For a 16 hour course, the agency could charge $32, and so on. Courses with enrollment fees of $2 per trainee, per course hour (or less) are deemed to be cost-effective on their face. Therefore, STC neither performs a budget review, nor establishes an approved tuition fee for courses with proposed costs below this threshold. Such courses will list the "maximum tuition" as "N/A" (not applicable) in the STC Catalog.

E. EXPENDITURES IN EXCESS OF THE ANNUAL TRAINING PLAN BUDGET

Any expenditure of STC funds over the approved Annual Training Plan budget or modifications that do not have prior written approval from STC are not allowed.

F. COSTS OVERLAPPING TWO FISCAL YEARS

- Tuition

  The tuition costs of certified courses that overlap fiscal years are to be charged on a pro-rata basis to each fiscal year based on the training that actually occurred in the year.

- Replacement

  Compensatory time earned by any trainee in the fourth quarter of the fiscal year (April 1 - June 30) that is not used by June 30 may be charged, at the department's replacement cost for the year in which it was earned, against that same year's allocation. This replacement must occur by August 31. Replacement costs must be reported in the Annual Financial Statement due September 30.

G. UNUSED FUNDS: PERFORMANCE BASED FUNDING

STC subvention not used by the county or city during the fiscal year shall revert to the State.

The CSA will require repayment in one of the following ways:

- A county or city warrant payable to the Corrections Training Fund within 30 calendar days from the date of notification by the CSA, and/or
- A deduction of the amount to be repaid by the county or city from future quarterly disbursements from the State during the next fiscal year, as approved by the CSA.

H. AUDIT DISALLOWANCE

Funds deemed by the CSA to have been spent inappropriately or erroneously are to be repaid to the State in the manner described under Unused Funds.

I. GRANT MATCH FUNDS

The use of STC subvention as a grant match may be permitted with prior written approval from the CSA. If a county or city intends to use a part of its training allocation as a matching contribution, the county must, (before spending the funds), submit to STC a summary of the grant being considered, its objectives, budget and timeline. A letter is to be included, signed by the department administrator, assuring that:

- The use of STC funds as a grant match will facilitate the county's compliance with the STC regulations;
- The primary purpose of the grant is to provide training for eligible staff;
- The grantor does not prohibit using state funds as match.

J. INTERDEPARTMENTAL TUITION

Participating agencies certified to present courses may, (at their discretion) charge tuition costs to other agencies that attend their certified courses. However, if departmental training providers charge tuition to any person or agency for a certified course, then that revenue must be used to directly abate the cost of the course.

Agencies with certified courses shall only charge for the actual number of STC eligible persons, up to the minimum number of participants for which the course is certified. Agencies may not collect in excess of the approved course budget or the actual cost plus indirect costs of presenting the course whichever is less. Additionally, a department may only pay for its eligible staff that attend the training on a tuition-per-trainee basis.

If more than the certified minimum numbers of participants attend a course, the providing department must reduce the cost per trainee proportionally or allow additional trainees at no cost.

VIII. RECORD KEEPING

Agencies participating in STC must maintain records to documenting training activity for individual trainees, as well as records capturing aggregate training activity. At minimum, local agencies participating in STC must maintain the following records:

A. STAFF TRAINING RECORDS

The following information must be maintained in training records for each individual participating in STC:

- Participant's name
- Title of current position
- STC job classification
- Date appointed to *current position*
- Date of hire and dates of position changes
- Equivalencies granted during calendar years 1980-1982
- Training courses completed, including:
  - Course title
  - Course certification number
  - Date(s) of training
  - Total hours of attendance
  - Test results and student evaluation from the Core training provider

Helpful Hint: Documentation of approved equivalencies should be retained as long as the affected persons are employed by the participating department.

B. PROGRAM RECORDS

The following information is to be maintained and accessible by the department for at least three years:

- Approved Annual Training Plans;
- Approved Modifications of Annual Training Plans;
- Approved Quarterly Reports;

- Course rosters, attendance records or certificates submitted by training providers which document each participant's hours of attendance at STC certified courses; and,
- Test results submitted by training providers.

C. FISCAL RECORDS

Participating counties or cities must keep adequate accounting records pursuant to generally accepted government accounting principles (see Accounting Standards and Procedures for Counties, California State Controller, Division of Local Government Affairs) and adequate supporting documentation in detail. These records must be able to provide an audit trail that will permit tracing transactions from support documentation, to the accounting records, to the financial reports and billings. These records are to be maintained for three years.

The county or city may maintain one set of accounting records for all participating agencies, or it may delegate responsibility for records to each participating department. The accounting records for STC must be set up in such a manner as to afford the collection of information by participating agencies for each fiscal year in the previously noted four budget categories, i.e.:

- Replacement
- Travel
- Per diem
- Tuition

IX. PARTICIPATING AGENCY REPORTS

A. QUARTERLY PROGRESS REPORT

The Quarterly Progress Report is the official document used by participating agencies to report the actual training completed by the departmental staff and the actual amount of STC funds received and spent by the department during the reporting quarter. Like the Annual Training Plan, Quarterly Reports are submitted on line via the CSA Website. The Quarterly Report must be filed with STC within 45 calendar days after the end of each quarter, detailing the actual training completed and actual subvention received and expended during the reporting quarter.

The due dates of these reports are:

First Quarter Report	November 15
Second Quarter Report	February 15
Third Quarter Report	May 15
Fourth Quarter Report	August 15

Failure to submit Quarterly Progress Reports in a timely manner may result in future STC fund disbursements being delayed or withheld for all participating agencies within the county or city.

B. END-OF-YEAR COMPLIANCE REPORT

Participating counties or cities must submit a report of standards compliance (or noncompliance) as of June 30 each fiscal year. This report must contain a list of names of all STC eligible staff occupying budgeted positions as of June 30, and the number of vacant budgeted positions. Each person must be identified by name, STC job classification category; date assigned to the current STC job category; agency job title, number of training hours completed in the fiscal year; and whether the required training was Core or Annual. This report must describe the specific circumstances of each staff not in compliance with standards. The report must be signed by the agency department head (e.g. Sheriff, Chief of Police, Agency Director, Chief Probation Officer) unless a letter is on file with the CSA authorizing a designee to sign on behalf of the department head. STC sends a reminder letter describing the information required in this report to each participating agency on or about May 15 each year.

C. ANNUAL FINANCIAL STATEMENT (AFS)

Participating counties or cities are to pay all outstanding financial obligations within 60 days after the close of the fiscal year and must submit their Annual Financial Statement (AFS) to STC not later than 90 days after the close of the fiscal year. Like the Annual Training Plan, the Annual Financial Statement is submitted on line. A printed "assurance statement" signed by the agency administrator must be forwarded to CSA by mail.

The AFS should be completed and submitted only after all scheduled quarterly disbursements from the state have been received by the county or city. The statement shall indicate the amount of STC fund expenditures (by category) during the fiscal year. The statement shall reconcile STC funds received and allowable expenditures and report the amount of the difference (if any) subject to repayment to the state. In no event shall the state be responsible for expenditures that exceed the annual STC funding allocation.

> **Helpful Hint: Expenditure of local county or city funds is not to be reported on the AFS.**

X. MONITORING OF PARTICIPATING AGENCIES

A. TRAINING PROGRAM

STC will monitor the county's or city's training program one or more times each fiscal year to determine if the county's or city's program is operating under the law, the regulations, the approved Annual Training Plan(s), and STC policies and procedures. STC Field Representatives will conduct on-site monitoring of records and documents. Training records for all eligible participants must be made available upon request. Documents that must be available for review are listed under the Record Keeping.

B. AUDITING

The State may audit all of a county's or city's accounting records that relate to the administration of the STC Program. The state will recover any improper expenditure disclosed in such audits (see Audit Disallowance).

XI. WAIVERS AND APPEALS

A. WAIVERS

The CSA cannot waive legal requirements (e.g. Penal Code). The waiver process is only appropriate for standards or program requirements, and only the CSA may grant a waiver (Title 15 CCR, Section 104). To obtain a waiver, send a written request from the agency administrator to the STC Deputy Director of the CSA. The request must include the following details:

- The specific reason(s) for which the waiver is requested
- The specific change(s) requested

Waivers, when granted, apply only to the specific agency (or agencies) that requested them.

B. APPEALS

STC policy and staff decisions are subject to appeal. To initiate an appeal, agencies must follow the procedures detailed in Title 15 CCR, Sections 350-358, which describe the appeal procedure for counties or cities. All appeals should be addressed to the Executive Director of the CSA.

XII. HOW TO GET STC TRAINING CREDIT

There are many different ways to get STC training credit:

- Use other training providers (Regular Request for course Certification—RFC)
- Local agency acts as its own training provider using (RFC)
- Local agency acts as its own training provider using *Intensified Format Training* (IFT)
- Local agency applies for alternative training credit under *Work Related Education, Training and Professional Development* (WRE). WRE credit may be granted for computer based training courses that meet criteria specified by STC.
- Local agency applies for alternative training credit under *Special Certification* (SC)

Each type of certification or training credit has unique characteristics and limitations. Some of the differences among the various options are described below:

	RFC	**IFT**	WRE	**SC**
Of Annual Training Hours required, the maximum allowable to fulfill this requirement: *NOTE: Except for the classifications of Manager or Administrator, no other classifications may receive more than ½ their annual training hours via WRE.	100%	100%	50%*	100%
Minimum # of approvable STC hours	2	.5	N/A	2
Maximum # of approvable STC hours	N/A	2	N/A	N/A
Provides for STC Tuition charges	Yes	No	No	No
Provides for Participant Travel and Per Diem charge to STC fund	Yes	No	No	No
Provides for charging Replacement Cost to STC fund	Yes	No	No	No

The following information will assist in determining when and how to use the various types of certifications or training credits:

A. USE OTHER PROVIDERS: REGULAR REQUEST FOR CERTIFICATION (RFC)

1. WHEN TO USE IT

Sometimes agencies do not have the staff resources that allow them to be their own training provider. Agencies may also have special training needs for specific staff. In these cases, agencies often choose to use an outside provider to deliver certified STC training. An outside provider is any provider other than the agency serving as its own provider. This includes but is not limited to private providers, private nonprofit providers, another agency, community colleges or universities, and training or professional associations, among others.

2. WHAT'S REQUIRED

All providers must follow the STC Policies and Procedures Manual for Training Providers in requesting certification and in delivery of their courses.

3. SELECTING CERTIFIED COURSES OF OUTSIDE PROVIDERS

Agencies should develop or select annual training courses based on organizational and individual training needs related to the participant's job. When training needs are identified, the STC catalog is often a department's first source of information about existing certified courses.

The course catalog and calendar are updated continuously. Both may be accessed by logging on to the CSA's Website at http://www.cdcr.ca.gov/DivisionsBoards/CSA/StandardsAndTrainingForCorrections.html

The catalog and calendar both offer slightly different search capabilities. Users may customize their searches using a wide variety of criteria. Using either the catalog, or the calendar, a list of courses meeting the user's criteria will be displayed. The user may then select a specific course to view detailed information about course content, cost, length, presentation dates and locations, provider contact information, etc.

4. FINDING THE RIGHT PROVIDER

STC publishes a directory which is available at the CSA Website: http://www.cdcr.ca.gov/DivisionsBoards/CSA/StandardsAndTrainingForCorrections.html

The directory lists participating agencies, their chief executives and training managers. The directory also identifies all providers of STC certified training along with their addresses and phone numbers.

Regional training associations offer valuable information about training providers and their courses. Regional training associations are also listed in the STC Directory.

5. GETTING MORE DETAILS ABOUT COURSES

Agencies that locate a course using the above approaches may need to get more information about the course before making a selection or scheduling participants to attend. Agencies should contact the training provider to obtain detailed course information in order ***to determine the full scope of the course, the instructor's*** credentials, etc.

By contacting the training provider, and by thoroughly evaluating the "course profile" (via the STC catalog and calendar) before enrolling participants, a department will better understand the course content. This will also ensure that the course meets the training needs of the individual and the agency. Thoroughly investigating course content prior to enrollment can also help determine whether the course conflicts with any departmental expectations. Agencies are also encouraged to provide the trainees with information about the course prior to attendance. This will minimize the risk of disappointment in a course by enabling a better understanding of course objectives and content.

6. MANAGING PROVIDERS

Once an agency has narrowed its list of potential providers for a training event, the agency should use additional strategies to make a final decision. These strategies include:

- Direct contact with the providers in person or by phone
- Invitations to submit a bid
- Monitor a training session delivered by the provider
- Contact other agencies that have previously used the provider

Once an agency selects a provider, the agency may choose to send participants to the next scheduled course or bring the course directly to the agency. When an agency decides to bring in an outside provider's course, it is important to give the provider the agency's needs assessment. The needs assessment tells the provider why the training is important, who it targets, special needs surrounding it, and gaps in performance the training will be addressing. Many providers have standard design courses they offer across the State or the nation. By looking at an agency's needs assessment information, the provider can better determine if the standard design courses will meet the agency's needs.

Sometimes agencies opt to have an outside provider tailor training to its specific needs rather than sending people to the "already certified" course. When agencies make this choice, it is helpful for them to give the provider as

much information as possible, to ensure the course is tailored to address their needs. In addition to needs assessment information, agencies may need to prepare performance-training objectives before making a design request of the provider.

7. ENSURING PROVIDERS MEET AGENCY'S NEEDS

It is important to review the design work (objectives, course outline, lesson plans, handouts and supporting aids, cases and materials) of providers. Do this review before adopting the design. Design work can be reviewed from the information required in the RFC (request for certification) that providers must complete to certify the course. It is appropriate for the departmental training manager to request a copy of the training provider's RFC. It is important that training objectives be participant-based training objectives. The objectives tell what the participant will be able to do at the conclusion of the training, not what the instructor will be doing. Also, look carefully at the methods of delivery proposed by the provider. Delivery method should show a mix of didactic method (e.g. lecture) and engaging method (e.g. practice sessions), and whether the time frames look realistic based on internal needs.

8. "BEST BUY" FOR TRAINING DOLLARS

The budget is an important part of the provider's proposal. It appears in the RFC. The cost of training can be reduced by having the provider remove some cost items from the budget such as training room rental, printing of handouts, and audio or video equipment rental, all of which can be deducted when the agencies supply them at less or no cost. These efforts by the agency can lower the tuition cost for each participant.

Helpful Hint: Negotiate all aspects of a provider's STC approved course budget, including instructor fees, clerical costs, on-site coordination, and course supplies. Training managers should approach their role in an entrepreneurial spirit. Effective negotiation can save money and stretch the use of the STC funds. For example, reducing of any one of these direct course costs has the additional effect of reducing the indirect costs, thereby further lowering the total course costs.

Helpful Hint: Agencies cannot expend STC funds to pay per diem or travel for trainees attending any training course of less than four hours per day.

9. SPONSORSHIP OF COURSES

All requests for course certification are considered by STC only after an STC participating agency has reviewed the course and opted to "sponsor" it. This

applies to all regularly certified courses (RFC) except those in which an STC participating corrections agency is acting as its own training provider.

The sponsorship review establishes a need for the course before certification. In addition, it promotes a close working relationship between training providers and agencies in developing courses. Before agreeing to sponsor a course, agencies must review the proposed provider's Request for Certification (RFC) for quality, accuracy and cost effectiveness. The RFC lists performance objectives, an hour-by-hour detailed course outline, training methodology, course costs (if applicable) and instructor resumes.

The sponsorship process occurs via an on-line review of the provider's proposed course by a local STC participating agency. After entering the RFC information for a new course, the provider will be prompted to designate the local agency that will be performing the on-line review. After this review, if the local agency chooses to sponsor the course, the RFC package is automatically forwarded to STC on-line.

10. HONORING BUSINESS AGREEMENTS WITH PROVIDERS

After having built working relationships with providers, it is important for agencies to honor agreements with them. This fosters a partnership. It is particularly important to honor enrollments ("no shows" without prior notice of cancellation to the provider are inappropriate). Agencies must attempt to meet guaranteed minimum numbers of participants upon which they agreed. Also, honoring and responding timely to properly prepared invoices for tuition costs maintains a positive working relationship.
STC policy requires agencies to notify the training provider of canceled enrollments at least fifteen calendar days before the first day of the course. If a department has enrolled participants in a certified course and these participants do not attend the course, the provider may charge the department the cost of that tuition. If an emergency occurs that prevents a participant from attending, the department should notify the provider immediately.

When agencies enroll participants in an STC certified course, the agencies incur an obligation to the provider. The terms and conditions of this obligation are negotiable between the agency and the provider. The provider may require written confirmation of enrollment. In addition, a provider may require a nonrefundable deposit that will be applied to the tuition cost for those who attend the course.

11. TUITION POLICIES

Fiscal policies have been established to determine allowable course and travel costs for instructors. Providers' course and travel budgets are approved by STC. These costs represent maximum possible amounts and

are the basis for determining the maximum tuition listed in the STC Course Catalog. Note: The maximum allowable tuition costs for any course are:

- A maximum of $120 per participant, per classroom day (8 hours) may be charged by a training provider for a certified course ($15 per classroom hour per participant).

Actual course and instructor travel costs *(not to exceed line items and maximum approved amounts) are used to calculate tuition charges for billing. Usually, actual tuition charges will be less than the maximum approved amount and vary with each course offering. This occurs because the actual course delivery costs, travel costs and/or other related costs are less than the maximum projected costs.*

Note: For any course that is regularly certified that does not have a maximum tuition fee set by STC, agencies may pat "discretionary course costs" from their STC "tuition" budget category, not to exceed $2 per trainee, per course hour. For example, for an 8-hour course, an agency may pay a training provider up to $16 per trainee in "discretionary course costs" from their STC "tuition" budget category. For a 16-hour course, the agency could pay $32, and so on. Courses with enrollment fees of $2 per trainee, per course hour (or less) are deemed to be cost effective on their face. Therefore STC neither performs a budget review, nor establishes an approved tuition fee for courses with proposed costs below this threshold.

Helpful Hint: Agencies are expected to reconcile provider billings with the STC approved course budget before making payment. Agencies should first contact the provider to resolve any questions about a billing. If needed, agencies should also contact their assigned STC Field Representative for assistance.

B. BECOMING AN AGENCY PROVIDER: REGULAR REQUEST FOR CERTIFICATION (RFC)

1. WHEN TO USE IT

Participating agencies may opt to develop and deliver their own training instead of finding a private provider, another agency, or a college or university, to deliver the training. The potential exists for cost savings and more latitude about training delivery when agencies decide to be their own providers. The potential cost savings and agency latitude does increase the effort and workload required to develop, deliver and manage the course.

2. WHAT'S REQUIRED

The agency should first reference the STC Policies and Procedures Manual for Training Providers to obtain specific information about being an agency provider of training courses. The RFC is submitted via the Internet using the agency's unique identification # and pin #. Requests for certification of Core courses must be submitted to STC at least 60 days before delivery of the first day of training. Requests for certification of Annual training courses must be submitted at least 20 days before the first scheduled course delivery date. For each presentation of a regularly certified course (core and annual) , a completed Course Roster and Course Evaluation Forms must be submitted to STC within 30 days following each course presentation.

C. INTENSIFIED FORMAT TRAINING (IFT): AGENCY PROVIDERS

1. WHEN TO USE IT

When unanticipated changes in policy or procedure require a brief review of issues for staff (often on short notice) the IFT can address these concerns. The IFT should relate directly to job performance (tasks). Develop it in an instructional design method. The IFT provides an opportunity to get a minimum of 30 minutes up to 2 hours of training, and as few as one person at a time may be trained. Some advantages of the IFT as compared to the regular request for course certification are that the application is much shorter, and once the course is certified, training sessions may be scheduled without advance notification to STC.

2. WHAT'S REQUIRED

The IFT Request for Certification is submitted via the Internet using the agency's unique identification # and pin #. It must be submitted by the participating agency training manager to the STC Field Representative at least 20 days before the first training event. The format requires the statement of performance-based training objectives, a course outline giving time, content and method. Once certified, the training can be presented unlimited times during the next 12 months. An original Course Roster must be submitted to STC within 30 days following any presentation of the course. Keep a copy of the roster for your records. Because of the department-specific subject matter and the abbreviated nature of IFT courses, STC does not require that course evaluation forms be submitted for statistical analysis. Nevertheless, IFT providers should subscribe to established tenets of good training practices and collect course evaluation information from trainees to help guide course improvement efforts.

D. WORK-RELATED EDUCATION, TRAINING AND PROFESSIONAL DEVELOPMENT (WRE)

1. WHEN TO USE IT

In addition to traditional training, line, supervisory or management staff sometimes pursues continued education and professional development opportunities. The agency as a provider can use the WRE when all or part of the education or development opportunities relate to the job being performed in the participating agency. In addition, when performance of job tasks is enhanced by the education or development activity, a participating agency may request the effort (or a part of it) be counted as a portion of the annual training hours requirements.

In addition to traditional, instructor-led classroom education/training, credit for WRE is available for computer-based training (CBT). CBT usually involves delivery via CD/DVD or the Internet that meets the following definitions and criteria:

General Considerations When Selecting CBT Courses

- Computer Based Training may include a job related course of instruction that is provided on interactive CD/DVD or distributed learning courses that are delivered over the Internet or agency intranet (i.e., web-based training).
- Computer Based Training can be synchronous (everybody meets online at the same time to receive course instruction) or asynchronous (trainees can learn at their own pace and the training can be accessed anytime and anyplace.)
- All STC certified computer-based training must contain specific quality and testing components. (See criteria under Course Delivery, below.)
- Hourly WRE credit requested by the local agency will be based upon the recommendation of the courseware designer or training provider (hourly equivalencies must be tied to the estimated number of hours it would take the average trainee to complete the course).

Receiving Training Credit for Computer Based Training

- Trainees who complete computer-based courses may be eligible for hourly training equivalents.
- Hourly equivalents are based on the average time it takes an individual to complete the course work.
- Alternative hourly equivalents through this training methodology apply to annual training only.

- Trainees will receive full training credit upon approval of the course by the Corrections Standards Authority, Standards and Training for Corrections (STC) Program.
- Different learning styles and experience levels may show that some individuals take more time than others to complete the course-work.

2. WHAT'S REQUIRED

The application for WRE credit is submitted via the Internet using the agency's unique identification # and pin #. While the application may be submitted either before, or after the training event, it must be submitted to STC for approval within the fiscal year in which the training is completed. The local agency must submit a completed WRE ***Roster/Evaluation Form to STC (keep a copy for your records).*** **WRE credit may not be used to satisfy more than one half of the annual training requirement for line staff and supervisors.** ***Managers and administrators may satisfy as much as 100% of their annual training requirement via WRE.***

For Computer Based Training as defined above, the following criteria must be addressed in the "Course Summary" section of the WRE application:

1. COURSE DELIVERY

- The computer based training course must offer the trainee the opportunity to practice, explore and/or interact with the program or communicate with the instructor.
- Computer based training courses must provide for interaction on the part of the trainee (as an example, exploration of the subject material or simulation of a procedure or process). Computer based training that serves as nothing more than electronic text is not acceptable
- Instructor led online courses must provide the opportunity for the trainee to interact or ask questions with a qualified instructor via e-mail or other method of communication

2. TESTING

All computer based training courses must include some form of testing in order to measure skill or knowledge transfer.

Examples of acceptable tests include:

- proctored online tests

- automated testing programmed into the course that must be completed for the trainee to proceed through the course
- automated testing at the conclusion of the course that will record the trainee's test score
- Determining a "passing" grade
- Participating agencies should determine passing grades based upon recommendations of the course designer or the requirements of the presenter

E. SPECIAL CERTIFICATION

1. WHEN TO USE IT

When a training event meets the usual STC requirements for a regular certification (in terms of format, content, and instructor expertise), but the majority of the participants targeted for a training event are outside local corrections, the provider of that training may not be inclined to seek a regular course certification through STC. In such cases, a participating agency may submit the required information via a request for Special Certification of the course. The special certification course credit is specific to trainees named in the application and is non-transferable.

2. WHAT'S REQUIRED

STC participating agencies sending staff to the training event act as a training provider and can request special certification for staff by submitting a Special Certification application. The application is submitted on-line or and may be filed after the date of the training provided it is filed before the end of the fiscal year in which the training occurs. Agencies are admonished, however, that if certification by STC is required in order to achieve compliance with training standards, it is preferable to file the special certification request in advance of the training date. This admonishment is especially important if the training delivery date is scheduled for late in the fiscal year.

A Special Certification Course Roster and Evaluation form must be submitted to STC within 30 days of completion of the training (keep a copy for your records). Only participating agencies may request Special Training Certification. When granted, all Special Training Certifications apply only to those specific persons named in the approval letter. Eligibility is not transferable.

Special note concerning courses certified by POST and NIC:

In an effort to avoid redundant data entry, STC has established a streamlined special certification process that local departments may use to obtain credit

for corrections-related courses that are already certified by either POST, or NIC. Because POST and NIC have course certification processes similar to STC, it is not necessary to include the course outline, course instructional objectives, or instructor information in the STC special certification application for a course already certified by POST or NIC.
When submitting an application for special certification of a course already certified by POST or NIC, local departments may submit an abbreviated application to STC as follows:

- In the "course summary" section, state that the course is certified by either POST or NIC and list the POST/NIC course identification number;
- In the "course summary" section, explain the relevance of the course subject matter to correctional job tasks performed by the trainee in the local agency;
- In the "course objectives" section, enter "POST (or NIC) Approved;"
- On one instructor information sheet, even if there are multiple instructors, enter "POST (or NIC)" for the last name and "Approved" for the first name;
- In the "course outline" section, in the spaces provided for "time begin and end", enter the start time for the first day of training and end time for the last day. In the space for "subject or topic" enter "POST (or NIC) Approved"
- Complete the information requirements for attending staff as usual.

F. INDIVIDUALIZED TRAINING PROGRAM (ITP) AGENCY PROVIDERS

1. WHEN TO USE IT

When staff are assigned to a new facility, function or program, or return after a substantial absence, they must be oriented to the policies, procedures and job functions needed to be competent in the assignment. ITP provides a structured means to ensure that staff are prepared to perform their duties through a combination of formal instruction, testing, structured feedback, documentation of progress, and observed on the job performance. ITP is not merely on the job training, but a comprehensive approach to training that requires the development of instructional objectives, a standardized curriculum, instructor training and procedures for documenting the trainee's progress. The training hours that accrue are based on the time devoted to formal instruction, testing (Behavioral Skills, Written Skills and Job Knowledge) and structured performance feed back. The number of training hours for completing the program will be determined at the time the course is certified and are based on the average time it takes an individual with the average instructor to complete the program. Credit is based on completing

the entire program; however the department has the flexibility in the sequence in which the components are presented. Once the program is certified, training sessions may be scheduled without advance notification to STC.

2. WHAT'S REQUIRED

The application for ITP credit is submitted on-line using the Regular Request for Certification (RFC) format. It must be submitted by the participating agency training manager to the STC Field Representative at least 20 working days before the first training event. Consultation with your assigned Field Representative is highly recommended prior to beginning your Request for Certification for an ITP due to the unique requirements of this certification. To certify an ITP the following requirements must be met:

- There must be a set curriculum with specific training objective.
- The instructor(s)' prior education, experience and training as described in the on-line application must clearly establish the instructor(s)' ability and expertise to teach the course.
- There must be a formal system for documenting the trainee's progress
- Agencies must retain documentation of program completion for each trainee.

The standard Request for Certification is used. The course summary section of the RFC application should be used to provide a detailed description of the program. The description should include an overview of the program, the length of the program, including on the job observation and job performance, and the procedures that will be used to document staff progress in the program.

The RFC format requires a statement of performance-based training objectives as well as a course outline.

The course outline should include: each of the formal instructional modules; testing, formal performance feed back sessions giving time, content and method. While flexibility is permitted in terms of sequencing of the individual modules, the "begin and end times" on the course outline are used as a mechanism of estimating approximately how long each module of the course will take.

Once certified, the training can be presented unlimited times during the next 12 months. An original Course Roster and course evaluation form for each participant must be submitted to STC within 30 days following staff's completion of the program. The Course Roster will reflect the total number of training hours approved for the program. Keep a copy of the each roster for

your records as well as the department records that document the trainee progress through the course.

XIII. CONDUCTING NEEDS ASSESSMENTS

A. HOW TO BEST USE TRAINING RESOURCES

Helpful Hint: The STC program presumes that the delivery of training by agencies is based on a thoughtful needs assessment. A needs assessment is defined as an analytical process that systematically examines organizational and individual needs, and can suggest ways to aim training resources, both short and long-term. Agency-wide needs assessment should involve all organizational levels (administrators, managers, supervisors, and line staff).

B. FOCUS OF NEEDS ASSESSMENT VARIES

A needs assessment can focus on: a.) organizational needs, b.) the needs of a work group or strata of personnel, or c.) individual needs in the work place. The selection of a needs assessment tool will depend on which of these the agency will focus. Most often an agency has completed a needs assessment the agency is able to identify findings about:

- problems or conditions that suggest training is not the appropriate solution; problems or conditions that suggest that training is the solution
- problems or conditions that suggest training can address them only if other types of solutions can accompany the training e.g., development of a policy and procedure, reorganization, etc.

C. OUTCOME OF NEEDS ASSESSMENT CAN SUGGEST MULTI-YEAR PLANNING

When an agency conducts needs assessment and concludes that training interventions are part of the solutions to conditions uncovered, the agency frequently does not have all of the resources in to do all of the training desirable in a single year. In these cases, agencies must set multi-year priorities about the conditions most important to address within the current training year, which ones can be addressed the next year and which ones will have to wait for following years. Thus, agencies often make multiyear decisions about the use of training resources. Therefore, it is important to continually revisit the “old” list and consider it in the light of new needs that may have emerged since it was developed, perhaps two or three years earlier.

D. TRAINING CAN CONTRIBUTE TO THE AGENCY'S STRATEGIC DIRECTION

The agency's training program has the task of securing needed resources for current agency operations, and for meeting the long-term goals of the organization. The task includes developing training strategies that meet and support organizational needs. It also includes developing all aspects of the training system as a key resource to the department for meeting these needs.

The development of any organization's training system requires an examination of the issues facing that organization. The examination must focus the issues as they relate to current, planned activities, and training needs. It may often be a multi-year effort and include all units in the department. Therefore, an agency's training program is, linked to all organizational units - the "consumers" of training. The relationship between training and the organization's needs must be clear. The development of a training system must include a futures look that recognizes change, and is viewed as a planned intervention. In the end, for training to be effective, it has to be anchored in goals set by the organization. Training goals set in this manner can then guide decisions about training strategies. The Multi-Year Needs Assessment, while not required, is encouraged for all agencies participating in the STC Program.

E. THE NEEDS ASSESSMENT RELATIONSHIP TO TRAINING

The procedures and formats described in this section are important. They are predicated on a rational decision-making process by participating agencies focusing on careful judgments about where to aim the training resources (time, staff, and funds) for the maximum benefit of the agencies.

When training resources are scarce, conducting a needs assessment, however formal or informal, is essential to make decisions about where to aim the training interventions. Sometimes needs assessments are agency-wide. Other times it can be program specific or focused on a definable job classification or occupational group. Following are several examples of different approaches to conducting a needs assessment:

F. APPROACHES TO CONDUCTING A NEEDS ASSESSMENT

1. PERFORMANCE ANALYSIS

Performance analysis attempts to discover discrepancies between expected levels of performance and actual levels of performance. When actual falls below expected, and there has been no history of employees knowing how to perform at standard, formal training is warranted.

2. ONE-TO-ONE INTERVIEWS

Carefully planned interviews held with the promise of confidentiality can produce valuable information about how people are thinking or feeling about the functioning of an organization, thereby providing clues about which issues or conditions training can target.

3. GROUP APPROACHES

People can be brought together from a work unit or a job classification and asked to identify conditions in the performance of work that organizational training might help to address. Types of group approaches that produce useful information are Brainstorming, Nominal Group Technique and Focus Groups, among others. Sometimes Mail-Out Questionnaires are used to solicit information from groups of people and are valid needs assessment tools if they ask the right questions. *However, simply asking people to select courses to go to, from a list of course titles, does not produce sound information about conditions in the organization that training can assist. Questionnaires that query people about "What's going on here that might lend itself to training solutions?" produce more enlightened information about where to aim the training resource.*

4. INDIVIDUAL DEVELOPMENT PLANS (IDPS)

Individual Development Plans examine an individual's background (training, education and work experience), and solicit information about the individual's long- and short-term career goals. Training activities are aimed at gaps between where a person has been and where the person's career is likely to lead, once agreement has been reached about goals.

It is important for the IDP to be discussed least between the employee and the first line supervisor. Some organizations use a third-party mediator or coach in the negotiation process. When IDPs are administered organization-wide a training inventory matrix can be developed to display training needs that are unique to one or two individuals or those that have wide applicability across the organization. Below is an example.

	How to Write a RFP	First Aid CPR	Caseload Management	Planning	Diversity
Abraham, G.				X	X
Bonet, M.		X		X	
Brown, R.			X	X	
Chan, W.				X	
Hernandez, T.	X			X	

5. INCIDENT DEBRIEFING

Debriefing significant incidents (e.g. inmate deaths, riots or responses to disasters, etc.) and usually done in groups can produce clues about the performance of an organization and its employees, and gaps that may be addressable by training.

6. FINDINGS DURING INSPECTIONS

Adult and juvenile facilities and programs are subject to a variety of administrative inspections (Health, Fire, Grand Jury, CSA). CSA inspections are required by law and conducted regularly related to compliance with Titles 15 and 24, CCR. Frequently these inspections reveal conditions that are addressable by training. The inspections provide a valuable source of needs assessment information.

7. LESS FORMAL APPROACHES

Many less formal approaches to learning about issues addressable by training are used by organization leaders and members. These involve observations in staff meetings, walking around, and informal conversations. Any method of learning "what's broken," where missed opportunities are, or where there are gaps in an organization, are valid needs assessment tools, which can frequently suggest appropriate places to aim the training resource.

XIV. ADDITIONAL COURSE CERTIFICATION INFORMATION

A. CERTIFICATION RESTRICTIONS

Meetings of any type by any organization will not be certified. Certification may be granted for training courses held immediately before or after a meeting.

A course that restricts attendance to a single department will not be certified, except when the purpose of the course is for the improvement of a specific department, and thus, attendance by persons outside the department would jeopardize the success of the course.

Conferences, that do not meet the Request for Certification criteria in terms of instructional design or format, will not be certified.

B. LENGTH AND TYPE OF CERTIFICATION

"Regular Certification" of a course by STC is valid for one year.

- Certification - An original certification request is for job-related training that has a formal program of instruction approved by STC for training of eligible staff.
- Recertification – While requests for recertification of courses should be submitted prior to the expiration date, the course will continue to be eligible for recertification until 90 days following expiration. Please note that if no request for recertification is received before the due date, the certification becomes invalid on the expiration date. If a provider does not secure recertification within 90 days after expiration, the course will be purged from the on-line system.
- Provisional Certification- This certification is used for courses that are new, have inexperienced instructors or providers, are seeking certification from STC for the first time, or are on a probationary status due to past problems. A provisional certification may be issued at the discretion of STC. A course with a provisional certification may be advertised as a certified course and tuition collected.

C. COURSE ATTENDANCE

1. COURSE ROSTER

Each training provider is responsible for accurately recording daily attendance for every participant. The time of actual classroom attendance will be credited. Within 30 days following course completion, the training provider

must send a roster to the participating agencies, listing the participants and the actual classroom time they attended. The training manager must keep a copy of the roster to document attendance. The original roster is mailed to CSA.

2. CERTIFICATE OF COURSE COMPLETION

For any STC certified course (Core or annual), providers may, at their discretion, issue certificates of course completion. If a certificate is issued, it must include the following information:

- Name of the training provider,
- Name of the trainee,
- Official title of the course,
- Total number of STC certified hours for the course
- STC certification number for the course,
- Date of course completion
- A statement that the course was successfully completed by the trainee
- Signature of the training provider

If a training provider opts to issue a certificate of course completion, it shall be in addition to the course roster described in the prior section.

Refer to the manual entitled *Handbook for Presenting Core Courses* for more information.

D. CERTIFICATION NUMBERING SYSTEM

Each course is assigned a ten-digit number. The first four numbers are the provider's number and the final six numbers are the course number; they are separated by a hyphen (example 0123-004567). In order to ensure that a course is STC certified, agencies should obtain STC certification numbers before sending participants to training.

E. PUBLICATION AND ADVERTISING

Advertising - The ten-digit course certification number should be printed on all course announcements, brochures, bulletins, or publications about the course. Providers may not advertise the class as CSA or STC certified, or pending certification, until they have received notice from STC that the course has been certified.

Helpful Hint: Agencies should be wary of courses advertised without a certification number. Agencies should verify with STC the certification status of any course in question.

STC Course Catalog and Calendar - The course catalog and calendar may be accessed through the CSA website at:

http://www.cdcr.ca.gov/DivisionsBoards/CSA/StandardsAndTrainingForCorrections.html

Every effort is made to ensure the accuracy of the information contained in the catalog and calendar. However, unpublished changes may occur, and agencies are advised to always confirm course information directly with the training provider.

F. MODIFICATION OF CERTIFIED COURSES

Participating agencies should notify STC if providers do not abide by the following policies:

- **Changes** - Training providers must provide written (or on-line) notice to STC and all agencies that have registered participants of any changes in a certified course as soon as possible, but not less than ten days before the class. Such changes include, but are not limited to, course length, dates, instructors, and course size.
- **Cancellations** - Providers may cancel a scheduled course for good cause but must notify STC and all agencies with registered participants of the cancellation at least ten days before the first day of the course.
- **Emergency Changes and Cancellations** - When an emergency occurs that causes last minute changes in a certified course, such as postponement, cancellation or a change of instructors, the provider must immediately notify by telephone STC and all agencies with registered participants.

G. DEPARTMENT'S RESPONSIBILITY TO PROVIDERS

Cancellations - STC policy requires agencies to notify the training provider of canceled enrollments at least fifteen calendar days before the course. If a department has enrolled participants in a certified course and these participants do not attend the course, the provider may charge the department the cost of that tuition. However, STC funds cannot be used to defray that cost. If an emergency occurs which prevents a participant from attending, the department should notify the provider immediately.

When agencies enroll participants in an STC certified course, the agencies incur an obligation to the provider. The terms and conditions of this obligation are negotiable between the agency and the provider. The provider may require written

confirmation of enrollment. In addition, a provider may require a nonrefundable deposit that will be applied to the tuition cost for those who attend the course. However, this deposit cannot exceed the maximum tuition for the course.

H. PEACE OFFICER STANDARDS AND TRAINING (POST)

POST certification of a course does not constitute an STC certification, nor does an STC certification of a course constitute a POST certification. These certifications are regulated by different state agencies and governed by separate policies and procedures.

However, there are several specific courses that POST certified that STC directly recognizes for purposes of STC training credit. These courses are:

- **Training pursuant to 832 PC** (either the laws of arrest, or firearms component, or both);
- **POST Supervisory Course** (satisfies STC Core Supervisor training requirement);
- **POST Management Course** (satisfies STC Core Manager/Administrator training requirement);

STC not only recognizes the POST courses listed above, but will also accept the POST roster or certificate for verification of course completion.

POST Continuing Professional Training Requirements - Agencies with "street" enforcement peace officers (i.e. deputy sheriffs or police officers) who are assigned full time to jail/corrections duties may meet POST Continuing Professional Training requirements by satisfying either POST Continuing Professional Training criteria OR by satisfying STC Annual Required Training criteria (POST Bulletin 85-10). Agencies that intend to exercise this option should contact STC to verify any additional compliance information that may be required.

However, while assigned to a corrections function, such peace officers must fully comply with all STC Core and annual training requirements.

I. STC ANNUAL TRAINING REQUIREMENTS

Agencies that wish to request STC credit for corrections-related training certified by POST, must apply for STC credit using either the Special Certification or Work Related Education (WRE) procedure. Records must be maintained in the individual's training file that document the POST course completion (e.g., POST Course Completion Certificate) and approval of alternative credit by STC (i.e. special certification or WRE approval).

J. SUSPENSION/REVOCATION OF COURSE CERTIFICATION

- **Causes for Suspension/Revocation** - There are three causes for suspension/ revocation of a training provider's course certification:
- No demonstrated need for the course;
- Presentation of low quality courses as disclosed by participant course evaluations; department evaluations, STC monitoring of courses, or other sources; and,
- Violation of agreements demonstrated by:
- Not following STC regulations, policies and procedures
- Not following work outlined in the approved Request for Certification
- Non-cooperation with the CSA or the State Controller's Office
- Not adhering to a contract for training services with a participating department.

The training provider must notify all agencies with registered participants that the certification has been suspended or revoked. Failure to do so may result in agencies refusing to pay for course tuition.

Effect of Suspension/Revocation - If a course certification is suspended or revoked, the STC name and course certification number may not be used or implied in any advertising that is published after the date of the suspension or revocation. Agencies will not receive credit toward CSA's training requirements after the certification is revoked.

K. EVALUATION OF CERTIFIED COURSES AND PARTICIPANTS

1. COURSE EVALUATION BY TRAINEES

The mission of the STC program is to enhance the competency of local corrections personnel. This in part is achieved through the continuous evaluation and improvement of the quality of STC certified courses. Course evaluation by participants is a vital element in this process.

STC supplies standard Course Evaluation Forms, which all providers are required to use. The questions ask participants to evaluate the course on 10 scales: Overall Rating, Content, Relevance/Usefulness, Amount Learned, Course Organization, Use of Class Time, Instructor Knowledge, Instructor Effectiveness, Instructor Responsiveness and Relevance of Training Aids. Providers must send the completed forms to STC within 30 days following the course offering.
The results are analyzed and reported on the STC web page and can be accessed and graphically displayed through the on-line STC Course Catalog. Three levels of information provided in the online report are as follows:

- **Level I,** found as part of the course information on the Web Catalog page, gives comparative information based on overall rating of the course. Two scales are presented "Providers Presentation of this Course" and "All STC Presentations in this Same Category." Each scale displays a graph and details the highest overall rating, the lowest overall rating and mean for all of the presentations of the course or category.
- **Level II** is a listing of all the course dates for which there is data. Each date is connected by hyperlink to level III.
- **Level III** provides a display of detailed evaluation data that is specific to the course based on all ten dimensions contained in the STC evaluation form. It also provides a dimension-by-dimension comparison to all other courses in the same category (refer to "Course Numbering System and Course Categories" in the *STC Policies and Procedures Manual for Training Providers).*

It is difficult to draw meaningful information from a review of the completed Course Evaluation Forms without the comparative data, as trainee ratings vary among each of the course categories and from offering to offering. The reporting system controls for this by comparing a course only to those courses in the same category and only reports on those courses where there is sufficient data for analysis. The data will be available in the STC Catalog as soon as the evaluation forms from each class are analyzed. The information is intended to assist providers in their on-going efforts to continually upgrade the quality of STC training.

Participating agencies are encouraged to review course evaluation information when considering the use of an established course

2. COURSE EVALUATION BY TRAINING PROVIDERS

Providers may submit evaluation information to STC that is in addition to the STC course evaluation forms. This can be in the form of an additional course evaluation instrument or it may be a letter with specific information evaluating the success of the course, response of the participants and the working relationship with participating agencies.

3. COURSE EVALUATION BY PARTICIPATING AGENCIES

STC encourages all agencies to submit specific information that will assist in the evaluation of certified courses. Such information might include the departments' working relationship with the provider, an evaluation of the

course, skills/knowledge learned by participants and statements regarding the provider's adherence to contracts or advertising the course.

4. COURSE EVALUATION OF TRAINEES BY TRAINING PROVIDER

On an optional basis, providers of either core or annual courses may wish to maintain an anecdotal record of an attendee's performance in training (e.g. attitude, assertiveness, oral communication, written communication, initiative, interpersonal skills, judgment, maturity, personal appearance, responsibility, etc.).

5. TESTING

Although testing in Annual Required Training courses is optional, providers are strongly encouraged to develop testing instruments for all STC courses. Agencies requesting specifically designed training for their staff should insist on a testing component.

All certified entry Core courses must conduct testing as prescribed in the statewide Core training curriculum. When tests are administered, it is the responsibility of the provider to score all the tests, provide a summary of the test results and trainee participation by individual, and distribute this information to the individual's department within 30 days of course completion. Again, testing is required for all Core courses.

6. MONITORING

Course monitoring is an integral part of STC. Each year STC staff monitor selected certified training courses using an instructional evaluation format. The purpose is to determine whether the course objectives are being met and to evaluate the course quality. STC staff monitor certified courses with or without prior notice. Monitoring includes all of the following:

- Check for adherence to the RFC;
- Review lesson plans;
- Assess instructors' presentation;
- Solicit participant feedback;
- Analyze instructor/training provider feedback; and,
- Review program/fiscal records.

XV. FORMS AND PUBLICATIONS

STC has a large number of reference documents and publications designed to aid participating corrections departments and training providers in implementing the STC Program. The majority of these documents are available via the CSA Website under the Standards and Training for Corrections Page and can be found at:

http://www.cdcr.ca.gov/DivisionsBoards/CSA/StandardsAndTrainingForCorrections.html

If you don't find what you are looking for on our Web Site, please contact your assigned Field Representative, or call CSA's main phone number (916) 445-5073 and ask to speak to the STC Duty Officer for further assistance.