

Field Training Supervisor

June 2-5, 2008

Training Syllabus



William Penn Mott Jr. Training Center



Memorandum

Date: May 29, 2008
To: Supervisor
From: Department of Parks and Recreation
William Penn Mott Jr. Training Center
Subject: Employee Attendance at Formal Training
Field Training Supervisor

An employee from your office will soon be attending the formal training program described in the attached. Please insure that the employee is fully prepared to attend the session and that the groundwork is laid for the employee's implementation of the training upon returning to work.

You can assist with capturing the full value of the training by taking the following steps:

Prior to Training

1. Make sure that **specific** employee needs are identified and, if necessary, called immediately to the attention of the Training Coordinator.
2. Review with the employee the reason for the employee's attendance.
3. Review objectives and agenda with the employee.
4. Discuss objectives and performance expected after the training.

Immediately Following Attendance

1. Discuss what was learned and intended uses of the training.
2. Review the employee's assessment of the training program for its impact at the workplace and review the due date of the Post-Training Evaluation form.
3. Support the employee's use of the training at the work place.

Prior to Three Months Following Training

1. Employee, after discussion with supervisor, must login to the Employee Training Management System (ETMS) to complete the Post-Training Evaluation form.
2. Supervisor evaluates the effectiveness of the training on the employee's job performance and logs in to the ETMS to complete the Training Effectiveness Assessment form.

Thank you for your assistance in seeing that the full benefit of training is realized.



Tina Williams
Department Training Officer (Interim)

cc: Participant

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***Mission Statement
Training Office***

The mission of the Training Office is to improve organizational and individual performance and productivity through consulting and collaboration, training and human resources development.

TRAINING CENTER STAFF

Tina Williams Department Training Officer (Interim)
Pat Bost Office Manager
Joanne Danielson Training Specialist
Chuck Combs Training Specialist
Dave Galanti Training Specialist
Sara Skinner Training Specialist
Summer Kincaid Training Specialist
Connie Breakfield Cadet Training Officer
Matt Cardinet Cadet Training Officer
Pamela Yaeger Assistant Program Coordinator
Edith Alhambra Assistant Program Coordinator
Bill Spencer..... Assistant Program Coordinator
Eric Marks..... Assistant Program Coordinator

THE MISSION

of the California Department of Parks and Recreation is to provide for the health, inspiration and education of the people of California by helping to preserve the state's extraordinary biological diversity, protecting its most valued natural and cultural resources, and creating opportunities for high quality outdoor recreation.



FORMAL TRAINING GUIDELINES

Welcome to formal training, an essential component in your career development.

Since 1969, our Department has been providing a continuously changing number of diverse training programs at its main training facility, the William Penn Mott Jr. Training Center, and other locations including Marconi Conference Center and, most recently, the Two Rivers Training Facility in Sacramento. The Department strives to enhance your learning and job performance with formal training of the highest quality.

Our Department's dedication to training is only one aspect of its commitment to you and to the public. This commitment is costly and represents an important investment in you and your career. You and the Department realize a return on that investment by your positive participation in formal training itself and post training follow-through.

The program you will be participating in is described in this training syllabus, which outlines what you can expect from this training and what is expected of you. This syllabus details what you should do before you leave for training; what to do when you arrive; what you will be doing while in training; and, importantly, what you should be able to do when you return to your work site. Specifically:

1. **SYLLABUS:** The syllabus is now accessible on the Employee Training Management System (ETMS). You should print a copy of the syllabus to bring with you to class. Your copy of this syllabus is an important part of your training experience and should be brought with you to training. Read it before you arrive and review it following the program along with material you received at training.
2. **PRE-TRAINING ASSIGNMENTS:** Your completion of pre-training assignments is essential to the success of your training. You are responsible for all reading assignments in preparation for classroom sessions. Time will be provided during working hours to accomplish any assignments which involve either individual or group efforts and resources. (Pre-training assignments are listed in the "Training Attendance Requirements" section.)

3. TRAVEL: Arrange your travel to and from the training through your District or Office. (No reimbursement for travel expense - including per diem costs - will be approved for travel not specifically authorized in advance by the District Superintendent.) Individuals may claim reimbursement for incidental expenses incurred as outlined in DAM 0410.6. The Training Center does not have the capability to provide transportation to/from Monterey Airport.
4. HOUSING: Housing will be assigned to you on a shared-room basis and will be available from 3:00 p.m. on the date of arrival to 12:00 noon on the date of departure. The Department provides your room and board expenses at the Training Center only. No per diem allowance will be authorized for living off-grounds. This does not preclude living off-grounds at your own expense. Please advise the Department Training Officer no later than one week before your scheduled arrival if you plan to live off-grounds. No animals are permitted in Asilomar housing. In the event of an emergency, staff must know your room assignment, therefore, you may not switch rooms without staff approval. Overnight guests are not allowed in the buildings unless registered beforehand at the front desk in Asilomar's Administration Building. Quiet hour for lodge living areas is 10:00 p.m.

HOUSING CANCELLATION POLICY: If you do not need lodging or must change or cancel your reservation, you must contact the Training Center at least 72 hours prior to your date of arrival. The Training Center is committed to ensuring that the reservation that has been made for you is accurate and needed.

5. MEALS: Meals will be provided, semi-cafeteria style, from dinner on the date of arrival through lunch on the date of departure. Meals will be served at 7:15 a.m. for breakfast, 12:00 noon for lunch, and 6:00 p.m. for dinner. Hot or box lunches may be provided on some days. If you require a special diet, notify the Asilomar Chef at 831-372-8016 no later than one week before your scheduled arrival.

In order to assist participants with limited mobility, Asilomar provides a shuttle to and from the dining hall. Please contact either Asilomar staff upon check in, or Training Center staff upon your arrival, for instructions on arranging a transport.

6. OFF-GROUNDS ACCOMMODATIONS: When authorized to stay off-grounds by the Department Training Officer, the Training Center will pickup the cost of your room and meals at the current DPR Asilomar rate. If you stay off grounds and have meals on grounds, the Training Center will authorize only what the Department pays Asilomar for lodging.

7. CLOTHING: Class A uniforms as found in "Description of Required Field Uniforms", DOM Chapter 2300, Uniform Handbooks, not including optional items, will be worn daily by all uniformed employees during formal training sessions **unless otherwise specified in the Program Attendance Checklist**. Non-uniformed employees shall wear professional business attire.

Because we are on the conference grounds with many other groups, and the image we project as State Park employees is important not only during working hours but off duty hours as well, your informal sportswear should be appropriate.

8. ROOM SAFES: Two safes have been installed in each of the lodge rooms used by the Training Center (Live Oak, Tree Tops, and Deer Lodge). These safes are a type that allows the user to input their own combination of numbers to facilitate opening and closing. The Training Center has a master key for emergency entry. Safes are to be left in the open position when checking out of your room.
9. WEAPONS: Weapons are permitted in rooms under the following conditions. Authorized firearms and magazines stored while at the Training Center shall be in a safe condition and stored in one of the following locations: your room safe in Live Oak, Tree Tops, or Deer Lodge, one of the Training Center's safes in the Whitehead Room or secured in your vehicle.
10. ALCOHOLIC BEVERAGES: Participants shall not possess or consume alcoholic beverages in common areas (living room) while on the Asilomar Conference Grounds unless provided and hosted by Concessionaire Delaware North.
11. SMOKING: Smoking is not permitted in the Training Center or in any lodge or guest room on the Asilomar Conference Grounds.
12. TRAINING CENTER: The Training Center is located on Asilomar Conference Grounds, part of Asilomar State Beach. The Conference Grounds are operated for our Department by a concessionaire, and all lodging and food services are provided to us by employees of the concessionaire. Constant efforts are made to maintain a sound, harmonious working relationship between the Department and concessionaire. None of us can expect preferential treatment for any reason and, as a departmental employee, you will be expected to join in our continuing effort toward an effective relationship with each Asilomar concession staff member. On occasion, non-departmental groups may be staying in the same lodges. It is imperative that you represent the Department well on and off duty.
13. REGISTRATION: When you arrive at Asilomar Conference Grounds, go directly to the front desk at the Asilomar Administration Building for your room key and dining room ticket. If you require vegetarian meals, notify the front desk representative and your meal ticket will be marked accordingly.

14. **COURSE LEADERS:** The formal training you will attend is developed and, for the most part, conducted by experienced State Park employees in field and staff positions. Some courses will be conducted by qualified instructors from other agencies and educational institutions. Your course leaders have proven their ability and knowledge in their profession, and provide a level of expertise difficult to match.
15. **TRAINING CENTER STAFF:** A Training Center staff member has been assigned responsibility for your training group as well as for your training program. That staff member usually serves as a Course Leader as well as a Coordinator. During the program, you may be asked to assist Training Center staff in the logistics of your training program (organizing field trip transportation, supervising classroom breaks, etc.). Center staff will do all within their power to make your training experience pleasant and meaningful.
16. **TRAINING MATERIALS:** May be made available to you at both your unit and the Training Center. Handout materials issued at your unit should be brought to training for possible use. A conference binder or notebook will be issued to you at the training session for note taking and convenience in handling materials. Copies of DAM and DOM will be available to you for self-study. Bring your own pens and pencils.
17. **ATTENDANCE:** Regular attendance is a critical course requirement and your participation is important to the success of this training. All absences, except those of an emergency nature, must be approved in advance by the Training Specialist.
18. **COLLEGE CREDIT:** Most training programs are accredited by Monterey Peninsula College for lower division credit. If you successfully complete an accredited program, you will receive either a letter grade or a credit/no-credit designation.
19. **VEHICLES:** All vehicles should be parked in the lots adjacent to the Training Center. Any questions regarding use of a State vehicle while at the Training Center should be discussed with your supervisor prior to your departure for training, or with your Program Coordinator while at the Training Center.
20. **BICYCLES:** If you bring your bicycle, store it in the bicycle shed next to the Training Center. Bicycles may not be brought into any building nor chained to lamp posts, trees, etc. The Training Center has a limited number of bicycles available for your use. Prior to your use, you are required to complete a safety inspection and sign a waiver which is posted in the bicycle shed.
21. **MAIL:** Mail forwarded to you during your time at the Center should be addressed to you in care of:

Department of Parks and Recreation
WILLIAM PENN MOTT JR. TRAINING CENTER
P. O. Box 699, Pacific Grove, CA 93950

22. CELL PHONES: As a courtesy to your fellow participants and course leaders ensure that your cell phone is turned off during classes. Participants should not be receiving or making cell phone calls during class time. Please limit those calls to your breaks.
23. FAX: The Training Center's FAX number is (831) 649-2824.
24. TELEPHONE: Limit phone calls during classroom hours to urgent business or emergencies. Anyone wishing to contact you by telephone during working hours should call the Center at (831) 649-2954. Calls after 5:00 p.m. or during weekends should be made to (831) 372-8016, Asilomar Conference Grounds, and the caller should tell the switchboard operator you are with a Department of Parks and Recreations training group.
25. LAUNDRY AND DRY CLEANING: May be taken care of by you at one of several local establishments. An iron is available for 24-hour checkout from the Training Center front desk.
26. RECREATION: Facilities available on grounds include a heated swimming pool, ping-pong and pool tables, and a volleyball court. The Monterey area offers horseback riding, golf, tennis, racquetball, deep sea fishing, and many historical landmarks and scenic sights to explore.
27. POST-TRAINING ASSIGNMENTS: In connection with formal training are to be completed under the direction of your supervisor. See "Program Attendance Requirements" in this syllabus.
28. COFFEE BREAK REFRESHMENTS: Will be available throughout each session at the Center. You will be asked to contribute to the "Hospitality Fund" to defray expenses. Please bring your own coffee cup.

PROGRAM ATTENDANCE CHECKLIST

To assist you in your preparation for formal training sessions at the William Penn Mott Jr. Training Center, the following checklist is provided:

- ___ 1. Read and understand the Field Training Supervisor syllabus prior to your arrival.
- ___ 2. **UNIFORMS ARE REQUIRED.** Class A pants, long sleeved shirts, tie, tie tack, Stetson, black uniform shoes highly polished, Class A jacket or field uniform jacket may be worn.
- ___ 3. Bring the following to training:
 - Field Training Supervisor Syllabus
 - Field Training Program Guide
 - Coffee cup/water bottle
 - Pens, pencils, etc.

PRE-TRAINING ASSIGNMENT

Prior to your arrival at training, list one or more questions you have about probationary reports. Your questions will be collected at 0800 hour on the morning of the first day of class and will be reviewed and discussed by an instructor on the following day.

NOTE: If you will need lodging the night of Thursday, June 5, please notify Joanne Danielson at jdanielson@parks.ca.gov or 831-649-2959 before **May 30, 2008.**

POST-TRAINING ASSIGNMENT

Prior to ninety days after the completion of this program, the employee and his/her supervisor should sit down and discuss the impact and assess the effectiveness this program has had on the employee. Then both the supervisor and employee should login to the Employee Training Management System (ETMS) and complete the Post-Training Evaluation form (an email will be sent to both employee and supervisor notifying them that the evaluation needs to be completed).

The post-training evaluation process is intended to provide a bridge between classroom instruction and the on-the-job application of training. The information obtained through this process will assist the training participant, supervisor, and Training Center in providing a return on the investment the Department has on training.

FIELD TRAINING SUPERVISOR GROUP 3 - Agenda
June 2-5, 2008

Monday

June 2

1500- Check-In at the Asilomar Administration Building

Tuesday

June 3

0800-0815	Orientation	Danielson
0815-0900	History of FTO Training/Role of the FTO	Rowe
0900-1000	POST Field Training Goals and Objectives	Rowe
1000-1200	Key Elements of the Program	Rowe
1200-1300	<i>Lunch</i>	
1300-1700	Field Training Program Management	Rowe

Wednesday

June 4

0800-1000	Personnel Procedures/Progressive Discipline	Suber
1000-1200	Termination Process	Suber
1200-1300	<i>Lunch</i>	
1300-1400	Role of the FTO	Staff
1400-1500	Principles of Adult Learning	Sturm
1500-1700	Teaching Skills and Development	Sturm

Thursday

June 5

0800-1000	Conduct of Program Members; The FTO, Supervisor and Administrator, and Training	Wittenberg
1000-1200	FTO Selection Process	Wittenberg
1200-1300	<i>Lunch</i>	
1300-1400	Motivating the FTO	Wittenberg
1400-1600	Competency Evaluations and Feedback Systems	Wittenberg
1600-1700	Legal and Liability Issues for the FTP SAC	Wittenberg
1700-	<i>Departure</i>	

FIELD TRAINING SUPERVISOR PROGRAM

HOURS

Program Outline

Orientation/FTO History and Role of the FTO	1
POST Field Training Goals and Objectives	1
Key Elements of the FTO Program and Basic Course Review	2
Field Training Program Management	4
Personnel Procedures and Progressive Discipline	2
Termination Process	2
Role of the FTO	1
Adult Learning and Training Development	3
Conduct of Program Members	2
FTO Selection Process	2
Motivating the FTO	1
Competency Evaluations and Feedback Systems	2
Legal and Liability Issues for the FTP SAC	<u>1</u>
Total Hours	24

FIELD TRAINING SUPERVISOR

HISTORY OF FTO TRAINING/ROLE OF THE FTO/KEY ELEMENTS OF THE FIELD TRAINING PROGRAM/BASIC COURSE REVIEW

Purpose: The Field Training Program Supervisor/Administrator/Coordinator (FTP SAC), in order to ensure that tainees are trained properly, must have a working knowledge of POST approved academy training.

Performance Objectives: By the close of the training session participants will

1. Recognize terminology, resources, testing methods, and other activities used in the Regular Basic Course.
2. Become familiar with the POST Regular Basic Course requirements.
3. Explain how the field training program is an extension of the Regular Basic Course.
4. Contrast the difference between the training and evaluation process, and recognize how both components compliment each other in a successful field training program.
5. Identify the purpose and components of the SEGs.
6. Assess various levels of performance and assign a numeric or alphabetic value for trainee behavior based upon SEGs.
7. Understand the importance of preparing proper and accurate written record/narrative on evaluation forms (DOR, ESR, RTP) based on observed performance, using SEGs.

FIELD TRAINING PROGRAM MANAGEMENT

Purpose: To proactively participate in and successfully administer a POST certified Field Training Program, the student must be aware of the POST Field Training Program goals, expectations, and Field Training Officer training requirements as well as key components of Field Training Program development (history) and operations.

Performance Objectives: By the close of the training session participants will

1. Recognize POST FTO Course goals and objectives, including the development of a new FTO's ability to act as an FTO.
2. Know Field Training Program history.

3. Identify and discuss key components of a successful Field Training Program.
4. Have knowledge of Department specific and POST required 40-hour trainee orientation period.
5. Be able to identify and discuss the impact of the Field Training Program.
6. Identify the four goals of a POST approved Field Training Program.
7. Explain the need for standardized curriculums and performance objectives.
8. Understand the methods to develop and continuously update a POST approved Field Training Program.

COMPETENCY/EVALUATION AND DOCUMENTATION

Purpose: It is the FTP SACs responsibility to ensure that each trainee is provided with fair expectations and evaluations. FTP SACs must therefore be familiar with Department standards and be able to properly evaluate and document the trainee's performance in relation to those agency standards using Standardized Evaluation Guidelines (SEGs).

Performance Objectives: By the close of the training session participants will

1. Define competency as it relates to field training.
2. Identify Agency Field Training Program documentation tools.
3. Identify the purpose and components of the Daily Observation Report (DOR).
4. Identify the purpose and components of the SEGs.
5. Assess various levels of performance and assign a numeric or alphabetic value for trainee behavior based upon SEGs.
6. Explain common performance appraisal errors.
7. Distinguish between performance deficiencies and training deficiencies.
8. Explain why evaluation documentation must support each rating of the trainee's performance.

9. Discuss the importance of, and considerations for, the delivery of trainee evaluations.

LEGAL ISSUES/RESPONSIBILITIES FOR THE FTP SAC

Purpose: FTP SACs must recognize the current responsibilities and liability issues facing law enforcement and issues involved in the Field Training Program. They must be able to recognize and employ methods to reduce and/or eliminate liability and understand the consequences of not addressing those issues.

Performance Objectives: By the close of the training session participants will

1. Identify current liability issues facing law enforcement.
2. Identify current labor issues related to field training.
3. Identify various liability concepts related to field training.
4. Understand what methods FTP SACs can use to reduce and/or eliminate liability.
5. Understand Department responsibility.
6. Understand FTO responsibility.
7. Discuss methods/safeguards for keeping inappropriate conduct out of the field training program.
8. Understand FTP SAC's responsibilities.

PRINCIPLES OF ADULT LEARNING

Purpose: To effectively carry out their training and teaching, FTP SACs must develop and maintain positive interpersonal communication skills with their FTOs, trainees, peers, and the community they serve, as well as recognize effective ways of training, teaching and communicating to increase the trainee's retention, awareness and effectiveness as a solo patrol officer.

Performance Objectives: By the close of the training session participants will

1. Identify effective teaching methods for the trainee.
2. Identify effective training methods for the trainee.
3. Review principles of adult learning using RIDEM.

4. Implement Laws of Learning.

TRAINING SKILLS DEVELOPMENT

Purpose: FTOs are expected to recognize issues that might cause substandard performance in their trainees and to be able to effectively deal with those issues by developing training goals and remedial training plans and delivering the requisite remedial training. FTP SACs are expected to ensure that remedial training and scenarios are conducted effectively and within Department guidelines and standards.

Performance Objectives: By the close of the training session participants will

1. Identify the value and necessity of remedial training plans.
2. Design, facilitate, and evaluate scenarios used for both remedial training and competency evaluation using the remedial training plan worksheet.
3. Identify officer safety and liability issues involved in scenario training.
4. Identify causes of a trainee's failure to learn.

CONDUCT OF PROGRAM MEMBERS/LEADERSHIP/ETHICS AND PROFESSIONALISM

Purpose: FTP SACs and FTOs are expected to demonstrate leadership skills with regard to molding trainees' skills and values. As leadership is based upon values and principles, the FTP SACs are also expected to be fully aware of ethical standards and must recognize and be prepared for ethical and other issues, unique to the FTO/Trainee relationship that will emerge during the field training program.

Performance Objectives: By the close of the training session participants will

1. Identify and explain characteristics demonstrated by various recognized leaders.
2. Analyze personal strengths and weaknesses as a leader.
3. Identify values and principles that ethics are shaped by.
4. Identify ethical issues within the field training environment, and their possible solutions.

PERSONNEL PROCEDURES/PROGRESSIVE DISCIPLINE

Purpose: The student will outline the use, content and differences of a supervisor's file verses an official trainee personnel file. The student will learn how to complete a probation report and why are they required for State Park trainees.

Performance Objectives: By the close of the training session participants will

1. Identify the elements and documentation needed to extend a probation period.
2. Learn what procedure to follow if a trainee is involved in an officer involved shooting, suffers an injury/medical condition or is drafted into the military while on probation.
3. Outline the departmental process to progressive discipline including the corrective counseling or interview.
4. Recognize the procedures to follow if a trainee commits an offense which is not cause for a Rejection on Probation.
5. When to use an Appraisal and Development Plan.

SUPERVISOR PROCEDURES FOR TRAINEE TERMINATION

Purpose: Some trainees will not be able to meet the performance standard of a competent, solo officer even with remedial efforts. It is incumbent upon the FTP SAC to be aware of the paperwork and processes involved in the Rejection on Probation for a trainee.

Performance Objectives: By the close of the training session participants will

1. Identify reasons why a trainee may be rejected on probation.
2. Recognize the need for proper evaluation and documentation to support trainee rejection on probation.
3. Be able to understand and process the Rejection on Probation.
4. Identify elements which would not be acceptable to reject a trainee on probation.
5. Recognize the procedures to follow if a trainee commits a criminal offense while on probation.
6. Outline the departmental process to progressive discipline including termination from employment.

FTO SELECTION PROCESS

Purpose: Field Training Officers have significant additional responsibilities over and above their regular patrol duties when assigned to train a new officer. A good FTO can make major positive impacts within the Department, while a bad FTO can disrupt the entire training process and potentially destroy the Department. It is imperative that the selection of a FTO be approached with the utmost care and within specific guidelines.

Performance Objectives: By the close of the training session participants will

1. Identify minimum requirements and the selection process for FTO.
2. Know the Department's specific requirements for FTO.
3. Identify desirable attributes of a FTO.

location map for
WILLIAM PENN MOTT JR. TRAINING CENTER
837 ASILOMAR BLVD.
PACIFIC GROVE, CALIFORNIA 93950

