

# General Order

## Houston Police Department



ISSUE DATE:

January 19, 2021

NO.

900-02

REFERENCE: Supersedes all prior conflicting Circulars and Directives, and General Order 900-02, dated March 28, 2016

SUBJECT: TRAINING – CIVILIAN

### POLICY

Civilian employees shall fulfill in-service training as required by the department.

The training requirements in this General Order apply to civilian employees only.

### 1 CIVILIAN TRAINING REQUIREMENTS

The Chief of Police shall determine the minimum department training standards for civilian employees. This shall include any training required to comply with state or federal mandates. Additional training may be required and/or approved by division commanders.

#### New Hire Training

Within 30 *calendar days* following their hire date, all civilian employees shall complete the *TCIC/NCIC Criminal Justice (CJ) Practitioner* video course and the *CJIS Compliance Security Awareness* video course.

In addition to the *New Employee Orientation* course required by the City of Houston, all civilian employees shall, within 90 *calendar days* following their hire date, complete the Houston Police Department *Civilian New Hire Orientation* course via the Training Division. Also within 90 *calendar days* following their hire date, civilian employees shall complete Kronos® training (if required by their job function) and the *Defensive Driving Course* (if driving a City vehicle at any time while on duty).

New hire training shall be completed on duty.

#### Mandatory Training

All civilian employees shall complete mandatory training as determined by the Chief of Police during the designated training cycle. The Chief of Police shall announce the required hours, curriculum, and schedule guidelines as appropriate. Civilian mandatory training shall be completed on duty.

Each civilian employee shall complete all mandatory in-service training during the training quarter that contains the employee's birthday month. Training quarters are defined as:

- a. Quarter 1: September 1 through November 30
- b. Quarter 2: December 1 through February 28 (February 29 in a leap year)
- c. Quarter 3: March 1 through May 31

d. Quarter 4: June 1 through August 31

Employees shall register for mandatory in-service course offerings available only during their individual training quarter as defined above. Employees who are division commanders or higher are exempt from the quarterly training restriction.

### **Specialized Training**

Division commanders are responsible for identifying assignments under their command that require special skills. Required training for these skills must begin as soon as possible and must be pre-approved by the Training Division commander. This requirement includes newly promoted personnel. Specialized training shall be completed on duty.

Training may be provided by the department, outside sources, or through a supervised on-the-job training program. In addition, all specialized training must:

- a. Adhere to the department's policies, procedures, directives, and regulations specific to the assignment.
- b. Develop and enhance the knowledge, skills, and abilities of the personnel assigned to the specialized activity.
- c. Make personnel aware of any administrative concerns that may be inherent in the specialized assignment.

When the Training Division sets performance standards, employees must demonstrate their abilities to perform to those standards by the end of the training period.

### **Other Required Training**

Recertification testing for CJIS Security Awareness and, if applicable, TCIC/NCIC access shall be completed annually during the employee's birthday month. This training shall be completed on duty.

### **Waiver of In-Service Training Requirements**

Civilian employees who are unable to attend or satisfactorily complete mandatory in-service training or other required training shall request either a waiver or an extension from their executive assistant chief or deputy director, as applicable, via correspondence through the chain of command.

Waivers for civilian directors shall be at the discretion of the Chief of Police.

### **Additional Training**

Courses taken in addition to mandatory, specialized, and other required training may be attended on duty only with prior approval of the employee's division commander. Any other training shall be attended on the employee's own time or while using authorized leave.

## **2 TRAINING FROM OUTSIDE PROVIDERS**

Employees who receive training outside the department shall submit the following items and information to the Training Division Talent Management System (TMS) Unit within 10 *calendar* days following course completion:

- a. Certificate of completion containing the following:
  1. Employee name
  2. Employee number
  3. Start and end date of training
  4. Number of hours completed
  5. Name of the provider or sponsor agency
- b. Attending employee's critique of the course (Critique forms may be found at the Training Division Certification Unit or on the department's Intranet Portal under the *Training Division* link.)
- c. Number of other HPD employees attending
- d. Copy of course outline, if available
- e. Copy of available handouts

Completion of the outside training shall then be documented in the certification database.

### **Information Sharing**

Employees attending training outside the department may be expected to make the benefits of the programs available to other employees. An employee's training coordinator and Training Division personnel shall determine the most appropriate means of sharing the information, if applicable (e.g., teaching the material, discussing the ideas presented, or sharing printed materials).

## **3 ATTENDANCE REQUIREMENTS**

Employees scheduled for in-service training shall report on time and complete all required course work. An employee arriving more than 10 minutes after the scheduled starting time shall not be allowed to enter the class unless approved by a Training Division supervisor.

Personnel shall follow all applicable rules, regulations, and guidelines set by the department, Training Division, and Academy supervisors and instructors.

**In-Service Training Dress Code**

Employees shall wear their assigned department uniform or conservative business casual attire while attending in-service training.

Any clothing with inscriptions or decorative artwork must be in good taste and reflect a professional appearance. Employees shall not wear shorts, beach or sport sandals, tank or halter tops, sweat pants or any type of gym pants, or any clothing that is distracting such as tights or leggings. Jeans shall be allowed as long as they are not dirty, torn, or ripped. Training staff supervisors shall decide whether clothing is appropriate.

**Display Official Police Department Identification**

While attending training at the department or any department contracted training site, employees shall wear their official Police Department identification card prominently displayed at or above the waist on the front of their person so that the employee's photograph and name are easily visible. Employees visiting the Houston Police Academy for any reason shall also properly wear and display their official Police Department identification as stated above.

**In-Service Training Roster**

Outside of each classroom or inside the classroom a preprinted roster sign-in sheet or a walk-in sheet (hereinafter referred to collectively as roster) shall be made available. These rosters are official government documents and are the only documents that verify the attendance of employees for specific courses. Unless the roster is filled out completely and signed by the employee on the date of training, the employee shall not get credit for the course and shall have to retake the course to obtain proper credit.

Employees shall not for any reason fill out any part of the roster for another employee.

Employees who are pending approval on the roster shall get prior authorization from a supervisor in their division before attending class. Once authorization has been obtained, employees shall notify in-service personnel of the name of the supervisor granting authorization. Employees who are division commanders or higher are exempt from obtaining commander approval.

**Removal from Training Class**

Training staff supervisors may remove an employee from an in-service class for any violation of a policy or rule set by the department, Training Division, or Academy instructor. If an employee is removed from class, Training Division personnel shall submit correspondence through the chain of command to the employee's assistant chief explaining the reason for the removal. An employee removed from in-service class:

- a. May be subject to disciplinary action.
- b. Shall lose the class credit and have to reschedule the class with a training coordinator.

#### 4 OVERTIME COMPENSATION

Employees shall complete mandatory, specialized, and other required training on duty. If needed, a supervisor shall temporarily adjust an employee's shift or regular days off to meet this requirement. However, if making this adjustment for a nonexempt employee would negatively impact division operations, the supervisor may instead authorize overtime compensation if the training hours cause the employee to qualify for overtime compensation per the department's and the City of Houston's policies regarding overtime compensation and if the employee does not violate the department's policy regarding *maximum work hours*. For overtime, employees shall have their arrival and departure time certified by a member of the Academy staff.

#### 5 REVIEW AND APPROVAL OF PROPOSED TRAINING PROGRAMS

Before any new training program is implemented or taught, the below listed materials must be submitted to the division commander of the Training Division at least 30 *calendar days* before training is to begin.

- a. A curriculum that includes the course goals, participant learning objectives, teaching outline, and class time schedule.
- b. One copy of all handout materials for participants.
- c. A copy of all visual presentations (e.g., PowerPoint and transparencies).
- d. A copy of any video or photograph not stored within the visual presentation.
- e. Test questions, if applicable.
- f. The instructors' current résumés.

After reviewing the course materials, the Training Division shall contact the concerned divisional course coordinator to approve or revise the material. Once approved, the Training Division shall assign a Training Division course coordinator who shall work with the divisional course coordinator or the instructor in initiating and scheduling the training.

The Training Division shall establish a curriculum file of all courses coordinated by the department. Future presentations of a particular course can be facilitated by referring to a curriculum already on file.

#### 6 TRAINING COORDINATOR'S RESPONSIBILITIES

All commanders of divisions or units that operate as divisions shall appoint a training coordinator. It is the commander's responsibility to inform the Training Division when there is a change in the designated training coordinator.

Training coordinators are responsible for:

- a. Ensuring employees are aware of training opportunities both inside and outside the department.
- b. Aiding supervisors in securing approval for training and making necessary arrangements for employees to attend training.
- c. Serving as liaison with the Training Division.
- d. Coordinating and fulfilling requests for training.
- e. Advising the Training Division of training opportunities outside the department so the Training Division may evaluate them.

Training Division personnel shall assist division training coordinators whenever requested.

## **7 TUITION REIMBURSEMENT**

A civilian employee shall be entitled to receive tuition reimbursement for the successful completion of credit hours at an accredited college or university. Courses must be approved as outlined in department policy. For policy details, rules, and requirements relating to tuition reimbursement, employees should refer to the department's policy and instructions available on the department's Intranet Portal. The *Civilian Employee Tuition Reimbursement Request* form is also available on the department's Intranet Portal. Employees may contact the Training Division for additional information.



**Art Acevedo**  
**Chief of Police**