

General Order

Houston Police Department



ISSUE DATE:

March 28, 2016

NO.

900-02

REFERENCE: Supersedes all prior conflicting Circulars and Directives, and General Order 900-02, dated November 10, 2003

SUBJECT: TRAINING - CIVILIAN

POLICY

Civilian employees shall fulfill in-service training required to meet minimum department standards.

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.

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 dur-

ing their individual training quarter as defined above. Employees who are division commanders or higher are exempt from the quarterly training restriction.

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 via the department's Learning Management System (LMS).

Within 90 *calendar* days following their hire date, all civilian employees shall complete the Houston Police Department *Civilian New Hire Course*. 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.

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 captain. 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.

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 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's Learning Management System (LMS) 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 Academy Certification Office or on the department's Intranet Portal under the *Training Academy* 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. Any 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 Department Identification

Department issued identification shall be displayed at all times while attending training at the department or any department contracted training site. Employees visiting the Training Academy for any reason shall display their official department identification.

In-Service Training Roster

Outside of each classroom or within 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 any 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 non-exempt 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 captain 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 RELATED GENERAL ORDER

200-26, **Workday and Workweek**


Martha I. Montalvo
Acting Chief of Police