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COMMISSIONER OF ADMINISTRATION

State of Louisiana

Division of Administration
Office of Human Resources

DIVISION OF ADMINISTRATION

PERSONNEL POLICY NO. **55**

EFFECTIVE DATE: **January 10, 2003**

REVISED DATE: **August 26, 2005; March 22, 2012; July 1, 2012; July 1, 2014; January 26, 2015**

SUBJECT: **Mandatory Training Requirements and Other Professional Development**

AUTHORIZATION:

Ruth Johnson, Deputy Commissioner

I. POLICY:

The Division of Administration (DOA) recognizes that well-trained employees are critical to the success of the agency. It is the policy of the DOA to encourage employees to participate in professional development trainings. Those employees who occupy or are appointed to designated supervisory, managerial, or administrative jobs must comply with the mandatory training requirements of the Department of State Civil Service (DSCS). Participation in training courses will be allowed to the maximum extent possible without requiring the use of accumulated leave.

II. PURPOSE:

This policy is established to promote professional development and provide employees with the foundation for leadership, decision making, and professionalism necessary to achieve the agency's mission. Further, the policy is intended to ensure that employees are aware of training requirements and available training programs, to set forth the rules governing participation in the training programs and to define the roles and responsibilities for each aspect of training.

III. APPLICABILITY:

This policy is applicable to all employees of the Division of Administration in all sections, both general and ancillary appropriations.

IV. DEFINITIONS:

- **Comprehensive Public Training Program (CPTP)** - A state-funded training program for state employees operated from the Department of State Civil Service (DSCS). Through the CPTP, employees are offered management development training, supervisory training, and general skills courses.

- **OHR Training Coordinator** - The staff member of the Office of Human Resources (OHR) who is designated as the liaison between the DOA and the CPTP.

- **Section Training Liaison** - The employee officially designated by the section head to be responsible for managing the training needs and obligations discussed in this policy.

V. TRAINING MANDATES:

Training is mandated by Civil Service Rules, DOA policy, and certain programs (i.e., driver's safety training, ethics, etc.).

A. MANDATORY SUPERVISORY TRAINING MANDATED BY THE DSCS FOR CLASSIFIED EMPLOYEES

1. MANDATORY TRAINING REQUIRMENTS, EFFECTIVE JANUARY 1, 2015

Employees who occupy or who are appointed to positions in the Core and Supervisory Groups 1, 2, and 3 must successfully complete several CPTP training courses. A listing of job titles and supervisory groups may be obtained from the link below under "*Supervisory Group Jobs*":
http://www.civilservice.louisiana.gov/Divisions/Training/CPTPLearner/Default.aspx

The mandatory training consists of four groups: Core and Supervisory Groups 1, 2, and 3. The training requirements consist of a blended-learning approach by combining on-line courses with instructor-led training. On-line courses are accessible to all state employees through the Louisiana Employees Online (LEO) system. A list of courses for the Core and Supervisory Groups 1, 2, and 3 may be obtained from the link below under "*Training Requirements for Supervisory Groups 1, 2, & 3*":
http://www.civilservice.louisiana.gov/Divisions/Training/Default.aspx

2. TIME PERIOD FOR MEETING THE MININUM TRAINING REQUIREMENTS

a. Groups 1, 2, and 3 supervisors who have partially completed their training requirements by December 31, 2014 are subject to the following:

- Supervisors must complete all training requirements under the previous policy by June 30, 2015 to avoid additional trainings.

- If the trainings from the previous policy are not completed by June 30, 2015, effective July 1, 2015, all supervisors, current and new, that fall into Groups 1, 2 and 3 must adhere to the **new** 2015 mandatory training requirements and will be given new deadline dates as outlined by CPTP.

b. Groups 1, 2 and 3 supervisors who have already completed their training requirements prior to January 1, 2015 will NOT be required to complete any of the new mandatory courses. However, employees may access the on-line courses at any time they wish to review the topics covered.

3. TIME PERIOD FOR MEETING THE NEW MANDATORY TRAINING REQUIREMENTS BY ALL GROUPS

a. Group 1 supervisors will have one year to complete the Core courses and an additional two years to complete Supervisory Group 1 courses.

b. Group 2 supervisors will have one year to complete the Core courses, two years to complete Supervisor Group 1 courses, if they do not already have credit for Supervisor Group 1 courses, and one additional year to complete Group 2 courses.

c. Group 3 supervisors will have one year to complete the Core courses and will not have to take the one instructor-led course of the Core group. There are no other additional requirements.

d. There will be a continuing education requirement for Supervisory Groups 1 and 2, which will require one additional non-mandatory course to be completed per year. The course chosen must be on the LEO system for compliance tracking reasons.

4. EXCEPTIONS AND SUBSTITUTIONS TO TRAINING REQUIREMENTS

Some employees have been awarded certifications or have previously taken training courses, seminars, etc. (hereinafter referred to as courses) which covered topics closely related to those required in this policy. In some situations, those courses may be substituted for courses required in the policy. In order to request a substitution, the employee will be responsible for presenting documentation to his section's training liaison. The section's training liaison will forward the documentation to the DSCS Workforce Development Division who will make the final decision regarding the substitution.

5. **PERFORMANCE EVALUATION SYSTEM (PES) SUPERVISORY TRAINING MANDATED BY DSCS**

The PES Basics, PES Planning Process, and PES Evaluation Process trainings are offered on-line through LEO under "My Training" – "Comprehensive Public Training Program" - "CPTP All Courses". All supervisors must complete all three courses within 90 days of being hired into a supervisory position. Additional information may be obtained at: http://www.civilservice.louisiana.gov/Divisions/EmployeeRelations/pes.aspx

B. TRAINING MANDATED BY THE DOA FOR ALL CLASSIFED AND UNCLASSIFIED EMPLOYEES

- **Ethics Training**: Employees must complete one hour of ethics training upon hire and once a year thereafter. This training is offered on-line through LEO under "My Training" - "Statewide Courses" - "LA Ethics Administration" - "Ethics - LA Code of Governmental Ethics".

- **Safety Training**: Employees are required to complete safety training quarterly. The training information is either emailed or distributed to employees by their section's safety liaison. Employees must confirm that they have received and read the appropriate training documentation to receive credit for the training.

- **Blood Borne Pathogens**: Employees are required to complete the blood borne pathogens training upon hire. High risk employees must complete the training once a year thereafter and low risk employees every five years thereafter. The course is offered on-line through LEO under "My Training" - "Statewide Courses" - "Office of Risk Management".

- **Defensive Driving**: Employees are required to complete the defensive driving training upon hire and once every three years thereafter. The course is offered on-line through LEO under "My Training" - "Statewide Courses" - "Office of Risk Management".

- **Preventing Sexual Harassment**: Employees are required to complete the preventing sexual harassment training upon hire and once a year thereafter. The course is offered on-line through LEO under "My Training" - "Comprehensive Public Training Program" -"CPTP All Courses".

C. OTHER DOA TRAINING OFFERED TO CLASSIFIED AND UNCLASSIFIED EMPLOYEES

Employees and managers are expected to participate in trainings specific to their roles and job responsibilities. Section heads and supervisors may recommend training courses to their

employees. Training may be included in the employee's *Work and Behavior Expectations* section of his performance evaluation. Training may include courses offered through:

- **The Office of Information Services (OIS)**: The OIS offers training for all ISIS applications. These courses are offered on-line through LEO under "My Training" - "Statewide Courses" – "ISIS Courses".

- **The Office of Human Resources (OHR)**: The OHR offers training on various topics including Family and Medical Leave (FMLA), Americans with Disabilities Act (ADA), Human Resources Liaison Training, Discipline/Grievances, Leadership and Development, etc. These courses are normally requested by the section head and are conducted by OHR representatives. Additional information may be obtained at: http://www.doa.louisiana.gov/ohr/training/offerings.htm.

VI. PROCEDURES:

For CPTP mandated training, the OHR Training Coordinator will share with section training liaisons, as requested, available information regarding which employees are covered in Supervisory Groups 1, 2, and 3, as well as which courses are required for those employees.

For DOA mandated training, section heads, through supervisors, will inform employees of the courses and the time frame in which the courses must be completed.

Employees must self-enroll through LEO – "My Training" for courses which are mandated. Employees are encouraged to "pre-book" mandatory and instructor-led courses well in advance. Employees should notify their section's training liaison if they encounter a problem when trying to self-enroll in a course. If the need arises, the section's training liaison should contact the OHR Training Coordinator for assistance in resolving self-enrollment issues.

If an employee attempts to register for a particular course that is full, the employee will be placed on a waiting list by the LEO system. If the slot becomes available for that employee, he will be registered automatically via LEO and will receive an email notification. Employees that are unsuccessful in registering for a course should notify their supervisor and pre-book the course for future offerings.

Employees must make every effort to attend instructor-led courses for which they are registered. In the event that an employee cannot attend a course, he should cancel the course through LEO to allow for substitutions.

If the employee encounters an issue when cancelling the course, the section's training liaison must notify the OHR Training Coordinator to request that the course be cancelled and give the reason for the cancellation.

Employees should keep records of their attempts to register for courses as well as details of the situation which kept them from attending those courses for which they were registered. Classified and unclassified employees are encouraged to enroll in training courses that are not mandated but have relevance to their jobs.

During the performance evaluation planning session for applicable employees, the supervisor will include the completion of required training courses in the appropriate section. In the rating process, the supervisor will rate performance based on the employee's attempts to register and complete the required courses.

The OHR Training Coordinator (via email or through the LEO system) will notify the appropriate individuals of expiration dates for mandatory trainings within 60, 30, and 14 day intervals. The notifications will be forwarded in the following manner:

- Within 60 days of expiration - The employee will receive an automatic email notice from the LEO system.

- Within 30 days of expiration - The training liaison will receive a report of employees in their section that are due within 30 days. Training liaisons will send each employee this notice via email and copy the OHR Learning and Development Unit (OHR L&D) at DOA-OHR-LD@la.gov or provide other documentation to the OHR L&D unit.

- Within 14 days of expiration - The immediate supervisor, section head, and Director of OHR will be notified via email.

- After the expiration date - The Commissioner of Administration and the Director of OHR will be notified via email.

VII. RESPONSIBILITIES:

Deputy/Assistant Commissioners and equivalent are responsible for:

Holding section heads under his supervision accountable for adhering to all aspects of this policy.

Following up with section heads on mandatory training expiration notifications.

Section Heads are responsible for:

Ensuring that each employee under his supervision, including supervisory and management personnel, current and new:

- Is made aware of this policy and its contents as well as any forthcoming revisions, and

- Is informed that he must abide by the terms of the policy, and
- Is informed of the consequences of any violations of this policy.

Appointing an individual to serve as the section's training liaison, notifying OHR of the appointment, and ensuring that the section's training liaison has the information and authority necessary to fulfill the responsibilities assigned.

Ensuring that all employees are informed of mandated trainings and have knowledge of other trainings that are relevant to their jobs.

Recommending job related training courses to his employees.

Ensuring that all employees are allowed to participate in training programs offered in a fair and non-discriminatory manner.

Ensuring that employees attend scheduled training courses whenever feasible. Ensuring that employees are informed of their obligation to report to the section's training liaison when they are unable to attend a scheduled course.

Providing informal discussions of complaints related to training in an effort to resolve problems prior to the filing of a formal grievance. Maintaining records of the proceedings in any complaint or grievance.

Establishing the required training approval process for his section and communicating the process with the section's training liaison and all other employees.

Following up with supervisors on their employees' mandatory training expiration notifications.

Supervisors are responsible for:

Complying with this policy in any manner as instructed by the section head.

Ensuring employees maintain a current work email address in the LEO system.

Ensuring that employees begin the training requirements mandated by the DSCS within two months of hiring, reallocating, or promoting into positions in job titles assigned to the Core and Supervisory Groups 1, 2, and 3.

Ensuring that employees complete the DOA mandated trainings in the designated time-frame.

Recommending job related training courses to his employees.

Ensuring that employees are granted reasonable periods of time to attend training, and that training time is made uniformly available to all affected employees. Failure to make time available uniformly to all affected employees will be considered a violation of Civil Service Rules.

Following up with employees on mandatory training expiration notifications.

Employees are responsible for:

Maintaining a current work email address in the LEO system.

Registering and completing appropriate trainings on-line through LEO.

Obtaining the appropriate approvals from supervisors, managers, and the section head for training requests.

Attending training courses as scheduled.

Canceling a training course through LEO, if unable to attend.

Monitoring their own progress in maintaining training compliance, pre-booking courses, and notifying their supervisor of inability to comply.

Taking the appropriate actions to complete mandatory trainings prior to and after receiving expiration notifications.

OHR Training Coordinator is responsible for:

Making training requirements known to employees through the section's training liaisons.

Distributing through the section's training liaisons information regarding any action that affects training requirements.

Assisting the section's training liaisons and employees with training requests, cancellations, issues, etc., as needed.

Notifying employees and any other appropriate individuals on mandatory training expiration dates.

Section Training Liaison is responsible for:

Complying with this policy in any fashion as instructed by the section head.

Contacting the OHR Training Coordinator on behalf of the section and the employees.

Forwarding all pertinent training information to section employees.

Notifying the OHR Training Coordinator in advance of who will serve as the back-up section training liaison if he is going to be out of the office for any significant period of time.

Following up with employees within their section on mandatory training expiration notifications.

VIII. VIOLATIONS:

Failure to meet training requirements within the specified time may result in disciplinary action, up to and including termination.

IX. QUESTIONS:

Questions regarding this policy should be directed to the Learning and Development Unit within the Office of Human Resources.

X. EXCEPTIONS:

Requests for exceptions to this policy shall be justified, documented, and submitted to the Appointing Authority for consideration.