

	MARICOPA COUNTY SHERIFF'S OFFICE POLICY AND PROCEDURES	
	Subject DETENTION/CIVILIAN TRAINING ADMINISTRATION	Policy Number GG-2 Effective Date 11-26-24
Related Information CP-2, <i>Code of Conduct</i> CP-8, <i>Preventing Racial and Other Bias-Based Profiling</i> GB-2, <i>Command Responsibility</i> GC-4, <i>Detention/Civilian Employee Performance Appraisals</i> GC-7, <i>Transfer of Personnel</i> GC-17, <i>Employee Disciplinary Procedures</i> GD-21, <i>Business Travel and Travel Expenses</i> GG-1, <i>Peace Officer Training Administration</i> GH-4, <i>Bureau of Internal Oversight Audits and Inspections</i> GH-5, <i>Early Identification System</i> GJ-23, <i>Firearms</i> GJ-30, <i>TASER Conducted Energy Weapon (CEW)</i>	Supersedes GG-2 (10-26-23)	

PURPOSE

The purpose of this Office Policy is to establish guidelines and procedures for the administration of training for all detention officer recruits, detention officers-in-training, detention officers, detention officer supervisors, civilians and civilian supervisors.

POLICY

It is the policy of the Office to ensure that detention officer recruits, detention officers-in-training, detention officers, detention officer supervisors, civilians and civilian supervisors are trained to perform the job duties of their respective classifications.

DEFINITIONS

Advanced Officer Training (AOT): For the purpose of this Office Policy, this training provides information to update and refresh the knowledge, skills, and abilities necessary to perform the duties of detention personnel who have completed the Basic Training Academy and Field Training Program.

Arizona Peace Officer Standards and Training Board (AZPOST): The state agency overseeing, in part, the certification of correction officers in Arizona. Although detention officers are not AZPOST certified, the Office does follow the model certification of some AZPOST courses for detention officer training.

Basic Training Program: A program designed to provide information for detention officer recruits to develop the knowledge, skills, and abilities necessary to perform the duties of a detention officer. This program consists of a Basic Training Academy, Post-Academy, and a Field Training Program.

Civilian: A compensated employee that does not perform detention or law enforcement duties.

Compliance Coordinator: An employee whose responsibilities are to monitor compliance results generated within TheHUB learning system and to report to the Training Division Commander on the percentage of employees who have completed training throughout the year.

Curriculum Vitae (CV): A complete list in clear, chronological order of an individual's whole career. It is intended to be a full record of a career history.

Detention Field Training Officer (FTO) Coordinator: A detention officer who shall coordinate the Office Field Training Program. These duties include being in regular contact with Field Training Officers, compiling statistics related to Field Training Officer activities to ensure quality and quantity of training, and to provide feedback during the evaluation process to facility and division command staff.

Detention Officer Recruit: A new hire attending the Office's Basic Training Academy.

Field Training Officer (FTO): A detention officer who has received specialized training, has demonstrated a professional demeanor, is able to communicate effectively, has good organizational skills, is self-motivated and decisive, has an above average knowledge of Office Policy, and who has been delegated the responsibility of guiding a detention officer-in-training through the Field Training Program. This individual has successfully passed the rigors of a Professional Standards Bureau (PSB) disciplinary review as required by this Office Policy.

Field Training Program: On-the-job training provided after successfully completing the Office's Basic Training Academy.

Mandatory Training: Mandatory training includes, but is not limited to, all court ordered training and all training specifically designated as mandatory by command staff.

Misconduct: Includes any violation of Office Policy or Procedure, federal, state, or local criminal or civil law, constitutional violations, whether criminal or civil, administrative rules including, but not limited to, the Maricopa County Merit System Rules, or Office regulations.

Criminal Misconduct: Misconduct by an employee that a reasonable and trained supervisor or internal affairs investigator would conclude could result in criminal charges due to the apparent circumstances of the misconduct.

Minor Misconduct: Misconduct that, if sustained, would result in discipline or corrective action less severe than a suspension.

Minor misconduct, while a violation of Office Policy, can often be addressed with supervisor-initiated intervention intended to improve a situation, or prevent a potential negative work performance situation from progressing into a misconduct investigation. To address these employee behaviors, supervisors may initiate an intervention method, as specified in Office Policy GH-5, Early Identification System, to include; Squad briefing; meeting with supervisor; employee services; supervisor ride-along/work along; training; supervisor evaluation period; action plan; meeting with the commander; re-assignment; and coaching. The use of intervention shall only be used to address employee minor misconduct or behavior that does not, per the Office Disciplinary Matrix, exceed a Category 1, First or Second Offense or a Category 2, First Offense, and which has not been received by the Office as an External Complaint, or has not already been assigned to the Professional Standards Bureau (PSB).

Serious Misconduct: Misconduct that, if sustained, would result in discipline of a suspension, demotion, or dismissal.

Officer: For the purpose of this Office Policy, an officer is a detention officer who has completed the Office's Basic Training Program.

Officer-In-Training (OIT): A detention officer who participates in the Field Training Program after successfully completing the Office's Basic Training Academy.

Proficiency Instructor: A person qualified to teach a specific topic or topics related to proficiency training. Qualifications include, at a minimum: meeting the qualifications for General Instructor; maintaining instructional competency through continued course work and/or Office experience; and successfully completing a proficiency instructor course.

Recruit Training Officer (RTO): A detention officer who oversees academic testing and grading; monitors and tracks recruit progress throughout all instruction, including defensive tactics, physical conditioning, report writing, and use of computer-based systems; instructs Basic and Advanced Officer Training; mentors recruits; and completes performance appraisals on recruits based on performance in the Office's Basic Training Academy.

Resume: A brief, targeted list of the skills and achievements of an individual.

Serious Offense: For the purpose of this Office Policy, serious discipline offenses for which Office personnel have been disciplined or are the subject of an ongoing investigation that would bar that Office personnel from serving as an instructor include, but are not limited to: engaging in discrimination that violates law or policy; failure to follow the requirements of court orders; criminal acts; providing false information in a misconduct investigation; and failing to report observed misconduct of another Office employee or volunteer.

Shift Briefings: Informal sessions of short duration to keep employees' knowledge levels high, to keep employees up-to-date on new trends and developments, to keep employees notified of changes in schedule and assignments, and to provide training updates as determined by the Training Division.

Test: A series of questions, problems, or practical tasks to gauge somebody's knowledge, ability, or experience.

TheHUB: The learning management system by which employees, reserve deputies and posse members are provided access to Office Policies; and where the acknowledgment of all Office Policy updates and revisions, indicating that they have been reviewed and understood by the viewer, are recorded. TheHUB shall also be used by employees, reserve deputies, and posse members to complete training requirements, and to register for in-person courses.

Training: Office approved instruction that meets the requirements of this Office Policy and has an approval code, other than Basic Training Academy curriculum, that is issued or provided by the Training Division or AZPOST which will be tracked in TheHUB. All other instruction that does not meet this definition shall not be considered training for the purpose of this Office Policy. Out of agency training shall be addressed, as specified in this Office Policy.

PROCEDURES

1. **Instructors and Instructor Criteria:**

- A. The Training Division shall maintain an instructor database containing contact information and instructor qualifications, including a Curriculum Vitae (CV) or, in the case of outside instructors, a resume shall be provided, to facilitate the staffing of training provided by the Office. Instructors are required to update their CVs, resumes, or other documentation of qualifications at least annually. If an instructor fails to update their qualifications, the Training Division may determine that the instructor lacks the necessary instructional competency to continue as an instructor. The instructor may be deemed ineligible due to the criteria or at the direction of the Chief Deputy, the Chief of Administration, or the Training Division Commander.
- B. The Training Division shall conduct Misconduct and Discipline Reviews on instructors and Detention FTOs.
 1. Annual Misconduct and Disciplinary Reviews shall be conducted on all active Office instructors assigned to the Training Division as full-time Training Division staff. No additional

Misconduct and Disciplinary Review is required for these personnel throughout the year, unless the Training Division Commander determines an additional review is warranted.

2. Instructor Misconduct and Disciplinary Reviews: These annual reviews shall meet the following requirements:
 - a. If an instructor or employee proposed as an instructor has a disciplinary history of three or more sustained allegations of misconduct, or one sustained violation of a Category 6 or Category 7 Offense from the Office's disciplinary matrices that resulted in discipline, the employee shall be presumptively ineligible to be an Office instructor.
 - (1) Discipline involving a sustained Office Policy violation of a Category 1-3 offense shall be considered for three years.
 - (2) Discipline involving a sustained Office Policy violation of a Category 4-7 offense shall be considered for five years.
 - (3) There shall also be an overall ten-year lookback conducted for patterns of behaviors and misconduct.
 - b. For sustained violations resulting in discipline, the employee, or their commander or designee may submit to the Training Division Commander an application for waiver of the presumptive ineligibility. The Training Division Commander shall provide written justification outlining their approval or denial of the application of waiver. This written justification shall be included in the instructor's folder maintained at the Training Division.
 - c. If there is a pending administrative investigation for a serious offense, the instructor will not be considered until that investigation has concluded. The Training Division Commander may submit written justification for a waiver of the presumptive ineligibility to the PSB. The PSB Commander or designee shall indicate their concurrence or disagreement with the justification. The commander's written justification and the PSB's determination shall be included in the instructor's folder maintained at the Training Division.
 3. The Law Enforcement Rule 15 Disclosure (Brady List) standing shall be considered in all instructor selection decisions.
 4. The selection of the instructor may be denied due to the criteria or at the direction of the Training Division Commander, division commander, the Chief Deputy, or the Chief of Administration.
- C. The Instructor Classifications and Qualification Standards are adopted from the requirements of AZPOST listed in the Arizona Administrative Code R13-4-114. The Training Division shall conduct an annual review of all instructors' qualifications.
1. Detention General Instructor: A person qualified to teach topics not requiring a proficiency instructor to civilians and detention officers. Qualifications include, at a minimum:
 - a. Two years' experience as a detention officer;
 - b. Maintaining instructional competency through continued course work and/or Office

- experience; and
 - c. Successfully completing an Office or AZPOST-sponsored general instructor training course, or community college or university teaching certificate.
2. Civilian General Instructor: A person qualified to teach topics, not requiring a proficiency instructor, to civilians and detention officers. Qualifications include, at a minimum:
- a. Obtaining approval from their immediate supervisor;
 - b. Successfully completing an Office or AZPOST sponsored general instructor training course or having an approved instructor recognition memorandum on file;
 - c. Possessing a professional license, certification, or demonstrated subject matter expert experience that relates to the topics to be taught; and
 - d. Maintaining instructional competency through continued course work and/or Office experience.
3. Proficiency Instructor: A person qualified to teach a specific topic or topics related to proficiency training. Qualifications include, at a minimum:
- a. Meeting the qualifications for General Instructor;
 - b. Maintaining instructional competency through continued course work and/or Office experience; and
 - c. Successfully completing a proficiency instructor course in a topic area to instruct in that area within the Basic Training Academy course.
4. Specialist Instructor: A person other than an Arizona peace officer qualified to teach a topic in which the instructor has special expertise, but who does not qualify as a General Instructor.
- a. Qualifications for instructing Non-AZPOST Credit Curriculum include, at a minimum:
 - (1) Obtaining an approval from the Training Division Commander;
 - (2) Maintaining instructional competency through continued course work or experience; and/or
 - (3) Possessing a professional license or certification other than a peace officer certification that relates to the topics to be taught.
 - b. Prior to instructing a course that results in the award of AZPOST credit, documentation of the above listed qualifications indicating the instructor's expertise and ability to enhance peace officer training in a specialty field shall be forwarded to AZPOST for review.
5. Train-the-Trainer courses should be utilized when practical for courses that are to be taught by multiple instructors to establish expectations and to ensure curricular consistency.

2. Test Criteria:

- A. The Training Division shall assess whether training participants adequately understand the content or can proficiently perform the skills learned in training. Along with other proposed training materials, instructors shall submit to the Training Division a proposed test and any associated testing criteria, such as a rubric.
 - 1. Tests regarding knowledge shall measure understanding through a written examination. When possible, written examinations shall be taken in person. Instructors providing classroom training shall use written and/or competency (proficiency) tests with the use of one remediation. Training participants attending classroom-based instruction shall demonstrate mastery through written assessment by the use of the Scantron System, or through TheHUB, by correctly answering 75% of assessment questions.
 - 2. Instructors providing basic and/or advanced officer training, shall use proficiency tests to measure whether the training participants achieved mastery of the learning objectives. Proficiency tests may be developed by the Proficiency Instructor or adopted from AZPOST training requirements and approved by the Training Division.
 - a. Tests regarding skills shall measure proficiency through practical or scenario-based activities.
 - b. Competency tests are graded on a pass/fail basis.
 - c. Training requiring testing in regard to competency (proficiency) may also require testing through TheHUB or Scantron Systems or a combination of these and practical testing.
 - 3. When an Office training test is given through TheHUB as part of a stand-alone (online only) computer delivered course and there is no prior attended live training, participants shall demonstrate mastery of the subject matter by correctly answering 75% of assessment questions.
- B. All tests following mandatory training shall be administered immediately after training absent extraordinary circumstances as determined by the Training Division, and participants shall have two opportunities to pass the test. If a training participant fails to satisfy the testing criteria, or as determined by the Training Division Commander, the participant shall be required to retake the class and retest.
- C. The Training Division shall maintain the results of all testing, whether written or proficiency, for at least two years or for a longer period at the discretion of the Training Division Commander. These results shall be used with the Training Cycle to evaluate the effectiveness of Office training.

3. Detention Training:

- A. The Basic Training Program for a detention officer recruit shall consist of instruction through the Office's Basic Training Academy. The Basic Training Program may also consist of Pre-Academy Training or Post-Academy Training.
 - 1. Pre-Academy Training is optional training provided by the Training Division and offered to detention officer recruits based upon the needs of the individual recruit and the timing of new hire processing. The training may include, but is not limited to, academy orientation, physical conditioning, and an introduction to Office Policy and procedures.

2. Detention officer recruits shall attend and successfully complete the course of study in the Basic Training Academy to achieve the requisite number of training hours mandated by the Training Division. This training shall be provided through the Office's Basic Training Academy.
 - a. The Office's Basic Training Academy shall be administered by detention personnel, including the Detention Basic Training Academy Commander, Class Sergeant, RTOs, or various certified instructors throughout the Office. All Basic Training Academy instructors must be certified as a General Instructor and have a minimum of two years of experience in the field or related to the field that they are teaching. For specialty classes such as PepperBall, Conducted Electric Weapon (CEW), and defensive tactics, the instructor must have the additional, appropriate, required certifications in order to teach.
 - b. The Basic Training Program is based upon the standards and curriculum mandated by the Office and an analysis of the most frequent duties performed by detention officers as determined by the Training Division staff.
 - c. All recruits must meet the requirements set forth by the Basic Training Academy.
 - d. Detention officer recruits shall abide by the rules and regulations of the Basic Training Academy, including adherence to the chain of command. The Training Division Commander shall be advised, as soon as possible, of any serious incidents involving a detention officer recruit.
 - e. Failure of a detention officer recruit to meet Basic Training Academy standards is grounds for dismissal from the Basic Training Academy and the Office.
 3. Post-Academy Training is training provided by the Training Division and offered to detention officers following their graduation from the Detention Basic Training Academy. The training may include, but is not limited to, proficiency training, scenario-based training, physical conditioning, and instruction on Office Policy and procedures.
- B. Following graduation from the Basic Training Academy and completion of the Post-Academy, a detention officer recruit shall enter the Field Training Program as an OIT. Each OIT shall be assigned to a Detention Field Training Officer (FTO) who shall conduct field training and evaluate the OIT's performance.
1. Field Training Program Personnel:
 - a. The Field Training Program shall be administered by the Detention FTO Coordinator. The Detention FTO Coordinator shall oversee the development, review, and annual revision of the standards and practices of the Field Training Program.
 - b. The Detention Advanced Officer Training Supervisor shall assist the Detention FTO Coordinator and work with division command staff to ensure that each OIT is fully prepared to work as a detention officer.
 - c. Each Office jail facility shall have a designated supervisor, as determined by the jail facility commander, to act as a liaison between the Office jail facility and the Detention FTO Coordinator. The supervisor may rotate at the jail facility commander's discretion.

- d. Detention FTOs are directly assigned to supervise an OIT.
 - (1) The FTO shall demonstrate professional and ethical behavior, reinforce the policies and procedures of the Office, and generally assist the OIT as they transition from a Basic Training Academy to the field.
 - (2) The FTO shall be assessed on these criteria by the FTO's supervisor. All deficiencies shall be documented in Blue Team and the FTO's annual Employee Performance Appraisal (EPA).
2. Detention FTO requirements shall include the following:
 - a. A written recommendation from the detention officer's immediate supervisor, forwarded through the chain of command to the Detention FTO Coordinator;
 - b. A minimum of two years of detention officer experience.
 - c. A "Meets Minimum Performance Standards" rating on the last two consecutive EPAs;
 - d. Have current cardiopulmonary resuscitation (CPR) certification;
 - e. Successful completion of the 40-hour AZPOST-accredited or Office approved General Instructor School; and
 - f. Successful completion of the 24-hour FTO Academy.
3. Detention FTO Misconduct and Disciplinary Reviews: The Training Division shall be responsible for maintaining a current list of all detention FTOs and ensuring Misconduct and Disciplinary Reviews are completed on all detention FTOs at the beginning of each quarter (January, April, July, and October). These reviews shall be completed no later than 14 calendar days from the beginning of the designated quarter. No further checks are required during the quarter by the Training Division for these personnel, unless the Training Division Commander determines an additional review is warranted. The Training Division shall maintain records of these reviews.

If during a quarterly FTO Misconduct and Disciplinary Review an allegation of misconduct is identified not previously addressed, as specified in this Office Policy, or if an Office jail facility supervisor or commander of an FTO becomes aware of an allegation of misconduct regarding one of their FTOs, to include a serious offense, the OIT assigned to the FTO shall immediately be reassigned to another FTO until a final determination has been made regarding the FTO's eligibility, as specified in this Office Policy. When a jail facility supervisor or commander becomes aware of any allegation of misconduct regarding one of their FTOs they shall immediately notify the Training Division Commander, who may consult with the PSB to determine subsequent action.

- a. If a Detention FTO or a detention officer proposed as an FTO has a disciplinary history of three or more sustained allegations of misconduct, or one sustained violation of a Category 6 or Category 7 Offense from the Office's disciplinary matrices that resulted in discipline, the detention officer shall be presumptively ineligible to be an FTO.

- (1) Discipline involving a sustained Office Policy violation of a Category 1-3 offense shall be considered for three years.
 - (2) Discipline involving a sustained Office Policy violation of a Category 4-7 offense shall be considered for five years.
 - (3) There shall also be an overall ten-year lookback review conducted for patterns of behaviors and misconduct.
 - b. For sustained violations resulting in discipline, the employee or proposed FTO or their commander or designee may submit to the Training Division Commander a request for waiver of the presumptive ineligibility. The Training Division Commander shall provide written justification outlining their approval or denial of the application of waiver. This written justification shall be included in the FTO's folder maintained at the Training Division.
 - c. If there is a pending administrative investigation for a serious offense, the employee will be presumptively ineligible to be utilized as an FTO until that investigation has concluded. The Training Division Commander may submit written justification for a waiver of presumptive ineligibility to the PSB. The PSB Commander or designee will indicate their concurrence or disagreement with the justification. The commander's written justification and the PSB determination shall be included in the FTO's folder maintained at the Training Division.
4. The Law Enforcement Rule 15 Disclosure (Brady List) standing shall be considered in all FTO selection decisions.
5. Requirements to Remain an Active Detention FTO: The following requirements will be reviewed annually by the Training Division Commander or designee in order to remain an active FTO:
- a. Maintain a "Meets Minimum Performance Standards" rating on EPAs;
 - b. Attend the mandatory, annual FTO training and assist annually with 24 hours of classroom instruction, or as determined by the Training Division;
 - c. Complete CPR certification as required; and
 - d. Meet the required quarterly Detention FTO Misconduct and Disciplinary Review standards, as specified in this Office Policy.
- (1) If there is a pending administrative investigation for a serious offense, an FTO shall be presumptively ineligible to be assigned an OIT until that investigation has concluded. The Training Division Commander may submit to the PSB written justification for a waiver of presumptive ineligibility for assigning an OIT to the FTO. The PSB Commander or designee shall indicate their concurrence or disagreement with the justification. The commander's written justification and the PSB's determination shall be included in the FTO's folder maintained at the Training Division.
 - (2) The FTO may be deemed ineligible for the FTO program due to these criteria or at the discretion of the Training Division Commander, division

commander, the Chief Deputy, or the Chief of Administration.

- e. Inactive, reserve FTOs are not required to assist the Training Division with 24 hours of classroom instruction. All other requirements for an FTO shall apply, as specified in this Office Policy.
6. Field Training Program:
- a. The Field Training Program shall last at least three weeks. This may be extended upon approval of the Detention FTO Coordinator.
 - b. Absent extraordinary circumstances, FTOs shall submit Weekly Observation Reports regarding their assigned OIT within one week of the OIT's completed prior week. The observation reports shall be submitted to an immediate supervisor and the Detention FTO Coordinator.
 - c. When notified of missing FTO paperwork, it is the responsibility of the designated division supervisor liaison, as determined by the division commander, to resolve paperwork missing by the division's FTO.
 - d. The Field Training Program may be extended for up to two additional weeks for remediation if an OIT has not demonstrated proficiency.
 - (1) The decision to extend the Field Training Program for an OIT shall be made based upon:
 - (a) The recommendation of the assigned FTO, the Advanced Officer Training Program Supervisor, or the division commander;
 - (b) A review of the Weekly Observation Reports; and
 - (c) Other information from the FTO.
 - (2) All requests for extension must be forwarded through the chain of command to the Detention FTO Coordinator for review.
 - (3) The review of the OIT may include a supervised shift conducted by the Detention FTO Coordinator or Detention AOT Supervisor.
 - (4) At the discretion of the division commander and the Detention FTO Coordinator, the OIT may be assigned to a different FTO and shift.
 - e. A division commander may recommend the dismissal of an OIT from the Field Training Program and the Office for failure to meet required standards during the Field Training Program. The division commander shall forward the documentation to the Training Division for audit as to format, completeness, and required documentation, prior to the recommendations going through the chain of command to the Sheriff or designee. The recommendation for dismissal shall then be forwarded to the Administrative Services Division for administrative action. The recommendation for dismissal paperwork shall include:
 - (1) All Weekly Observation Reports and other field training reports from the

Detention FTO or officers;

- (2) The supervised shift documentation from the Detention FTO Coordinator;
- (3) Dismissal documentation from the Field Training Program by the Detention Field Training Coordinator; and
- (4) A memorandum with the date and time of a meeting between the division commander and the FTO or officers, Detention Field Training Coordinator, and Field Training Program Supervisor, during which the performance of the OIT was discussed. All present at the meeting will be listed on the memorandum and shall sign with name and serial number. The memorandum shall be forwarded, with the termination paperwork, to the Administrative Services Division.

C. Advanced Officer Training:

1. All detention officers are required to complete Advanced Officer Training according to any applicable deadline. Mandatory training shall incorporate the most current developments in federal and state law and Office Policy, and shall address, at a minimum, the topics identified in relevant court orders. Failure to complete mandatory training as directed can result in disciplinary action, as specified in Office Policy GC-17, *Employee Disciplinary Procedures*. Mandatory training examples include, but are not limited to, CEW, PepperBall, and CPR.
 - a. All detention officers with the rank of sergeant and below are required to attend a minimum of 40 hours of approved training per year.
 - b. All detention officers with the rank of lieutenant and captain are required to attend a minimum of 24 hours approved training per year.
 - c. CPR and First Aid Training: All detention officers holding the rank of sergeant or below shall be required to complete CPR and first aid training as required.
2. All detention officers shall also receive annual comprehensive and interdisciplinary training regarding racial and bias-based profiling and/or discriminatory policing, as specified in Office Policy CP-8, *Preventing Racial and Other Bias-Based Profiling*.
3. Officers may participate in optional, Office-sponsored training to advance their knowledge in specific subject areas of interest.
4. Block Training, as required.

D. Supervisory Training: Training to ensure supervisors, at all levels, provide proper direction, coordination, and control of subordinates. Supervisors shall direct their efforts toward the intelligent and efficient performance of the functions of the Office and shall require their subordinates to do the same.

1. Administrative Investigations and Checklist training from PSB: Training that provides guidelines for accepting, processing, and investigating complaints of employee misconduct or wrongdoing and the consequences for failing to take complaints. Complaints include, but are not limited to, those brought forward by members of the public, inmates, Maricopa County employees, and Office employees.

2. Misconduct Training: Training that provides guidelines for identifying and reporting misconduct; the consequences for failing to report misconduct; and the consequences for retaliating against a person for reporting misconduct or participating in a misconduct investigation.
- E. Misconduct-Related Training:
1. All supervisors responsible for conducting employee misconduct investigations and employees assigned to the PSB shall attend 40 hours of comprehensive training on conducting employee misconduct investigations and eight hours annually thereafter.
 2. All employees shall attend training on identifying and reporting misconduct; the consequences for failing to report misconduct; and the consequences for retaliating against a person for reporting misconduct or participating in a misconduct investigation.
 3. All supervisors shall receive training on their obligations when called to a scene by a subordinate to accept a complaint from a member of the public about that subordinate's conduct. This training shall cover the supervisor's obligations when they are phoned or e-mailed directly by a member of the public filing a complaint on one of their subordinates.
- F. The Early Intervention System (EIS) Blue Team Training:
1. All detention and civilian Office personnel shall receive training regarding EIS Blue Team prior to its implementation as appropriate to facilitate a proper understanding and use of the system.
 - a. All supervisors, whether as part of the Initial Supervisory Training or as a stand-alone training, shall receive training on EIS Blue Team to ensure that each supervisor has a complete and current understanding of the employees under the supervisor's command.
 - b. All commanders and supervisors shall receive training in evaluating and making appropriate comparisons in order to identify any significant individual or group patterns.
 2. As needed, all relevant detention and civilian Office personnel shall receive training regarding significant changes to EIS.
- G. Firearms Training: All personnel required to carry a firearm in the performance of their duties must attend and successfully complete a firearms qualification training course, and judgmental shooting course each calendar year, and any other training deemed mandatory by the Office, as specified in Office Policy GJ-23, *Firearms*.
1. Range staff from the Training Division shall schedule range use and training events for Office personnel and other federal, state, and local governmental agencies.
 2. The use of an authorized firing range shall be strictly limited to the personnel responsible for conducting the training event and those scheduled to participate in the event.
 3. Required employees shall complete TASER CEW requirements, as specified in Office Policy GJ-30, *TASER Conducted Energy Weapon (CEW)*.
- H. Specialized Assignment Training: Each division commander or designee shall be responsible for

recommending to the Training Division specific training programs necessary to satisfy specialized assignment training needs for their division when the necessary training programs or needs cannot otherwise be accomplished by the division or through outside training. The Training Division shall assist the division with the development of a lesson plan for the specialized training, as specified in this Office Policy. The training should be provided to all personnel newly assigned to a specialized assignment.

1. A division seeking to provide its own specialized assignment training must send a copy of the lesson plans to the Training Division. The lesson plan shall be reviewed annually by the Training Division, with the assistance of the specialized division. Any updates to the lesson plan shall be done following the procedures in this Office Policy.
 2. The Training Division shall be the repository for all Office developed training programs.
 3. Specialized Assignment Training should normally be initiated within 30 days of assignment and be completed in any event, no later than 90 days of assignment, and shall, at a minimum, address the following:
 - a. Relevant Office and unit policies, procedures, protocols, rules, and regulations;
 - b. Development of the skills, knowledge, and abilities particular to the specialization;
 - c. Performance standards associated with the assignment; and
 - d. Each division's supervised on-the-job training program must contain documentation of performance standards and associated tasks to be completed by new personnel and a deadline by which new personnel must successfully demonstrate the ability to perform each task.
 - e. The start and completion of the specialized training program by new personnel shall be documented by the supervisor in Blue Team. The division shall maintain the training program documentation for all new personnel, with a copy provided to the Training Division for placement in the employee's training file.
 4. Division commanders shall be responsible for the administration and management of the specialized training of their employees. Division commanders and supervisors may access training materials held by the Training Division, as described in this Office Policy.
 5. Certain assignments, as determined by a bureau chief, may require formalized training beyond what is available within the Office. In these instances, that training shall be provided within one year of the assignment.
 6. Personnel who receive specialized training and are transferred to another assignment may be required to provide service to the Office using their specialized training as long as their certification and expertise is maintained.
- I. Detective Status Training Courses: All employees working in a detective assignment such as the PSB shall be required to attain detective status, as specified in Office Policy GG-1, *Peace Officer Training Administration*.
- J. Annual Detective Status Continued Training: Employees working in a detective assignment shall complete annual continued detective training as specified in Office Policy GG-1, *Peace Officer*

Training Administration.

- K. All Office training instructors shall comply with Office Policy CP-2, *Code of Conduct* requirements as it relates to conduct of professionalism except when contrary behavior is for a specific and stated training purpose as part of a training curriculum.
- L. Remedial Training: Supervisors are responsible for identifying those employees who do not meet established performance standards and initiating appropriate measures to correct deficient performance. Supervisors should work with the Training Division to identify established training courses to correct deficient performance. When practical, a qualified FTO will deliver the remedial training in coordination with the Training Division. Requests for remedial training shall be completed through Blue Team and tracked by the Training Division.
1. If a supervisor notices that an employee is deficient in their performance; the supervisor shall document this performance deficiency utilizing the EIS Blue Team Supervisor Note and the employee's annual EPA, as specified in Office Policy GC-4, *Detention/Civilian Employee Performance Appraisals*. Upon the supervisor determining what remedial training action needs to be completed by the employee, a Blue Team Incident type 'Remedial Training Request' shall be created. Additional notification shall be made to the Training Division through electronic or memorandum format. A copy of that notification shall be placed into the employee division file and sent to the Training Division for placement into their training file. Follow-up by the training division shall be made to ensure that the training need has been addressed and remediated.
 2. If deficient performance has been identified, the employee's routinely assigned duties may be temporarily modified, as determined by the division commander or designee to facilitate the successful completion of remedial training. However, the employee shall not be reassigned outside the normal work location unless circumstances clearly indicate that public and employee safety or efficient operations require such reassignment.
 - a. The supervisor shall review the deficiency with the employee to determine if remedial training is appropriate and a Blue Team Supervisory Note shall be made to document the conversation and outcome.
 - b. If successful remediation of deficient performance cannot be achieved using the resources available to the employee's immediate command, a memorandum shall be submitted to the Training Division, through the employee's chain of command, requesting remedial instruction. One copy of the memorandum shall be placed into the employee's division file and one copy shall be sent to the Training Division for placement the employee's training file. A Blue Team Supervisory Note shall be made to document the action.
 3. Training staff shall determine the appropriate training to be undertaken to address the extent of the deficiency as well as the method of delivery of the training. The recommended course of action, when appropriate, may be returned to the employee's chain of command to correct the problem or Training Division personnel shall schedule specialized training for the employee to correct the deficiency.
 4. Successful remediation must be completed within 60 days unless operational circumstances dictate otherwise. The remediation period shall not extend beyond 90 days absent extraordinary circumstances from the date the Training Division was first notified of the need for remedial training.

- a. The Training Division Commander shall report the results of the remedial instruction to the employee's bureau chief through Blue Team if the training was delivered by the Training Division.
 - b. If the remedial training was delivered by an FTO, the FTO shall report the results of the remedial instruction through Blue Team to the bureau chief. The employee's supervisor shall make a Blue Team Supervisor Note of the resolution. This note shall be captured in the employee's annual EPA, as specified in Office Policy GC-4, *Detention/Civilian Employee Performance Appraisals*.
 - c. In those instances where successful remediation is not achieved within the specified time frames, the Training Division shall be responsible for notifying the employee's bureau chief. The bureau chief shall initiate any appropriate administrative or disciplinary action.
5. Attendance is mandatory for all remedial training which is initiated for the affected employee. An employee failing to attend as scheduled shall be referred to the Early Intervention Unit (EIU) for entry into Blue Team and notification to the appropriate supervisor for administrative or disciplinary action, and to evaluate their continued fitness for duty.

M. Detention officers and civilians are encouraged to seek out-of-agency training opportunities. Once a detention officer or civilian has completed an out-of-agency training class and wants to have that class recorded in TheHUB, upon approval by the Training Division Commander or designee the employee must provide the Training Division with: a memorandum containing the pertinent details of the training, including the subject, date, sponsoring agency or organization, and length of training; copies of any resource materials obtained through the training; and a copy of any certificate issued to the participant.

N. Employees requesting travel/ training outside the Training Division shall follow procedures, as specified in Office Policy GD-21, *Business Travel and Travel Expenses*.

4. **Civilian Training:**

A. Civilian training shall be administered by the Training Division and shall consist of a minimum of eight hours annually, or as otherwise determined mandatory by the Training Division. Training shall be designated by command staff. Training may consist of TheHUB courses, in-service classes such as CPR, or approved out of agency training. Failure to complete mandatory training as directed can result in disciplinary action, as specified in Office Policy GC-17, *Employee Disciplinary Procedures*.

B. All civilians shall also receive annual comprehensive and interdisciplinary training regarding racial and bias-based profiling and/or discriminatory policing, as specified in Office Policy CP-8, *Preventing Racial and Other Bias-Based Profiling*.

C. The Training Division shall provide civilian employees with a mandatory orientation of the Office within the first six months of employment. The employee's immediate supervisor shall be responsible for the following:

1. Ensuring new employees complete the mandatory orientation;
2. Providing on-the-job training;
3. Monitoring and evaluating the employee's performance and constructively assisting the

employee in learning job tasks and improving skills;

4. Releasing employees from job responsibilities periodically to attend training classes that are job-related; and
 5. Determining, during the annual review process, the training needs of their employees and providing or recommending necessary training to update skills and increase knowledge for new job responsibilities.
- D. Additional Deputy Services Aide training shall be completed, as specified in Office Policy GG-1, *Peace Officer Training Administration*.
5. **Training Cycle:** The Training Cycle consists of six steps to include: Training Diagnosis and Need Review; Training Development; Training Delivery; Initial Training Tests and Post-Training Evaluation; Revision of Training; and Documentation of Process. These steps shall be applied to all MCSO-generated training. Procedure details for each of the training cycle steps shall be maintained in the Training Division Operations Manual.
6. **TheHUB:** The Training Division shall work in coordination with Maricopa County to maintain TheHUB learning management system on behalf of the Office. All detention and civilian personnel shall have a unique user profile to access TheHUB for training course work, tests taking, for accessing Office Policy, and completing Office Policy revisions and update acknowledgments.
- A. Training Through TheHUB:
1. TheHUB shall be used to deliver online training courses, conduct electronic written tests, distribute training materials for live courses, and track successful participant completion of mandatory and elective courses. This electronic format allows personnel to complete required courses from locations outside of the training building, such as at the employee's designated work assignment.
 2. All detention related online training courses offered by the Training Division through TheHUB shall be approved by the Detention AOT Supervisor. The Detention AOT Supervisor, or designee shall designate employees required to complete the online training course and assign a deadline for the completion of each course.
 3. Electronic written assessments delivered through TheHUB shall follow the test requirements, as specified in this Office Policy.
 4. TheHUB records successful participant completion of mandatory and elective training courses. TheHUB Dashboard provides each individual training compliance reports.
 5. Division commanders or their designees shall ensure TheHUB training compliance within their division by utilizing the TheHUB Dashboard purview. Division commanders or their designees shall review the reports, as specified in Office Policy GB-2, *Command Responsibility*.
- B. Office Policies Through TheHUB:
1. TheHUB will allow all civilian and detention personnel access to Office Policies, and to record the acknowledgment required when an Office Policy is new, updated, or revised. TheHUB will also include *The Briefing Board* for time sensitive changes to Office Policy.

2. Office Policy revision, update, or newly created policies will be received by the Training Division from the Policy Development Section directly, or through the chain of command, for dissemination, through TheHUB.
 3. Unlike credits earned through TheHUB training courses, the credits assigned in TheHUB for policy matters will not count toward training credit hours but are instead used for acknowledgment of an employee's understanding of the policy and tracking purposes.
 4. TheHUB records acknowledgments of Office Policies. TheHUB Dashboard provides each individual compliance reports. Division commanders or their designees shall review the reports, as specified in Office Policy GB-2, *Command Responsibility*.
 5. Division commanders or their designees shall ensure compliance with review timelines within their division by utilizing the TheHUB Dashboard purview.
7. **Master Training Calendar:** The Training Division shall maintain a Master Training Calendar, containing the dates, times, and locations of Office-offered training. The Training Division shall regularly update the Master Training Calendar to reflect the addition or cancellation of Office-offered training.
- A. The Training Division shall use the Master Training Calendar to ensure all detention and civilian personnel meet their annual training requirements related to these courses.
 - B. The Master Training Calendar may include information related to other detention or law enforcement training at the discretion of the Training Division Commander.
8. **Training Division Database:**
- A. The Training Division shall maintain a central repository of the following categories of documents:
 1. The results of the Training Diagnosis and Needs Review that uses the *Training Cycle Checklist* to compile data on courses;
 2. Training materials, including, but not limited to, performance objectives, curriculum research, sample lesson plans or instructional guides, scenarios or other learning activities, tests, instructor critiques, and course evaluations;
 3. Participant information, including attendance rosters, participant test results, and Course Assessment forms, associated with specific courses;
 4. Documentation associated with the training revision, including the feedback from course participants and observers; and
 5. Training Cycle Checklists.
 - B. All training materials shall be available to instructors for the purpose of developing training. These materials may also be available to supervisors for coaching purposes.
9. **EIU Report:** On a quarterly and annual basis, within 30 days of the end of the period, the EIU will document and review all EIS Alerts generated from the IA Pro database. Based upon that review, the EIU Commander will send a report to the Detention Advanced Officer Training Commander recommending specific formal training topics for individuals or groups to improve employee performance and address systemic issues.

The EIU Commander and staff will be available to assist and consult with the Detention Advanced Officer Training Commander in identifying EIS performance patterns or trends requiring attention. The Detention Advanced Officer Training Commander or designee will review the report and any associated documents for the purpose of drafting a memorandum to the Training Division Commander. The memorandum will recommend the training action, including an Office Policy refresher or training course work through TheHUB, instructor led training course work, and/or initiation of the TrainingCycle, to address the systemic issue; the memorandum also will identify the individuals or divisions that will attend the training.