



CONCORD POLICE DEPARTMENT STANDARD OPERATING PROCEDURE

TRAINING AND CAREER DEVELOPMENT

GENERAL ORDER: 04.01

CREATED: December 1, 2000

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CALEA STANDARD: 4.3.3, 26.1.4, 33.1.5, 33.1.6, 33.4.2, 33.4.3, 33.5.1

EFFECTIVE DATE: January 23, 2024

ACTION: Amends general order dated October 1, 2022.

04.01.0 **PURPOSE**

The purpose of this general order is to establish policy and procedure for training and career development.

04.01.1 **POLICY**

Training is one of the most essential responsibilities in any law enforcement agency. Well-trained officers are generally better prepared to act decisively and properly in a wide variety of situations. Training yields greater productivity and effectiveness.

The Concord Police Department values the career development of its coworkers. Coworkers assigned to training courses are required to attend and participate in these courses. This general order details procedures for documenting training attendance, excusal of participants, making up absences, remedial training requirements, records administration, and ensuring that coworkers are recognized for successful completion of each training program.

04.01.2 **DEFINITIONS**

A. BASIC LAW ENFORCEMENT TRAINING (BLET)

The orientation of police recruits to their jobs and the development of basic law enforcement skills. Basic training is conducted in accordance with requirements established by the North Carolina Criminal Justice Education and Training Standards Commission.

B. CAREER DEVELOPMENT

A program dedicated to supporting the enhancement of coworkers' knowledge, skills and competencies in their individual career paths.

C. COMMISSION

The North Carolina Criminal Justice Education and Training Standards Commission.

D. IN-SERVICE TRAINING

Training in addition to BLET, which may include periodic retraining or refresher training, specialized training, roll call training, promotional training, and advanced training.

E. INSTRUCTOR

Coworkers who have completed a commission approved instructor training course and received certification in any applicable specialty area of instruction.

F. LEARNING ACTIVITY

A career development learning activity is a training course or combination of courses that are four hours or greater in length and approved by the Chief of Police to count towards the city's career development program.

G. REMEDIAL TRAINING

Training designed to improve or correct deficient skills in a specific subject.

H. SPECIALIZED TRAINING

Training to enhance skills, knowledge, and abilities taught in either recruit or other in-service programs. Specialized training may address supervisory, management, and/or executive development training, or it may include technical and job-specific topic areas.

I. TRAINING COORDINATOR

Designated person responsible for the day-to-day operations of the training function of the police department.

J. TRAINING RECORDS

Documents representing completed training programs, including dates, type, rosters, certificates, and test scores for each participant.

04.01.3 TRAINING GOALS**A. The specific goals of the agency's training program are as follows:**

1. Provide high-quality professional training to all department coworkers;
2. Provide coworkers with training designed to meet their needs in the performance of their assigned tasks, and to provide coworkers with the skills and abilities to accomplish the department's vision and mission;
3. Plan and develop training courses related to the specific needs of the department and ensure the use of qualified instructors;
4. Ensure the continuing evaluation of departmental training needs and improvement of the agency's training methods and programs through coworker input, supervisory recommendations, and analysis of department-wide training needs;
5. To increase coworker skills, knowledge, and abilities, at all levels of the department.

04.01.4 COWORKER RESPONSIBILITY

- A. Authorization of a coworker to attend a department approved training course shall constitute a duty assignment. It shall be the responsibility of each coworker to attend and complete training in accordance with departmental directives and the orders of supervisory and command staff.
- B. Coworkers attending training courses shall adhere to department directives and standards of conduct as if the coworker were "on-duty," and shall be required to comply with any additional rules and procedures established by the training facility and/or instructor.
- C. Coworkers who are unable to attend scheduled training shall notify their supervisor in advance. The coworker shall be required to provide a written explanation for their absence from the training to their supervisor.
- D. Supervisors who authorize a coworker to be absent from mandatory in-service training shall be responsible for contacting the training coordinator to ensure that the excused coworker is scheduled to make up the training within the time periods established by the commission and/or the department.
- E. Advanced or specialized training missed due to authorized absences (ie. sick leave, funeral leave, other exigent circumstances, etc.) may be made up, when feasible, with the approval of the coworker's supervisor. This shall be coordinated in advance through the coworker's chain of command. The coworker shall be required to provide a written explanation for their absence from the training.
- F. When enrolled in a training class in which the City of Concord is responsible for expenses, each coworker is expected to complete the training with a satisfactory score.
- G. Satisfactory completion of training shall be recognized through a certificate or other appropriate documentation. The coworker shall email a scanned copy of the certificate or other documentation to the training coordinator to place in the coworker's file as soon as practicable. This documentation shall include the date of the training, type of training received, any certificates received, and test scores (if available).
- H. All requests for specialized or advanced training, including out of town conferences and travel, shall be submitted via the chain of command to the appropriate bureau commander using CPD Form TR-1.
- I. Unless otherwise directed by the department, travel advances and expense reimbursement to coworkers attending authorized training programs in or outside the department's service area shall be provided in accordance with City Personnel Policy 8.9 Time and Attendance.

- J. If the coworker has a take home car and attends same day training (non-overnight training, regardless of whether or not it is outside Cabarrus County) where the coworker shall commute back home at the end of training, there is no compensation for the commute time to or from training. The training location is the coworker's "normal job site" for the day (City Personnel Policy 8.9 D1; 29 CFR 785.35). Compensation for training shall be the time listed on the itinerary for the class (unless the training is at a city facility where the coworker can clock in and out). If the coworker does not clock in or out, all hours shall be entered on a payroll form. If the coworker's normal workday is an 8-hour day and the coworker attends 10 hours of training, then the coworker shall be paid for 10 hours. Likewise, if the coworker normally works a 12-hour day and attends 8 hours of training, the coworker shall be paid for 8 hours (City Personnel Policy 8.9 E5).
1. For out of town overnight travel (not commuting back at the end of the day), commute time and compensation is governed by City Personnel Policy 8.9 D3.
 2. For overnight/out of town training, coworkers shall be compensated for the number of hours listed on the training itinerary. It is possible that some types of classes may run longer than the itinerary shows. In these cases, upon verifying with the training coordinator/instructor for the class, the coworker shall be compensated for the extra hours (City Personnel Policy 8.9 E). All hours shall be entered on a payroll form since the coworker shall not be able to clock in or out on a city time clock (City Personnel Policy 8.9 E5). If the coworker's normal workday is an 8-hour day and the coworker attends 10 hours of training, then the coworker shall be paid for 10 hours. Likewise, if the coworker normally works a 12-hour day and attends 8 hours of training, the coworker shall be paid for 8 hours (City Personnel Policy 8.9 E5).
 3. No coworker shall automatically receive credit for a certain number of training hours just because it is the coworker's scheduled work day (City Personnel Policy 8.9 E5). For example, when a 12.2-hour coworker attends out of town/overnight training, that coworker shall not automatically receive 12.2 hours of training time merely because it was a scheduled work day for that coworker.
- K. Regardless of any topic(s) covered in training classes, especially external to the department, coworkers shall follow general orders provided by the department.

04.01.5 BASIC LAW ENFORCEMENT TRAINING

- A. The department shall utilize commission certified training academies for the provision of BLET. These academies shall be administered through a community college, the North Carolina Justice Academy, or other law enforcement agency. These courses are based on tasks of officers and the tests are designed to measure competency in the state mandated skills, knowledge, and abilities.
- B. All department officers who have not been previously sworn shall have satisfactorily completed a recruit training program, receive certification from the commission, and take the Oath of Office prior to duty assignment in any capacity in which the officer is allowed to carry a weapon or exercise police powers.

- C. Officers transferring from an out of state law enforcement agency shall provide a letter from their previous agency detailing their years of service, whether they were full time or part time, and whether they left in good standing or not. The officer shall also submit a transcript from the training institution where they received their law enforcement certification to the North Carolina Law Enforcement Training and Standards Commission in order to determine what, if any, courses they need to complete in order to be certified as a law enforcement officer in North Carolina. Once that documentation is received, it shall be provided to the applicable BLET Coordinator who shall provide a schedule of when those blocks of instruction will be provided. The officer shall attend and successfully complete those blocks of instruction within one year of employment. Once the probationary certification is received, the officer shall take the Oath of Office prior to duty assignment in any capacity in which the officer is allowed to carry a weapon or exercise police powers.
- D. The department shall provide coworkers assigned to attend a BLET academy with any required learning materials not furnished by the academy. This may include, but is not limited to, student notebooks, reference books, clothing, or equipment.
- E. The recruiting sergeant is responsible for serving as a liaison with the BLET academy staff and monitor progress of recruits assigned to attend a BLET academy. This task shall include discussions with academy staff to provide input from the department and receive information about the progress and performance of attending coworkers. Any unsatisfactory conduct or performance by a BLET recruit shall be promptly reported to the Support Services Division commander.
- F. While engaged in BLET academy training, coworkers are considered "on-duty" for the purpose of compensation and applicable coworker benefits. The recruiting sergeant shall exercise supervisory authority over BLET recruits, and shall be responsible for time sheet administration on these coworkers in accordance with department policies.

04.01.6 **IN-SERVICE TRAINING**

- A. Sworn officers shall be required to complete an annual in-service training program. In-service training may be provided through both internal and external resources and shall include the following:
 - 1. Firearms Training;
 - 2. Use of Force / Less-Lethal Weapon Training;
 - 3. First Aid / CPR (as required by the commission for specialized instructors, i.e. firearms, physical fitness);
 - 4. Hazardous Materials;
 - 5. Infectious Disease Control / Bloodborne Pathogens;
 - 6. Legal updates;
 - 7. State mandated training as required by the commission; and
 - 8. Annual training as required by CALEA standards, to include policy updates.

- B. The training coordinator shall maintain records for each in-service training class conducted by the Concord Police Department. This file shall record, at a minimum, the following:
1. Course content (lesson plan);
 2. Training Time and Attendance Record;
 3. Performance of individual attendees as measured by tests, if given; and
 4. Any additional lesson materials.

04.01.7 ACCREDITATION TRAINING

- A. It is important that all coworkers are familiar with accreditation and what it entails. Familiarizing new coworkers with the process shall provide a historical perspective and emphasize the importance of accreditation to the department.
- B. Accreditation training shall be provided to agency coworkers as follows:
1. To all newly hired agency coworkers within 30 calendar days after their employment begins; and
 2. To all agency coworkers during the self-assessment phase associated with achieving initial accreditation and each subsequent re-accreditation.

04.01.8 REMEDIAL TRAINING

- A. Remedial training is intended to correct serious deficiencies in job skills, knowledge, and/or abilities. It is the responsibility of supervisors to determine if coworkers require remedial training. This may be noted as part of a performance appraisal, evaluations, inspections, unsatisfactory performance in a training class, or as directed by the Chief of Police as an outcome of a personnel investigation. If a supervisor believes that a coworker would benefit from more training, the supervisor may request that the coworker attend additional training programs. If a coworker fails to satisfactorily meet the requirements of in-service or specialized training, the coworker may be required to attend remedial training. Department response to the failure of a coworker to attend remedial training, or failure to demonstrate proficiency following remedial training, shall be considered on an individual case-by-case basis.
- B. Steps for initiation of remedial training:
1. Once it is apparent that a coworker is not meeting job standards, the supervisor shall discuss the problem with the coworker. The supervisor shall indicate the most critical knowledge or skill areas which need improvement.
 2. The supervisor shall provide the coworker with written notice of the deficient performance and indicate agreed upon steps to correct the problem.
 3. The remedial training plan shall be implemented as soon as practicable commensurate with the availability of the course or instructor.
 4. Supervisors shall notify the Bureau Commander if a coworker's performance deficiencies would expose the department to unnecessary liability.

5. The supervisor shall ensure that the remedial training is documented and review the progress of the coworker and evaluate the result of the remedial training.
- C. Failure to successfully complete remedial training and/or satisfactorily perform the requirements of the position may result in disciplinary action.

04.01.9 **TRAINING RECORDS**

- A. The training coordinator is responsible for and shall maintain records of training conducted by the department.
- B. Training records are available to coworkers upon written request to the training coordinator.
- C. The department shall update records of coworkers following their participation in training programs.

04.01.10 **CAREER DEVELOPMENT**

A. FORMS

Coworkers shall use the career development forms provided by the department to request and obtain approval to attend career development related training (TR-1), and to submit a record of completion of such training (TR-2). The forms shall be routed through the coworker's chain of command.

B. PROBATIONARY PERIOD

Newly hired coworkers may enter the program, but shall complete a twelve-month probationary period before the coworker can submit completion of the program. Coworkers who are placed on probation due to a promotion may enter the program but shall complete a six-month probationary period before the coworker can submit completion of the program.

C. LEARNING AND WELLNESS ACTIVITY CREDIT

1. Coworkers are required to complete three "Learning Activities" and one "Wellness Activity" per Fiscal Year (FY) (for a total of four learning activities) to earn their career development incentive.
2. Only the Human Resources Department shall approve a training course/class as a wellness activity. A calendar of the wellness activities is located on the Intranet.
3. State-mandated training (in-service or re-certifications) shall not count as learning activities. Also, a learning activity taken before the department's approval may not be counted.
4. Credit will not be given for a learning activity that was previously completed, with the exception of yearly conferences that may present different training material.
5. A training conference shall generally count as one learning activity regardless of the number of training hours associated with the conference.

6. Executive level training offerings such as MDP, SMIP, SPI, FBINA etc. may count as more than one learning activity given the number of weeks or months one dedicates to these programs. This shall be evaluated on a case by case basis.

D. TRAINING OPPORTUNITIES

It is essential for coworkers to seek out reliable and valid training sources. A request for training may be denied if the training source, content, or topic, is not clearly relevant to one's current position, or a promotable position.



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