

# Police Officer Standards & Training Council Accreditation Program


## User Resource Guide in PowerDMS

The Police Officer Standards & Training Council Accreditation (POST-C) Program has teamed up with PowerDMS to provide POST-C and Compliance to Law Enforcement Standards and Practices (CLESP) Program Standards in an electronic format through PowerDMS Standards. These guidelines are best practice **recommendations** and, if followed, can enhance the review process for both the agency and POST-C / CLESP assessors.

### The POST-C and CLESP Standards Manuals


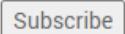
Your POST-C and CLESP standards manuals must be downloaded to your PowerDMS site. Only one user should download the standards manual. Once downloaded, the standards manual will populate in PowerDMS for all designated users. This is a two-step process. You must download the manual before you can build your first assessment.

#### Step 1:

- a. Navigate to your [Administration Menu](#), located in the “**Welcome, Name**” dropdown menu.
- b. Locate “Standards Manual Communities” in the list of items in the Administration Menu.
- c. Click “Standards Manual Communities” and locate the POST-C and/or CLESP community on the table (you may need to navigate through the pages. All accrediting bodies are in alphabetical order).
- d. Click 

*A representative from POST-C will approve your access request to the POST-C and/or CLESP community, which will trigger an email informing you that your request for membership has been approved. Please allow up to 24 hours or the next business day for completion of Step 1. Step 1 must be completed before advancing to Step 2.*

#### Step 2:

- a. Navigate to your [Administration Menu](#), located in the “**Welcome, Name**” dropdown menu.
- b. Locate “Standards Manual Communities” in the list of items in the Administration Menu.
- c. Click “Standards Manual Communities” and locate the POST-C and/or CLESP community, which will be at the top of the list on the first page.
- d. Click  then click  next to the manual.

*Please allow at least an hour for the manual to download to your PowerDMS site. Once downloaded, you are ready to Create your Assessment.*

Click [HERE](#) for a Video on Subscribing to your Standards Manual or [HERE](#) for the article. Click [HERE](#) for how to open an assessment.

## **Naming of Assessments**

When naming your assessment, add the manual acronym and the start month/year of your assessment cycle.

Examples: POST-C: 08/2020 – 8/2023

CLESP: 05/2021 – 05/2022

## **Naming Conventions, Definitions, and Labels**

### **1. Attachments**

All attachments should have a prefix and a brief description of the document. Prefixes act as “keywords” that benefit you as you build your assessment. First, they inform your assessors about the type of document they are reviewing. Second, they simplify searching, filtering, and copying attachments from one assessment cycle to the next. Agencies should select a prefix for their documents that guide practices (i.e., policy and procedures) and a prefix for those documents that prove compliance to the standards or expected practice (i.e., annual report). The key is to be consistent in how you use prefixes throughout your assessment. To assist you, POST-C has developed the following attachment prefixes:

- WD – Written Directive
- PROOF – Proof of Compliance

Prefixes for Simple Notes make searching, filtering, and copying these simple notes easier. POST-C recommends using the following prefixes for Simple Notes:

- INT – Interview
- OBSV – Observe
- NO – Non-occurrence
- NA – Not applicable by size / function

## 2. Definitions

- Written Directive – Written directives can be policy, plan, procedure, rule or regulation, general or special order, training directive, contracts, city / county / state personnel rules, state or federal laws, or other document that is binding upon agency personnel. The form of the written directive can be what the agency has determined best fits its quality management system.
- Proof – Proofs can be intra-departmental memorandum, computer printouts, screen shots, job descriptions, letters from citizens, photographs, videos, rosters, forms, investigative reports, newspaper clippings, budget documents and logs, and other evidence that can be examined periodically and/or continuously to determine that practices are being properly implemented.
- Simple Note – In PowerDMS, a simple note is an attachment type that can be used to provide POST-C / CLESP assessors with additional information about compliance with the standard.

*POST-C approves the use of Simple Notes in lieu of signed memoranda for non-occurrences and not applicable standards.*

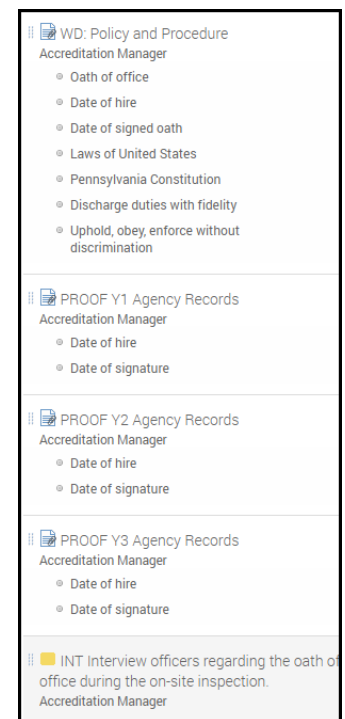
## 3. Order of Presentation

The order of presentation should be in a logical order in terms of attachment types and the year of the assessment cycle.

*TIP: Present WD documentation first, then PROOFS (by year with the oldest year on top), then any Simple Notes.*

Example:

1. WD
2. PROOFS (Y1, Y2, Y3)
3. Simple Notes



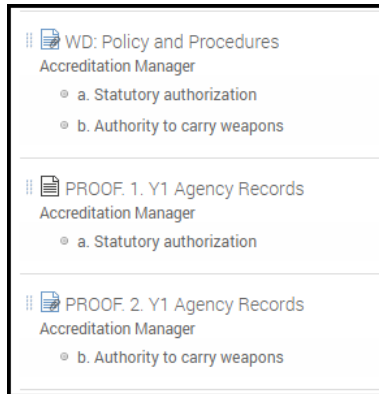
## 4. Labels

- Label attachments with the agency's preferred prefixes and a brief description of the document.

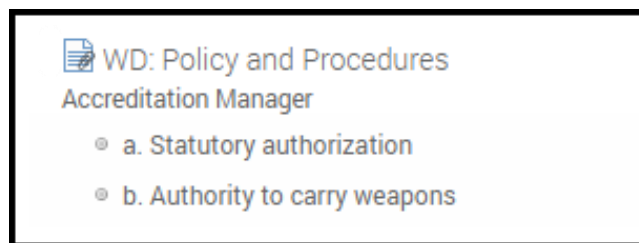
*Example: WD: Policy 11000 Incident Management*

- Labels for proofs should include the assessment year of the documentation.

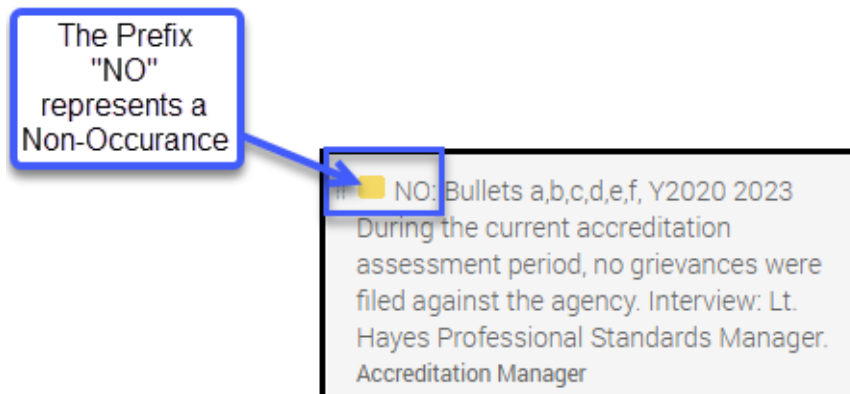
*Example:* Proof Y1 and/or Y2 and/or Y3



- Label highlights with language that informs the assessor what information is contained in the highlighted material.
- For bulleted standards, include the bullet letter in the highlight label in addition to the language that informs the assessor what information is contained in the highlighted material.



- Label Simple Notes with a prefix identified above and any justifications or additional information that the assessor may need.

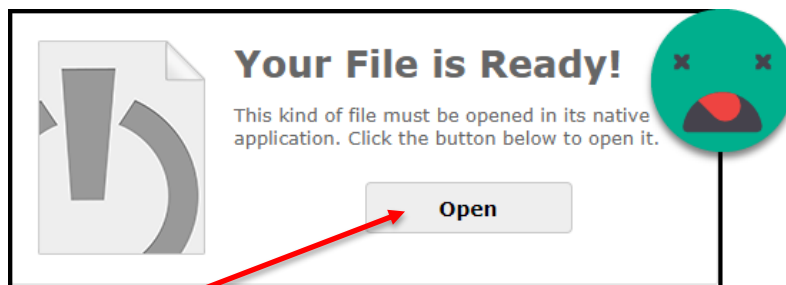


## 5. Standards with Bullet Points

PowerDMS recommends attaching a document only once to the standard. When you add the attachment, you will see checkboxes next to the standard root and each subsection. You must select at least one checkbox next to the standard. PowerDMS recommends “anchoring” the attachment to the standards statement and “mapping” highlights to all applicable bullet points. This process ensures attachments copy appropriately when updates are made to the standards manual.

## 6. Best Practice for Attaching Uploaded Files

PowerDMS allows for any file type (i.e., Word, Excel, PowerPoint, PDF, PNG, etc.) to be attached to a standard as an “Upload File” attachment type. However, Word, Excel, and PowerPoint file types will not be viewable as documents in the assessment. In fact, your assessor or reviewer will see:




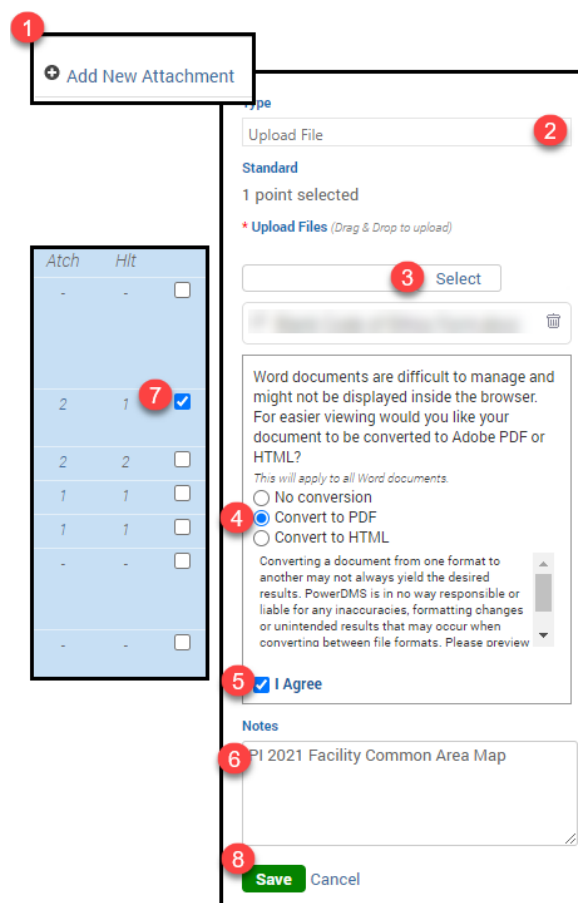
Clicking the “OPEN” button will launch the computer’s Word, Excel, or PowerPoint application and open the document. You will not be able to use PowerDMS’ highlighting tool, and you risk the assessor downloading your proprietary (and possibly) confidential document.

PowerDMS recommends you convert these file types to a PDF format as you attach them to the assessment by following these steps.

1. Click “Add New Attachment”
2. Select “Upload File” from the dropdown list
3. Select the file by browsing your computer files or dragging and dropping the file into the box indicated
4. If a Word, Excel, or PowerPoint file is uploaded, a pop-up box appears. Select “Convert to PDF” as seen in the picture. When you select “Convert to PDF,” the box will expand

and “I Agree” appears at the bottom in blue lettering. You **MUST** select “I Agree” to continue with the conversion.

5. Check “I Agree”
6. If the title of the document needs editing to adhere to the best practices outlined in this resource guide for prefixes and labeling, edit the text that appears in the **NOTES** field, directly below the conversion pop-up box.
7. Ensure the uploaded file is anchored to the standard statement (see [Section 5. Bulleted Standards](#)).
8. Click 



1 Add New Attachment

2 Upload File

Standard

1 point selected

\* Upload Files (Drag & Drop to upload)

3 Select

Atch	Hit
-	-
2	1
2	2
1	1
1	1
-	-
-	-

4 Word documents are difficult to manage and might not be displayed inside the browser. For easier viewing would you like your document to be converted to Adobe PDF or HTML?

This will apply to all Word documents.

☐ No conversion

☒ Convert to PDF



☐ Convert to HTML

Converting a document from one format to another may not always yield the desired results. PowerDMS is in no way responsible or liable for any inaccuracies, formatting changes or unintended results that may occur when converting between file formats. Please preview

5 ☒ I Agree

Notes

6 PI 2021 Facility Common Area Map

8  

Your Word, Excel, or PowerPoint document will now display correctly and allow you to use the PowerDMS highlight tool.

## 7. Helpful Links

- How to [Highlight](#) documents
- How to [Archive](#) past assessments
- How to Copy [Attachments](#) and [Tasks](#) to a new assessment

## Best Practice for Assessment Roles

PowerDMS has four Roles for use in a POST-C assessment and three roles for a CLESP review: For POST-C the roles are Accreditation Manager, Accreditation Team, Mock Assessor, POST-C Assessor. The roles for CLESP are CLESP Manager, CLESP Team Member, and Auditor. These Roles provide you with the ability to create “show or final files,” “working or dummy files,” and “mock assessment” files in a single location. When you add attachments to your assessment, you MUST select a Role before PowerDMS will save the attachment. We do this so you can control which attachments you want your POST-C / CLESP assessors to audit during your assessment.

***Note: Roles are not job titles or agency job functions! A good way to understand assessment roles is to think of them as a set of files. Each role is an imaginary set of files that you build for your assessment (i.e., show files, working files).***

When you assign users, mock assessors, subject matter experts, POST-C assessors, CLESP auditors, or yourself to an assessment, you select a Role and a level of participation responsibilities to that Role. This means you are granting these individuals permission either to add or merely to observe attachments in that Role.

To assist you with understanding Roles, we have provided the following definitions:

1. Accreditation Manager or CLESP Manager Role (“show” or “final” files): Attachments made to the Accreditation / CLESP Manager role are attachments that you want your POST-C or CLESP assessor to review during a final assessment or review.
2. Accreditation Team or CLESP Team Member Role (working files): Attachments to this role are not reviewed by POST-C / CLESP assessors, but act as a repository for compliance documentation that **may** be used to show compliance during the assessment. Below are some reasons to use this role:
  - a. You have other people collecting documentation for you and you will need to review the compliance document before approving it for the assessment,
  - b. You collect extra documentation for your final assessment, just in case the assessor asks for another proof of compliance,
  - c. You do not want other users assigned to the assessment to access the documentation your assessors will review.


Ultimately, the use of Roles is your choice. However, PowerDMS recommends the following:

1. Select Accreditation / CLESP Manager role for all written directives and proof of compliance attachments you want your POST-C or CLESP assessor to review.
2. Only assign agency users who are responsible for the agency's accreditation program to the Accreditation / CLESP Manager role to *participate*. You may wish to give **Observe** responsibility to other agency personnel so they can see which attachments will be shown to the POST-C or CLESP assessors. Your POST-C or CLESP assessors **MUST** have *observe* responsibility to the Accreditation / CLESP Manager role.
3. Have agency users who help you collect documentation and build the assessment to the Accreditation Team / CLESP Team Member role. Once you review the attachments and approve them for audit, change the role of the attachment to the Accreditation / CLESP Manager role.
4. Consider assigning subject matter experts or other personnel responsible for providing documentation to the assessment in the Accreditation Team / CLESP Team Member role. This will streamline how proofs of compliance are transmitted to you. For example, the subject matter expert will add the proof of compliance to the assessment, the accreditation program manager reviews the attachment and moves the proof to the Accreditation / CLESP Manager role.

## Preparing for POST-C Assessments and CLESP Reviews (also includes mock assessments)

To prepare for your POST-C assessment and/or CLESP review, you will need to add your POST-C assessors and/or CLESP auditors to your PowerDMS assessment. In PowerDMS it is also best practice to use groups to manage your users, even users that will be in your site temporarily (i.e., CLESP auditors or POST-C assessors).

To add a new user for the POST-C assessment and/or CLESP review:

- Create a group for your POST-C assessor / CLESP auditor (if one has not been created already). The name of the group is your agency's decision. Navigate to the **NEW** create dropdown menu at the top of your homepage and select **Group**. Give the Group a name and click 

*Example Group Names: CLESP Auditors, POST-C Assessors*

- Using the triple dot menu to the right of the group's name, select *Add User* from the dropdown menu.
- Complete the required fields on the New User page. Required fields include First Name, Last Name, and Username. You will need to create a password for your assessors. You also have



the option of entering an END DATE. The end date will archive the user automatically, freeing up a user license. These steps will create the user directly into the appropriate group.

- You will need to email the POST-C assessors / CLESP auditors and provide the login credentials (Site Key, Username, and Password).

The following steps outline best practices for adding your POST-C assessors / CLESP auditors to your assessment. These practices are necessary to ensure the POST-C assessors / CLESP auditors can review your final compliance documentation while having the ability to add simple notes and set a final compliance status to your assessment.

- Step 1: Navigate to your assessment and click on the root of the standards manual.
- Step 2: Click on the “Assignments” tab
- Step 3: Click **Add New Assignment**
- Step 4: In the **User / Group** dropdown field, type the group name you created for your POST-C assessor / CLESP auditor and select the group from the dropdown menu to populate the field.
- Step 5: In the **Role** dropdown field, select *Final Assessor / Auditor* from the list (If conducting a mock assessment, select the corresponding Mock Assessor role).
- Step 6: In the **Responsibility** dropdown field, select *Participate* from the list.
- Step 7: Click **Save**
- Step 8: Click **Add New Assignment**
- Step 9: In the **User / Group** dropdown field, type the group name you created for your POST-C assessors / CLESP auditors and select the group from the dropdown menu to populate the field. This is the same group you added to the Final Assessor / Auditor (or Mock Assessor) role in steps 4 – 6 above.

Step 10: In the **Role** dropdown field, select *Accreditation Manager* or *CLESP Manager* from the list.

Step 11: In the **Responsibility** dropdown field, select *Observe* from the list.

Step 12: Click 

Your POST-C assessor / CLESP auditors **MUST** have the ability to PARTICIPATE in their role to set status, clear tasks, and add simple notes. Your POST-C assessors / CLESP auditors **MUST** have the ability to OBSERVE the role all your attachments are in, which is recommended to be the Accreditation Manager / CLESP Manager role.

More information on adding your POST-C assessors / CLESP auditors to your assessment is found in the article, [Preparing for Mock and Final Assessments](#), located within the PowerDMS Success Community.

## Archiving the Assessment

Do not archive the assessment until the final report is delivered from POST-C. If your agency has only one assessment license, consider using your PowerDMS Folders to house your compliance documents until you can archive your assessment and open a new assessment.

To archive an assessment, refer to the article, [Archiving your Assessment](#), in the PowerDMS Success Community.

## Tips for Empowering Assessment Continuity

One of the most difficult job functions within an agency is to establish continuity for an accreditation program. As agency accreditation managers change, the accreditation process used to achieve an award of accreditation changes. PowerDMS has the tools, regardless of the modules your agency purchased, to establish continuity for your accreditation process. Use the PowerDMS features below as suggestions to maintain continuity for your agency's accreditation program.

1. **Folders.** You have the freedom to build a folder structure not only to house your policy manual but also to house your compliance documentation. Housing your process indicators or secondary documentation within PowerDMS serves many functions to promote accreditation program continuity. Below are a few examples:

- a. Encourage agency personnel to upload the proof as a document into an assigned folder in lieu of email or using a shared drive. ALL PowerDMS agencies have access to house as many documents as desired in PowerDMS!
  - b. Create historical records for your process indicators using folders. This will enable users to reference previous compliance documentation without providing administrative rights to an archived assessment.
  - c. These documents may undergo a workflow for approval or as a reminder for time sensitive standards.
2. **Certificates.** Use this versatile feature to track equipment, driver's licenses, fleet vehicles, etc. Or use them as a reminder to document a time sensitive standard.
3. **Review Workflows.** Review workflows not only remind policy writers to review documents for validity but also remind accreditation managers of time sensitive standards.
4. **Courses.** Accreditation Manager training can be built specific to an agency's accreditation program using PowerDMS courses. These courses may be assigned to any user. You can also create trainings on how to upload a proof to a folder and how to identify a good proof of compliance.
5. **Survey.** Surveys are great instruments for gathering input for policy development.
6. **Tests.** Tests may be attached to a policy to test document knowledge. Tests promote policy knowledge and are another step for agency indemnification when faced with complaints or legal action.