



REPLY TO  
ATTENTION OF

DEPARTMENT OF THE ARMY  
ARMY CORRECTIONS COMMAND  
150 ARMY PENTAGON  
WASHINGTON DC 20310-0150

DAPM-ACC

MAY 27 2010

MEMORANDUM FOR Army Corrections Command Headquarters Personnel

SUBJECT: Army Corrections Command Standing Operating Procedures # 2: Training and Staff Development

1. Purpose. To establish policies and procedures for the development and implementation of the Army Corrections Command (ACC) Headquarters (HQ) Training and Staff Development Program.

2. References:

- a. Army Regulation 190-47, The Army Corrections System, dtd 15 Jun 06
- b. Army Regulation 350-1, Army Training and Leader Development, dtd 3 Aug 07
- c. Field Manual 7-0, Training for Full Spectrum Operations, dtd Sep 08
- d. ACA Standards for Administration of Correctional Agencies, Second Edition

3. Applicability. This Standing Operating Procedure (SOP) applies to all personnel who are assigned, attached or operational controlled at ACC HQ. Staff training and development is an integral part of the management and operation of this command.

4. Definitions:

a. Command Training Plan: The program plan of the agency which describes and outlines the major program elements, requirements and schedule to be followed.

b. Mandated Training – Those topics designated by the Commander, ACC or his/her designee to be included within In-service training. These topics are derived from Senior Army Leaders, Administrative Regulations, Legislative/Judicial Requirements and/or ACA Standards.

c. Professional Associations: A collective body of persons engaged in a particular vocation. The American Correctional Association, Military Corrections Committee, and Correctional Accreditation Managers Association are typical professional associations the ACC HQ staff actively participates with. Employees are encouraged to participate in criminal justice and allied professional associations and activities. (2-CO-1D-10)

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d. Training: An organized, planned and evaluated activity designed to achieve specific learning objectives. Training may occur on site, at an academy or training center, at an institution of higher learning, through contract service, at professional conferences, at professional meetings or through closely supervised on-the-job training. Meetings of professional associations are considered training when there is clear evidence of the above elements.

e. Training NCO – The employee by job description who develops, delivers, or coordinates and monitors training.

f. Training Year – The period begins 1 October and ends 30 September.

## 5. Policies.

a. The Deputy Director of ACC is responsible for the orientation and in-service staff training for all full time and part time ACC HQ staff.

b. ACC HQ staff training programs are planned, coordinated, and supervised by a qualified staff member. The training plan is reviewed annually. (2-CO-1D-01)

c. All full time employees are provided 40 hours of initial orientation prior to assuming assigned duties. (2-CO-1D-05)

d. All ACC HQ personnel will receive 40 hours of training in addition to orientation training during first year and 40 hours of training annually thereafter, in areas relevant to their positions. (2-CO-1D-07)

e. There is a written training and staff development plan for all ACC HQ staff members. At a minimum the training shall include: fire and emergency procedures, safety procedures, interpersonal relations, communication skills and prevention of sexual harassment. (2-CO-1D-02) Employees are encouraged to use training resources of other public and private agencies such as the American Correctional Association, Federal Bureau of Prisons and other Department of Defense agencies. (2-CO-1D-04)

f. All pre-service, in-service, and specialized training programs will be evaluated and a written report prepared annually. (2-CO-1D-03)

g. All employees are encouraged to seek self improvement by enrolling in continuing education programs. (2-CO-1D-09)

## 6. Responsibilities:

a. ACC Commander:

(1) Provide comprehensive annual training guidance for the HQs and all subordinate units.

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- (2) Review and update ACC mission statement and strategic objectives.
- (3) Assess training and performance via quarterly training briefs from subordinate units.
- (4) Approve training plans and calendars.
- (5) Provide budget and resources necessary for staff to attend training and professional association conferences and seminars.

b. ACC Training NCO:

- (1) Develop and coordinate the ACC HQs training program, to include pre-service and in-service.
- (2) Assess training classes and provide instructors with feedback.
- (3) Draft annual training guidance for the ACC Commander.
- (4) Maintain training data on all ACC personnel to record attendance and make certain all mandatory training is completed. Ensure all assigned personnel attend and successfully complete required training.
- (5) Coordinate for each staff member to visit one DoD facility annually.
- (6) Coordinate for qualified instructors to conduct all training.

c. Instructors. Prepare lesson plans and required training aids for all classes. Provide a copy of the lesson plans and training aids to the Training NCO. Research and update training classes as needed. Coordinate training of external sources with Training NCO.

7. Procedures:

a. Pre-Service. Pre-Service training will be completed prior to assignment of duties in the ACC. All military and civilian employees of ACC must successfully complete an orientation program (Pre-service) designed to familiarize Soldiers and civilian employees with the mission, goals, policies and procedures of the ACC. The Pre-service training will address the topics outlined in Annex A. Pre Service training for full time staff is 40 hours. (2-CO-1D-05) Pre-Service is supplemented with supervised on-the-job training which trains specific job-related tasks required for specific jobs. Pre-Service Training is a two-phase training process designed to familiarize the employee with their work site and position. The first phase includes an informational overview regarding institution/division-specific topics, safety and security. The second phase consists of on-the-job training for specific job classifications, responsibilities and functions.

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(1) New Full Time Employees. The Training NCO shall coordinate for all new full time employees in the agency to receive at least 40 hours of general orientation to the policies, organizational structure, programs and regulations of the ACC, and specific HQDA job training. Specific training classes are listed in Annex A. The program objectives shall be as follows:

(a) To familiarize the new employee with the Army Corrections Command and Army Corrections System.

(b) To inform the new employees of the ACC mission and goals.

(c) To instruct new employees in policies, procedures and programs.

(d) To provide employees with basic skills for their position/duties.

(2) On-the-Job Training. On-the-job orientation training shall be documented utilizing the following minimum criteria:

(a) Work activities and assignments.

(b) Date training completed.

(c) Name of employee receiving training.

(d) Name of employee conducting training.

(e) Signature of employee upon completion of training.

(f) Signature of employee's Training Officer/immediate supervisor upon completion of training.

(g) Total hours of training completed.

b. In-Service. In-Service Training is an annual program designed to ensure ACC HQ Soldiers and civilian employees meet mandatory training requirements and maintain proficiency in ACC job-related tasks. The In-Service training classes will be conducted once a month IAW the training schedule. Army and ACC Senior Leaders and supervisors will determine requirements based on individual needs and assessments.

(1) All ACC full time employees will complete a minimum of 40 hours of training annually.

(2) All part time support staff shall receive orientation and training appropriate to their assignment. Training for support staff enables them to keep informed and up-to-date with changes in operations as well as policy and procedure.

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c. Delivery of Training.

(1) The Training NCO is responsible for training and will coordinate and supervise the implementation of the Training Plan. (2-CO-1D-01, 2-CO-1D-07)

(2) Every effort will be made to make the training environment conducive to learning. This will include:

(a) Reasonable accommodations/space for the class size.

(b) Adequate ventilation/climate control.

(c) Appropriate learning materials and interactive instructional strategies.

(d) Lesson plans and handouts.

(3) The Pentagon Library and reference services such as the Army Administrative Publications web site <http://www.army.mil/usapa/epubs/index.html> are available to complement the training and staff development programs.

d. Continuing Education and Outside Training

(1) Ongoing education and training will enable employees to sharpen their skills, familiarize themselves with new developments in the field and reinforce their knowledge and understanding of the fundamentals of their job. Staff members are encouraged to take college courses, correspondence courses, and certifications. Soldiers will follow enrollment and reimbursement procedures in accordance with AR 621-5, Army Continuing Education System. Civilians will follow procedures in accordance with Title 5, section 4109 (2) (a). (2-CO-1D-09)

(2) Outside training and educational programs provide new ideas and insight into corrections. Staff members are encouraged to seek training from outside agencies through associations and state and federal agencies. (2-CO-1D-04)

(3) The agency shall provide TDY status or administrative leave for employees attending professional meetings, seminars and similar work-related activities, and reimburse employees for expenses connected with these activities, when these activities are approved in advance by the employee's supervisor. Funding must be approved by the ACC Deputy Director prior to employees attending training by outside agencies. Staff wishing to apply for training shall first obtain the approval of their supervisor and then submit the appropriate paperwork IAW Army policy for final approval by the Deputy Director.

(4) Employees may be afforded the opportunity to further enhance their skills by attending training in addition to that described in the Training Plan. Each supervisor will discuss/determine training requirements to ensure each employee's growth and knowledge of current practices/techniques. This may include encouraging staff to

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participate in outside training opportunities through professional associations, or other continuing education as approved by the employee's supervisor.

e. Training Assessments and Development.

(1) Annual Program Review. The staff development program shall be evaluated by the ACC Commander at least annually in July as part of the development of the Annual Training Guidance and a report prepared relative to the findings. This report shall include the following information: a determination of the type and number of training programs conducted; type and number of outside training programs conducted; and training programs required to meet future staff needs. (2-CO-1D-03)

(2) Ongoing Evaluation. Written report shall be prepared at the end of each quarter by the Training NCO covering all pre-service, in-service and specialized training conducted during the period. This information shall be evaluated and forwarded to the Deputy Director for review and possible addition to the annual report.

(3) Ongoing Evaluation. The ACC Training NCO, CSM, Division Chiefs and Deputy Director will conduct semi-annual meetings to evaluate the effectiveness of past scheduled training and to plan future training, plan upcoming HQs training; prepare training schedules; coordinate training resources; identify instructors who are qualified subject matter experts; ensure lesson plans are developed for all training; and highlight upcoming outside training opportunities.

(4) Training Development.

(a) The Training NCO, Deputy Director, CSM and the Division Chiefs will conduct an annual needs assessment to determine what training needs may exist. They will also meet on a regular basis to review and update all aspects of the ACC training program.

(b) Utilizing the results of the needs assessment, a Training Plan will be developed that details the topic, time frame, and description of the training classes.

(c) This plan will be developed no later than 1 September for use during the training year which commences 1 October.

(d) Once the Training Plan is developed, the Commander ACC will review, modify and approve the training plan.

f. Training Records.

(1) Staff training records shall be maintained by the Training NCO. The record will include the following minimum information:

(a) Employee name.

(b) Annual training hours required.

(c) Mandatory training.

(d) An up-to-date chronological list of all training accomplished by the employee.

(2) Once training is completed, each ACC HQs staff member will provide training documentation for all training completed to the Training NCO. For all training and professional development outside of ACC, the employee is responsible for ensuring that the Training NCO receive copies of training certificates or other forms of documentation indicating successful completion of the training.

(3) The Training NCO will document all training that an employee receives. Training rosters, certificates, diplomas and conference attendance sheets will be used to document training.

g. Library. A limited ACC HQs Library and reference services to complement the training and staff development program are located in the Training NCO's office. The library is available to all staff members and is designed to provide the following: current reference material on corrections; a complete set of agency policies and regulations; and publications and books which supplement agency policy. See annex B for listing of current corrections literature available for staff professional reading.

6. Point of contact this SOP is PP 703-428-7716.

PP

COL, MP  
Commander

- ANNEX A – Pre-Service Training
- ANNEX B – Library Resources
- ANNEX C – Class Evaluation Form

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ANNEX A - Pre-Service Training

<u>DAY</u>	<u>TRAINING CLASS</u>	<u>DURATION</u>
<b>Monday</b>	Review ACC Policy Letters	1 hr
	ACC Command Brief/Deputy Director Orientation	2 hrs
	Antiterrorism Level 1	1 hr
	Accident Avoidance Course	4 hrs
<b>Tuesday</b>	ACA Standards & Accreditation Orientation	2 hrs
	Pentagon Tour/Counterpart Orientation	2 hrs
	Composite Risk Management	1 hr
	Escape Mask Training	1 hr
	Fire Safety and Emergency Procedures Training	1 hr
	AR 190-47; AR 190-55 and DoDI 1325.4 & 1325.7 review	1 hr
<b>Wednesday</b>	On the Job Training	8 hrs
<b>Thursday</b>	HQDA Army Staff Action Officer Course	8 hrs
<b>Friday</b>	On the Job Training	8 hrs



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ANNEX B – Library Resources

Title:	Quantity:
The Hot House Life Inside Leavenworth Prison	2
Games Criminals Play	2
The Art of the Con	2
The Devil's Butcher Shop	1
DoDI 1325.4	1
Strategies for Living	1
Performance Based Standards Adult Local Detention Facilities 4 <sup>th</sup> Edition	2
Standards for Administration of Correctional Agencies 2 <sup>nd</sup> Edition	2
Standards for Correctional Training Academies	1
American Correctional Association 2007 Directory Adult and Juvenile	1
Standards for Adult Correctional Institutions 4 <sup>th</sup> Edition	6
American Correctional Association 2008 Standards Supplement	13
Standards for Small Jail Facilities	2
Core Jail Standards Field Test 2007	1
Manual for Courts Martial	1
A View From the Trenches	1

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Annex C - CLASS EVALUATION FORM

CLASS:

DATE:

INSTRUCTOR (S)

Instructions. Score all areas on a scale of 1 – 5. 1 being poor, 3 average, 5 outstanding in each area and provide comments as applicable. You can print and sign your name if you desire. This will be used to improve classes/seminars and develop future classes.

1. Did you know the class objective and if so did the class meet the objectives?

2. Was there handouts and how would you rate the handouts?

3. Did the instructor (s) know the subject?

4. Did the instructor allow interaction with the students?

5. Overall how would you rate the class?

6. How would you improve the class?