DEPARTMENT OF CORRECTIONS

Policy: 103.405
Title: Instructor Duties
Effective Date: 4/3/18

PURPOSE: To outline the duties and responsibilities inherent to a department employee development instructor, or volunteer instructor, working an additional duty to train others; and to provide application and selection procedures for instructors.

APPLICABILITY: Department-wide

DEFINITIONS:
Curriculum – generally a topic/subject training material that includes clear, concise, and measurable learning objectives and/or outcomes; a lesson plan or lesson plan outline; and measurement tools as provided by employee development, a design team, approved vendor, curriculum author, or master instructor.

Facilitator – a person who guides/helps a group of participants understand course learning objectives and assists them to plan to achieve them in an informal learning environment, primarily involved with student-centered goals/tasks/outcomes.

Instructor – a person responsible to teach/instruct/demonstrate to participants in a classroom, workshop or learning environment.

Lead instructor – an instructor trained by a master instructor or contracted vendor to teach/instruct established curriculum to other department instructors.

Master instructor – an instructor who oversees a specialized area of training, including standardization of curriculum, qualifications, certifications, and measurement of training.

Measurement – any learning tool used to evaluate students/participants to ensure completion of the intended learning objective(s).

Subject matter expert (SME) – topic/subject area expert who develops, edits, and revises training curriculum content with employee development staff assistance.

Train the trainer course – course designed to train staff to be instructors in a given topic/subject.

Training event – an organized, planned, and evaluated activity designed to achieve a specific learning objective and enhance the job performance of participants.

PROCEDURES:

A. Instructor application requirements

An employee who is interested in becoming an instructor, up to a master instructor, must meet the following basic requirements:

1. Understand policy to ensure standardization and consistency for all phases of curriculum development, delivery and measurements.

2. Follow the code of conduct contained in department policy; including such examples as Policy 103.220, "Personal Code of Conduct of Employees," and Division Directive 107.009, "Professional Code of Conduct."

3. Be aware of the removal procedures outlined in Procedure I, "Removal from volunteer master, lead, and instructor duties."

4. Apply using the Instructor Application form (attached) for instructor and lead instructor positions or the Master Instructor Application form (attached), including getting the required approvals and any certifications noted below.

B. Master Instructors

Master instructors provide training certification for the department in specific training subjects, and may act as consultants during the application process for lead instructors.

1. Responsibilities:
   a) Master instructors author curriculum; train and certify lead instructors for specific recurring training requirements; teach courses, and coach staff.
   b) The following are examples of security-related training areas that require master instructors, or master instructors – emergency response team (ERT) to certify through an appropriate training source:

Master Instructor Training	**Training Source**	**Recertification**
Chemical	Vendor provided	Three years
Control tactics and Self Defense	Vendor provided	Three years
Firearms	Vendor provided	Three years

Master Instructor – ERT	**Training Source**	**Recertification**
Baton Instructor	Vendor provided	Two years
Breaching	Vendor provided	Two years
Chemical	Vendor provided	Three years

2. Selection/certification

   Master instructor applicants are recommended through their respective chain of command, in consultation with the facility training director and captain. The chief executive office (e.g., warden) must approve the application. Applicants must complete the Master Instructor Application form (attached). Applicants may be subject to an oral interview with representatives from the captains group, employee development, master instructors, and/or the office of special investigations (OSI). When resources allow, master instructor baseline certification is obtained through an accredited training source at the local, regional, or national certification level. A representative of the captains group and the employee development manager must give final approval.

   a) If available, central office employee development may cover the cost of tuition for master instructor courses. The facilities, field services, or central office (as appropriate), cover other incidental costs including such examples as transportation, lodging, meals, and overtime expenses.

   b) Instructor certifications are reviewed annually by the manager/designee of employee development.

c) Instructor training is documented and retained in the electronic agency training management system.

3. Management of master instructors

a) Master instructor certifications, qualifications, and curriculum development are administered, tracked, and facilitated through central office employee development.

b) Master instructors must provide a class critique form to their students, and return the completed forms to central office employee development.

4. Instructor certifications/schools

Instructor certifications or formal school training must be pre-approved by the captains group and department training manager for security disciplines dealing directly with all use of force disciplines (e.g., chemicals, firearms, canine, baton, less lethal, restraints, and other weapons or delivery systems/devices). Submission requests for instructor schools must include the approval of the facility security captain, who forwards it to central office employee development. These requests must be consolidated and presented at the next captains group meeting for consideration and approval or disapproval.

5. Commitment requirements

Master instructors are expected to commit to a minimum of three years providing instructor duties for the department.

C. Lead Instructors

Instructors who wish to become lead instructors must complete the Instructor Application form (attached). Lead instructors must be approved by their chain of command up to the facility security captain, recommended by the master instructor for the appropriate subject/topic, and approved by the facility training director and the warden for final selection. Lead instructors must have completed the department's instructor development programs or equivalent training and successfully completed the instructor's/train the trainer course for that particular curriculum subject/topic. Once certified, the minimum period of time a lead instructor commits to providing training must be three years.

D. Volunteer Instructors

Instructors are volunteers, must complete the Instructor Application form (attached), and are selected by the appropriate training director with approval from the instructor's respective chain of command. Instructors must have successfully completed training for the respective subject/topic/discipline being taught to participants. This training is taught by the lead instructor using a train-the-trainer format of instruction. Instructors are encouraged to also have completed the department's instructor development programs or equivalent training. Once certified, the minimum period of time an instructor commits to training must be three years.

E. Facilitators

A facilitator is assigned responsibility from an instructor or employee development staff member to help guide/lead a variety of classrooms, workshops, and groups to attain a desired learning outcomes or task related skill sets. Facilitators can act alone or may be used to augment instructors and are assigned topics at the discretion of employee development staff to facilitate a conducive learning environment for participants.

F. Instructor training and quality documentation

1. All training and certification of facilitators, instructors, lead instructors, and master instructors must be documented and retained in the electronic agency training management system.

2. Certifications for security related disciplines are reviewed annually by employee development staff either at the facility, field services, or central office, as appropriate. The electronic agency training system retains certification information according to approved retention schedules.

3. Instructors of all levels provide the standard class critique form to the students. (Master instructors submit the completed forms to central office employee development, as noted above.) Instructors at other levels submit the completed forms to the training director or designee at the facility, field services, or central office, as appropriate. Employee development staff retain those forms according to approved retention schedules.

G. Coordinator

The agency training manager may designate a coordinator to monitor compliance with vendor-provided qualification/certification programs not requiring a master instructor. This includes such examples as programs provided by the Federal Emergency Management Agency (FEMA), incident command system (ICS) courses, first-aid and cardiopulmonary resuscitation (CPR) course, and course on the 800 MHz radio system.

H. Subject Matter Experts (SMEs)

Subject matter experts (SMEs) are selected by the applicable instructor, course developer, or design group, based on their unique qualifications, broad knowledge of the subject area, certifications, or job experience levels to help develop, edit, and revise training curriculum content. SMEs are used by course developers to help construct content for lesson plans and may also provide instructor duties. SMEs may also offer training using the Field Training Officer (FTO) process identified in Division Directive 103.411, "Field Training Officer (FTO) Program."

I. Removal from Volunteer Master, Lead, and Instructor Duties

1. Removal can be initiated by anyone in the instructor's chain of command, facility training director, or department training manager. (Note this is for volunteer master, lead, and instructors only, and does not apply to paid full-time or part-time employees who are designated instructors for their primary duty position.) Removal consideration can be initiated when a volunteer master, lead, or instructor:
   a) Does not follow the professional code of conduct and DOC policies;
   b) Does not adhere to safety practices as outlined in the curriculum;
   c) Does not follow the standardized and approved curriculum (lesson plans, task performance checklists, learning exercises, skill sets, classroom demonstrations);
   d) Does not represent the department in a positive manner;
   e) Does not maintain certification or complete required training;
   f) Does not instruct when scheduled to instruct;
   g) Receives a written reprimand or higher for discipline;
   h) Has an unsatisfactory work performance rating;
   i) Is requested to be removed by the instructor's immediate supervisor or manager; or
   j) Has not ensured the correct personal protective equipment is available for course participants.

2. Removal is not for longer than one year. After the removal period, the volunteer instructor may request reinstatement using the initial application process, through the appropriate chain of command.

3. Special Operations Response Team (SORT)/ Emergency Response Team (ERT) instructor removal is at the discretion of the team commander, in consultation with the facility captain and the OSI director. (See also Policy 301.156, "Emergency Response Team/Special Operations Response Team – Training Requirements.")

J. Classroom and Training Event Decorum and Participation
Instructors must ensure student participation and adherence to safety procedures in accordance with the standardized and approved curriculum during any department training provided. DOC Policy 103.410, "In-Service Training," requires students to have active participation in the classroom.

1. For an unwilling participant (a participant who is physically capable of completing the learning objectives, but shows an unwilling attitude or disruptive behavior in the classroom), the instructor must contact the appropriate training director as soon as possible. The instructor must provide to the training director the name of the student, the course and the action taken in the classroom (e.g., removal, referral to supervisor) with the unwilling participant. The training director must write or require the instructor to write an incident report so that formal follow-up may occur.

2. For uniformed students who are unwilling to participate, the instructor must notify the unit watch commander to determine whether the unwilling student is able to complete duty requirements.

K. In the event of an accident or injury related to a training event, the instructor must ensure the following are accomplished (see also Policy 105.125, "A Workplace Accident and Injury Reduction Program (AWAIR)" and Policy 103.240, "Return to Work Process"):

1. Notify the facility training director and watch commander; and

2. If not a supervisor, notify the appropriate supervisor/designee responsible for the area and/or activity where an employee has been injured or has become ill. The supervisor/designee must:
   a) Ensure that the injured/ill employee receives the appropriate medical care;
   b) Ensure a staff escort is offered to the designated health care provider;
   c) Conduct an initial injury/illness investigation;
   d) Notify the safety administrator/designee (in person if available, or by voice mail, or e-mail);
   e) Complete the First Report of Injury: Injury, Illness Incident Data form (IDF form) and the Agency Claims Investigation form within 24 hours and immediately send them to human resources management and the safety administrator; and
   f) Take action to minimize the potential for reoccurrence of a similar injury/illness. The action is based on the supervisor's initial investigation and the safety administrator's recommendations.

INTERNAL CONTROLS:

A. Training and certifications are documented and retained in the electronic agency training system, and reviewed annually for all security-related disciplines by employee development staff.

B. Employee development staff at the appropriate location (facility, field services, or central office) retain completed instructor critique forms.

ACA STANDARDS: 2-CO-1D-02

REFERENCES: Minn. Stat. 43A.21; and 241.01, subd 5
Policy 103.410, "In-Service Training"
Division Directive 103.411, "Field Training Officer (FTO) Program"
Policy 103.240, "Return to Work Process"
Policy 103.220, "Personal Code of Conduct of Employees"
Policy 105.125, "A Workplace Accident and Injury Reduction Program (AWAIR)"
Division Directive 107.009, "Professional Code of Conduct"
Policy 301.156, "Emergency Response Team/Special Operations Response Team – Training Requirements"
Policy 301.105, "Facility Firearms Qualification"
Policy 103.130, "Facility Firearms and Chemical Irritants Eligibility"

REPLACES: Policy 103.405, "Instructor Duties," 6/21/16.
All facility policies, memos, or other communications whether verbal, written, or transmitted by electronic means regarding this topic.

ATTACHMENTS: Instructor Selection Flow Chart (103.405A)
Instructor Application Form (103.405B)
Master Instructor Application Form (103.405C)
Agency Claims Investigation form (External Department of Administration form)
Injury, Illness, Incident Data Form (IDF) (External Department of Administration form),

APPROVED BY:
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