

NC Department of Public Safety
Office of
Staff Development and Training

2012 Annual Report
Developing Tomorrow's Leaders Today



Gwen F. Norville, Director

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NC Department of Public Safety

Office of Staff Development & Training

2012 Annual Report

Introduction

Since its inception, the Office of Staff Development and Training (OSDT), has served as one of the cornerstones of the North Carolina Department of Correction (DOC). On January 1, 2012, the Department of Correction consolidated with the departments of Crime Control & Public Safety and Juvenile Justice to become the Department of Public Safety. With this merger came the responsibility of delivering and offering training services to an additional 5000 employees. Our mission changed with the added responsibility of providing Juvenile Justice Basic Training (Juvenile Court Counselor & Juvenile Justice Officer) and Restraints, Controls and Defensive Techniques Instructor Training. Each of these three programs operates under Administrative Code through the office of Criminal Justice Education and Training Standards Commission. With the assumption of these additional responsibilities, OSDT continued to focus on customer service and the delivery of professional training programs to our workforce.

In order to properly introduce ourselves within the new department, we communicated the availability of our training programs to new stakeholders via email, OSDT website, meetings and one on one contact. The collaboration with stakeholders and the promotion of our programs continues today. All employees, from entry level to seasoned veterans, have had the opportunity available for increased effectiveness through training offered from OSDT.

The Department of Public Safety recognizes Staff Development and Training as an integral function within the Agency. OSDT encourages excellence in all staff by providing professional services to the employees of DPS. The Department works to achieve this purpose by seeking to optimize individual self-development and life-enrichment through equal opportunities for staff development and training regardless of job position.

The goal of OSDT is to provide training to serve the needs of the overall Agency and each of its employees. The need for staff development and training within DPS is a vital necessity for a staff that totals more than 25,000 employees. With mandated training and standards required by the North Carolina Criminal Justice Education and Training Standards Commission, a comprehensive training program is required to meet the Agency's needs. Our mission is to provide training and education for the North Carolina Department of Public Safety workforce, using direct and indirect learning experiences, ensuring training needs for both entry level and career employees are fulfilled (Refer to Appendix A).

During 2012, OSDT provided training for approximately 3,000 employees statewide in a traditional classroom setting. The continued offering of classes on our eLearning

Portal has allowed over 18,000 employees to enroll in approximately 30,000 training contact hours.

Organization

The Office of Staff Development and Training provides training services for the North Carolina Department of Public Safety, using traditional, blended and virtual learning experiences, ensuring training needs for both entry level and career employees are fulfilled. OSDT offers training services statewide in 5 regional offices.

OSDT plays a vital role in providing certified training to all new employees within Adult Correction. These employees are charged with 24 hour operations of the 66 Prisons in North Carolina and the supervision of over 110,000 offenders who are currently on Probation and Parole.

Since consolidation, OSDT now plays an important role in providing basic training to employees within Juvenile Justice. These employees provide 24 hour supervision of juveniles housed within Youth Detention & Development Centers as well as offenders that have been adjudicated.

The Office of Staff Development and Training (OSDT) provides full-time employment for 63 career employees who currently work in one of five regional locations: (Refer to Appendix B)

- Eastern/Greenville, NC
- Western Foothills/Lenoir, NC
- Southern Coastal/McCain, NC
- Piedmont Triad/Asheboro, NC
- Central/Apex, NC

These regional offices are primarily used to train students who live within a reasonable commuting status (60 miles) of the regional office. Additionally, these facilities are utilized on a regular basis for meetings and training events, which are conducted by various Divisions within the Department of Public Safety, as well as other state agencies.

Due to the large volume of trainees who live outside of the established commuting distance, OSDT conducts training at overnight academies such as the North Carolina Justice Academy (Eastern & Western Campus). On occasion due to backlog numbers for probation officers, OSDT houses students in overnight status in local motels. This action is only done when OSDT has exhausted avenues with the North Carolina Justice Academy.

OSDT focuses on two primary training missions: Basic Training & Career Development Training. In order to adequately explain our comprehensive operation, this report will focus on Basic Training, Career Development Training, and Curriculum support.

Basic Training

Pursuant to 12 NCAC 09G .0101, and 12 NCAC 09B .0235 and .0236, under the regulatory guidance of the Criminal Justice Education and Training Standards Commission, OSDT schedules and delivers certified basic training programs in each regional office including:

- Basic Correctional Officer (BCO) Training for Section of Prisons employees, 161 hours (4 wks), is required for job classifications identified as those involved in maintaining custody of inmates. (For specific course content, refer to Appendix C)
- Basic Probation Officer (PPO) Training for Section of Community Corrections employees, 215 hours (5 wks), is required for personnel whose duties include supervising, evaluating, or otherwise managing offenders. (For specific course content, refer to Appendix D)
- Basic Juvenile Justice Officer (JJO) Training for the Division of Juvenile Justice employees, 162 hours (4 wks), is required for job classifications identified as those involved in maintaining supervision of juveniles. (For specific course content, refer to Appendix E)
- Basic Juvenile Court Counselors (JCC) Training for the Division of Juvenile Justice employees, 144 hours (3.6 wks), is required for job classifications identified as those involved in court counseling of juveniles. (For specific course content, refer to Appendix F)

While the number of Basic Training classes will fluctuate from one year to the next, the total number of Basic Training classes delivered by OSDT is based on the number of employees listed on the backlog report.

BCO Backlog Report

SOP REGION	July 2008	July 2009	July 2010	July 2011	July 2012
CENTRAL	253	43	217	165	257
EASTERN	96	29	123	148	179
PIEDMONT	103	13	47	51	71
SOUTH CENTRAL	91	52	98	101	68
WESTERN	34	17	50	55	39
TOTAL	577	154*	535	520	614

*Hiring Freeze Due to Budget Restrictions

During the 2012 Calendar Year, OSDT scheduled and conducted:

- 71 Basic Correctional Officer classes
- 9 Basic Probation Officer classes
- 6 Basic Juvenile Justice Officer classes
- 2 Basic Juvenile Court Counselors classes

(For current Basic Training Schedules, refer to Appendix G)

Career Development

Career Development serves the Department of Public Safety in multiple areas by researching, developing, and delivering Corrections Specialized Instructor Training, pursuant to 12 NCAC .09G .0308 (General Instructor Certification), 12 NCAC 09G .0415 (Correctional Firearms Instructor, Appendix H), 12 NCAC 09G .0416 (Controls, Restraints, and Defensive Techniques Instructor, Appendix I), and 12 NCAC 09B .0241 (Juvenile Justice Restraints, Controls, and Defensive Techniques Instructor, Appendix J).

Additional Instructor Level Training which is provided by this section includes: Cell Extraction, Expandable Baton, Unlawful Workplace Harassment, Staff and Offender Relations/Undue Familiarity, Gift Ban, and DAC Fitness Instructor. In addition to the coordination and delivery of these Instructor Training Programs, Career Development creates and maintains approximately ninety-five (95) lesson plans associated specifically with these programs.

Due to the large number of employees within the agency (25,000 plus), the diverse range of job classifications within the agency (over 500), and the specific mission that each Division is tasked with carrying out, the Career Development section provides a wide range of training services which include traditional style learning (classroom) and computer based training, which is accomplished through the OSDT eLearning Portal.

Examples of traditional courses include: Criminal Justice Education and Training Standards Commission Certified Instructor Level Schools, such as General Instructor Training (Refer to Appendix K), Correctional Firearms Instructor, Controls, Restraints, and Defensive Techniques (CRDT) Instructor, Equal Employment Opportunity Institute (EEOI), Conflict Resolution Through Team Building, New Staff Integration, Multi-Generational Workforce, Electronic Stun Shield, etc.

Examples of eLearning courses include: Blood-borne Pathogens, Ethics, Fire Safety, Gift Ban, PREA, Stress Management, etc.

In an effort to prepare staff for supervisory, management and leadership roles, OSDT has developed three levels of supervisory/leadership training courses (Refer to Appendix A). First-line supervisors are afforded the opportunity to attend the Correctional Supervisory Training Program. Mid-level managers are selected to participate in a program of instruction called Enhancing Skills for Peak Performance, and Executive level managers receive the Correctional Leadership Development Program. The Career Development section maintains and administers all of these programs.

Career Development provides technical guidance, consultation, and support to the Training Coordinators and Training Specialists throughout the state, for the delivery of the in-service training programs. All employees, whose duties include training

coordination, are required to attend a one-day orientation session at OSDT in Apex. This training includes a review of the Field Training Coordinators Manual, roles and responsibilities, and the OPUS, Staff Training System (STS). STS is a comprehensive program that maintains all DAC Employee Training Records, Instructor Training Records and Course Directories. Staff from this section are solely responsible for the security, technical support, and maintenance of STS. This section responds to additional training needs as requested by agency management by developing and delivering training based on their needs. Some examples of these special projects are an Instructor Training Institute, Gift Ban Training, Orientation Training for Black Mountain, and Double Cell Training, which are described in more detail under the Special Projects section of this document and in Appendix A.

OSDT also has the responsibility for ensuring that the Department of Public Safety has a system which is maintained and managed for the appropriate delivery of training at an acceptable standard for each of the curriculums administered by the agency. The Career Development section meets this responsibility through Quality Assurance by:

- Monitoring the design, development and delivery of training through frequent on-site observation and study of supporting documentation and prior evaluations.
- Assessing the quality of training against established standards.
- Recording and reporting the results of all observations.
- Ensuring consistency of training delivery and compliance with NC DPS policy and North Carolina Criminal Justice standards.
- Offering advisory consultation to trainers regarding standards compliance and expectations.

Curriculum

Curriculum Maintenance

Current lesson plans are required by DPS and Criminal Justice Standards for on-going training programs such as Basic Correctional Officer, Basic Probation/Parole Officer, and Annual In-Service Training. Lesson plans developed by OSDT as well as the Instructors in the field must be submitted to the OSDT Curriculum Manager for approval and issuance of a course code.

The Curriculum Section is the gatekeeper of all approved DPS lesson plans, and maintains all records of current lesson plans as well as historical revisions of Commission-accredited courses.

Accredited Training Review Committee

The Accredited Training Review Committee (ATRC) is chaired by the Curriculum Manager, and comprised of OSDT Senior Management, Curriculum staff, the five OSDT Regional Training Managers, and representatives from the major divisions within DPS. The ATRC reviews and approves all major revisions to accredited training curricula that are to be submitted to the Education & Training (E & T) Committee of the Criminal Justice Education & Training Standards Commission. The ATRC, by majority vote, authorizes the DPS School Director to refer revisions to accredited training curricula to the E & T Committee, or defers the recommended revisions based on the need for further research and development.

Instructor Certification

NCAC Title 12, Chapter 9 specifies minimum requirements for certification as a Criminal Justice Instructor and sets forth requirements which agencies must meet in order to ensure proper documentation and certification of instructors.

The Curriculum section maintains records, both electronic and paper, on the eight-hundred fifty-nine (859) active certified instructors within DAC and DJJ. This process ensures that appropriate paperwork is reviewed and approved by the School Director, prior to submission to the Criminal Justice Standards Division for issuance of instructor certification.

The Curriculum section also maintains the certifications for those instructors certified in non-Criminal Justice certified specialty instructional areas, such as Expandable Baton, Cell Extraction, and Staff and Offender Relations/Undue Familiarity.

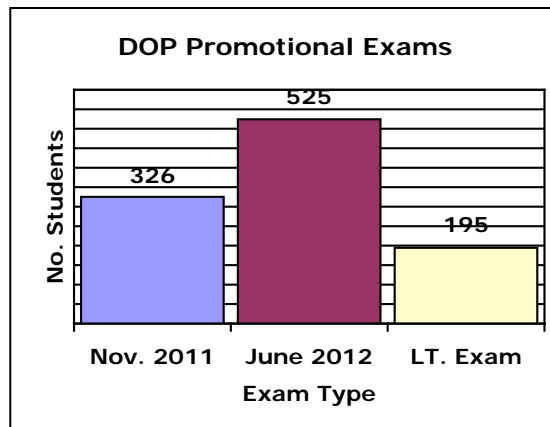
End of Course Certification Exams

In accordance with NCAC 9G & 9B and on behalf of the North Carolina Criminal Justice Standards Division, the Curriculum Section of the Office of Staff Development and Training is assigned the responsibility for designing, developing, administering, validating and recording the results of employees taking exams from North Carolina Adult Correction and Juvenile Justice.

These examinations shall serve as the state's written examination for certified positions in Adult Correction and Juvenile Justice. These exams generally consist of one-hundred (100) questions, multiple-choice, in which the participant must score a seventy percent (70%) or higher in order to attain a passing score. The total number of certification exams administered in a one (1) year period depends on the total number of certified basic courses that are conducted.

Promotional Examinations

The Section of Prisons, of the Division of Adult Correction, has for many years utilized promotional examinations as one of the selection criteria for promotion to Sergeant and Lieutenant. The Office of Staff Development and Training (OSDT) is responsible for developing, administering, validating and scoring the promotional examinations. Three (3) examinations are administered annually: two (2) Sergeants' examinations (usually in June and November) and one (1) Lieutenants' examination (usually in February). During the 2011 - 2012 fiscal year, OSDT administered promotional examinations to a total of 1,046 DAC employees.



Professional Recognition Programs

In order to recognize the level of competence of Criminal Justice Officers and Instructors serving within DAC, to foster increased interest in college and professional criminal justice training programs, and to retain and attract highly qualified individuals into a Criminal Justice career field, the Curriculum Section of OSDT administers two Professional Recognition Programs. The first is the Professional Certificate program established by the Criminal Justice Education & Training Standards Commission; the second is the Instructors' Professional Recognition Program, developed by OSDT.

Educational Assistance

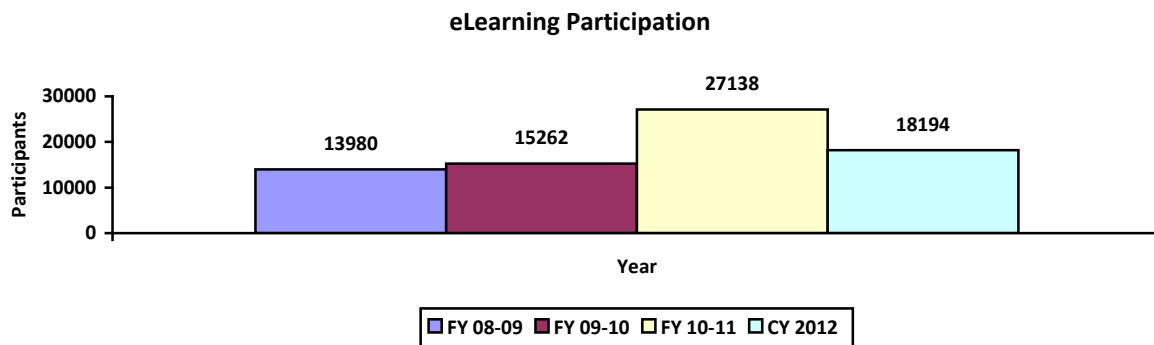
The Curriculum Section administers the Department's Educational Assistance Program. The Educational Assistance Program provides management with a means to support educational activities, which are deemed beneficial to both the agency and the employee, and which serve to develop the employee's knowledge, skills and abilities directly related to their current classification or classification series in which they are working. The Educational Assistance Program provides reimbursement of academic costs of classes at the agency/university level (if funds are available), and/or time off the job if the course is available only during working hours.

OSDT Special Projects

Development of LMS

The Office of Staff Development and Training's eLearning Initiative focused on the development of an eLearning Portal for employees. OSDT collaborated with computer programmers from DPS Management Information System (MIS) to develop a tracking mechanism for online delivery. The goal of this tracking mechanism is the automated entry of course completion data in the staff training system (STS) web-based

application, resulting in administrative efficiencies, particularly in the areas of cost and time savings. This system performs functions similar to a Learning Management System (LMS), but at a fraction of the cost. Not only are training records automatically updated, but employees can print a certificate of completion for their personal records.



Currently, Ten (10) classes training are available on the eLearning Portal. With e-learning, the employees are able to complete the training program at their work stations which saves time, money, and fuel. Eventually, this practice will allow employees to complete required training at home or another location of their choosing.

During the Fiscal year July 1, 2011 - June 2012, there was a total of 1,102,284 contact hours of training. This takes into the account the number of hours actually taught per training session. During this time period there were 322,660 staff received training. Of those 322,660 trainees, 18,751 took one of the 10 online courses available on the OSDT eLearning Portal

Once a training program is developed, it can be delivered to an unlimited number of participants without the need for a instructor to facilitate. Instructors can then focus their energies on specialized courses that require face-to-face delivery. Since the inception of the eLearning Portal in 2008, DPS employees have participated in over 85,983 eLearning hours.

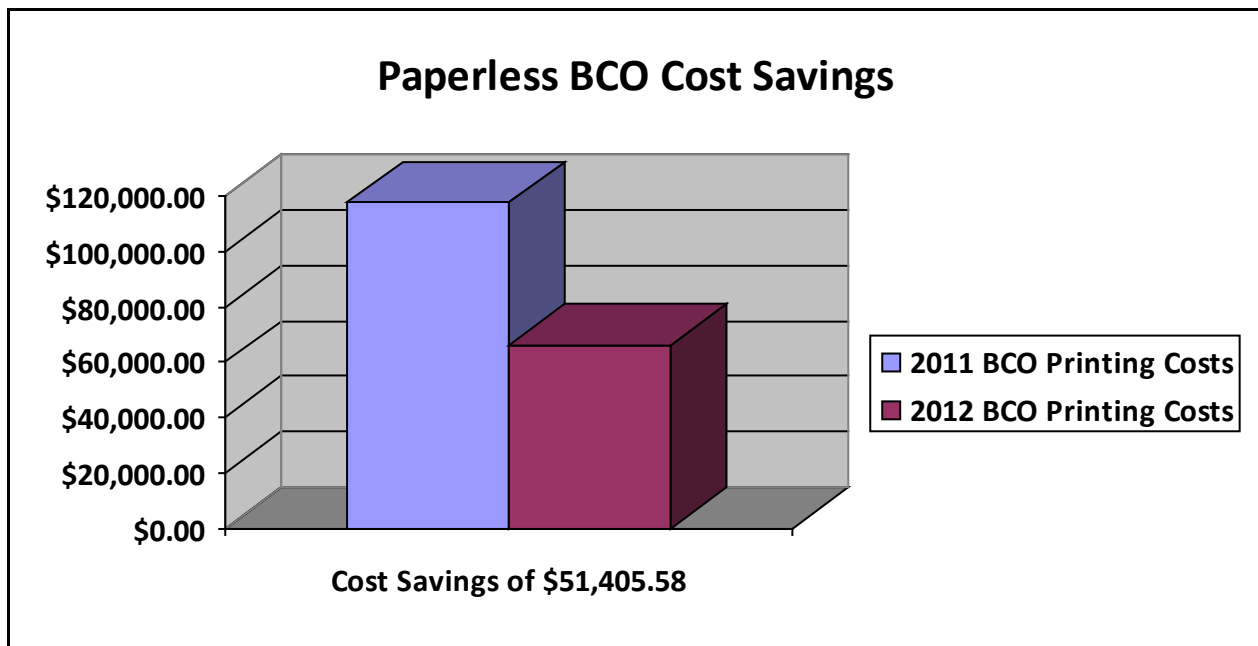
Paperless Training

In an effort to reduce printing costs and improve administrative efficiencies, OSDT conducted a pilot project to reduce the size of the BCO Training Manual. This project included students using a laptop to access the BCO Manual via pdf files. The students participating in the pilot project gave positive feedback at the completion of the training.

Based on the positive feedback of the pilot project, beginning January 1, 2012, OSDT began operating paperless BCO classes in each of the region offices. Each region office was upfitted with laptop computers received through PC exchange. Every student has a laptop during training and is given hard copies of objective sheets and fact sheets. All other relevant material has been uploaded on the laptop. This

program has proven to be successful both academically as well as economically. (See graph below which outlines BCO Cost Savings).

In 2011, OSDT spent \$117,430.09 on Basic Correctional Officer Manuals and associated materials. The approximate cost of each traditional paper manual was \$58.00. In 2012, OSDT spent \$66,024.51 on Basic Correctional Officer Manuals and associated materials. The approximate cost of traditional paper manual was \$44.73. The cost savings came with the implementation of the Basic Correctional Officer Electronic Manual. The approximate cost of Basic Correctional Officer Electronic Manual was \$9.98.



Beginning July 1, 2012, at the request of this office, OSDT received grant funding through the Governor's Crime Commission to begin participation in an iPad paperless manual project. This project has allowed our instructors who previously utilized paper manuals to utilize an iPad for instructional purposes. In January 2013, basic probation students will be issued an iPad at the beginning of basic training. The student training manual will be uploaded on the iPad and available to the student during the 5 week program. This program will eliminate paper manuals for the basic probation trainee.

Appendix A

Training Programs

OFFICE OF STAFF DEVELOPMENT AND TRAINING

COURSES OFFERED

Mandated Basic Training

Correctional Officer Basic

Description: Basic Correctional Officer (BCO) Training for Section of Prisons employees, 162 hours, (4) four weeks, which is required for job classifications identified as those involved in maintaining custody and security of inmates. 12 NCAC 09G .0101; .0411;

Services Provided: This is a basic level program that provides essential training functions and evaluation for the trainee officer guided towards certification status.

Recipients: Correctional Officer Trainees who are enrolled in training program for certification. The average class size is 24-30 participants, which represent the Section of Prisons from all regions and correctional facilities in the state.

Financial Resources: Delivery of this program requires recurring expenditures for meals, printing, range supplies, weapons maintenance, and ammunition. Non-recurring expenditures are weapons and range equipment.

Human Resources: Criminal Justice Standards Administrative Code mandates an instructor to student ratio of 1:6 and 1:8. A minimum of one coordinator and four instructors is necessary to accomplish this.

Probation and Parole Officer Basic

Description: Basic Probation Officer (PPO) Training for Section of Community Corrections employees, 215 hours, (5) five weeks, which is required for personnel whose duties include supervising, evaluating, or otherwise managing offenders. 12 NCAC 09G .0101; .0412

Services Provided: This is a basic level program that provides essential training functions and evaluation for the trainee officer guided towards certification status.

Recipients: Probation and Parole Officer Trainees who are enrolled in training program for certification. The average class size is 20-24 participants, which represent the Section of Community Corrections from all judicial divisions in the state.

Financial Resources: Delivery of this program requires recurring expenditures for lodging, meals, printing, range supplies, weapons maintenance, and ammunition. Non-recurring expenditures are weapons and range equipment.

Human Resources: Criminal Justice Standards Administrative Code mandates an instructor to student ratio of 1:6 and 1:8. A minimum of one coordinator and four instructors is necessary to accomplish this.

Juvenile Justice Basic Officer Training

Description: Basic Juvenile Justice Officer (JJO) Training for the Division of Juvenile Justice employees, 162 hours, (4) four weeks, which is required for personnel whose duties include supervising, evaluating, or otherwise managing juveniles. 12 NCAC 09B .236

Services Provided: This is a basic level program that provides essential training functions and evaluation for the trainee office guided towards certification status.

Recipients: Juvenile Justice Trainees who are enrolled in training program for certification. The average class size is 20-24 participants, which represent the Division of Juvenile Justice from all regions in the state.

Financial Resources: Delivery of this program requires recurring expenditures for meals and printing of training materials.

Human Resources: Criminal Justice Standards Administration Code mandates an instructor to student ratio of 1:8. A minimum of one coordinator and three instructors is necessary to accomplish this.

Basic Juvenile Court Counselor (JCC) Training

Basic Juvenile Court Counselor (JCC) Training for the Division of Juvenile Justice employees, 144 hours, (3.6) Three point six weeks, which is required for personnel whose duties include supervising, evaluating, or otherwise managing juveniles. 12 NCAN 09B .235

Services Provided: This is a basic level program that provides essential training functions and evaluation for the trainee office guided towards certification status.

Recipients: Juvenile Justice Trainees who are enrolled in training program for certification. The average class size is 20-24 participants, which represent the Division of Juvenile Justice from all regions in the state.

Financial Resources: Delivery of this program requires recurring expenditures for meals and printing of training materials.

Human Resources: Criminal Justice Standards Administration Code mandates an instructor to student ratio of 1:8. A minimum of one coordinator and three instructors is necessary to accomplish this.

Career Development

Cell Extraction

Description: The Cell Extraction Instructor Training Program is a thirty-four (34) hour course. This is an advanced level program that provides Certification requirements as mandated by the Section of Prisons. The course is a blended style learning with classroom instruction as well as practical exercises. Topical areas include: Legal Considerations, Use of Force, Tactical Approaches, Response to Injury, Protective Gear, Camera Operations and Proficiency Evaluations.

Services Provided: This is an advanced level program that provides certified General Instructors with the essential concepts, knowledge and skills required for certification as a Cell Extraction Instructor. Successful completion of the course provides the participant credentials to deliver the mandatory Cell Extraction Training Program during Annual In-Service and Special Teams (PERT, SORT, etc.).

Recipients: Certified General Instructors. The average class size is 18-22 participants, which represents Prisons from all regions in the state.

Financial Resources: Delivery of this program requires recurring expenditures for lodging, meals and printing. Non-recurring expenditures for equipment.

Human Resources: The Cell Extraction Instructor Training Program involves staff participating in mock cell extraction scenarios. A minimum of one coordinator and four instructors is necessary to accomplish this training to ensure safety.

Computer Classes: Word for the General Instructor

Description: The Microsoft Word for the General Instructor course was designed to assist General Instructor candidates in developing their lesson plans, so that they meet or exceed the standards required by Criminal Justice Education and Training Standards Commission.

Services Provided: Concentration focuses on tabs, outline format using bullets, endnotes and general document formatting which includes page set-up with headers, footers and margins.

Recipients: Certified and Non-Certified Staff

Financial Resources: Delivery of this program requires recurring expenditures for printing.

Human Resources: This training requires one coordinator for scheduling and one instructor for instructional delivery.

Computer Classes: PowerPoint Level I for General Instructor

Description: The PowerPoint class provides the student with the knowledge for creating and editing PowerPoint presentations.

Services Provided: Skills taught are: opening and closing presentations, editing and proofing presentations, and creating a presentation using slide layout, slide design and sound and images files.

Recipients: Certified and Non-Certified Staff

Financial Resources: Delivery of this program requires recurring expenditures for printing.

Human Resources: This training requires one coordinator for scheduling and one instructor for instructional delivery.

Conflict Resolution

Description: Conflict Resolution is an 8 hour course designed for all NC DPS personnel. Conflict Resolution is offered at the request of managers within NC DPS.

Services Provided: Conflict resolution is designed to provide an understanding of conflict, strategies for addressing conflict and practical application of conflict resolution through the use of teambuilding exercises.

Recipients: Certified and Non-Certified Staff

Financial Resources: Delivery of Conflict Resolution requires recurring expenditures for printing and training equipment and supplies.

Human Resources: This training requires one coordinator for scheduling and two instructors for instructional delivery.

Control, Restraints, Defensive Techniques Instructor (CRDT)

Description: The Control Restraints Defensive Techniques Instructor Training Program is a two week, 80 hours, legislatively mandated course. This is an advanced level program that provides Certification requirements as stated by the N.C. Criminal Justice Education and Training Standards Commission. The course is a blended style learning with classroom instruction as well as psychomotor skills training. Topical areas include: Introduction to Controls, Restraints, and Defensive Techniques, Patterns of Movement, Response to Injury, Basic Controls and Techniques, Advanced Controls and Techniques, Restraint Applications, Program Evaluation, and Advanced Instructional Techniques.

Services Provided: This is an advanced level program that provides certified General Instructors with the essential concepts, knowledge and skills required for certification by the N.C. Criminal Justice Education and Training Standards Commission. Successful completion of the course provides the participant credentials to deliver mandatory CRDT training in Basic Correctional Officer, Basic Probation/Parole Officer, Annual In-Service, and Special Teams (PERT, SORT, etc.).

Recipients: Certified General Instructors. The average class size is 20-24 participants, which represent both SOP and SCC from all regions and divisions in the state.

Financial Resources: Delivery of this program requires recurring expenditures for lodging, meals, and printing and Non-recurring expenditures for equipment.

Human Resources: Criminal Justice Standards Administrative Code mandates an instructor to student ratio of 1:8. A minimum of one coordinator and four instructors is necessary to accomplish this.

Correctional Leadership Development Program (CLDP)

Description: The Correctional Leadership Development Program (CLDP) is a multi session, year long program intended to assist management level Correctional Professionals in broadening their knowledge, skills, and values for effective and rewarding leadership roles in Corrections. Topical areas include, but are not limited to: Correctional Leadership, Evidence

Based Practices, Policy Development, Budget & Fiscal, Legal Issues, External Affairs, Ethics, Leadership Competencies, Training, & Transforming the Organizational Culture.

Services Provided: The impact of Correctional Leadership in effecting planned change in correctional systems is to a large measure related to Correctional Leader's knowledge of and skills in the implementation of sound management theory, concepts, and principles; and creative, but wise, management strategies and practices. Organizations do not just occur nor do managed systems just happen. Planned change, organized effort, and systems management are the results of vision, leadership, and determination of the leaders. This program examines a multidimensional approach to correctional management toward preparing managers and leaders for the challenges associated with correctional management.

Recipients: Participants are recommended by Divisional & Sectional Heads with the final selection being made by the NC DPS Secretary & Executive Staff. Current and Past participants include but are not limited to the following Divisions/Sections: Section of Prisons, Section of Community Correction, NC Correction Enterprise, Division of Alcohol and Chemical Dependency Programs, Controllers Office, Internal Audit, Combined Records and Human Resources. The recommended class size is 24 participants.

Financial Resources: Delivery of CLDP requires recurring expenditures for lodging, meals, printing and training equipment and supplies.

Human Resources: CLDP requires one coordinator for scheduling/planning and two Lead Instructors for instructional delivery and up to 30 facilitators for all sessions.

Correctional Supervisory Training Program (CSTP)

Description: The Correctional Supervisory Training Program is a 40 hour program designed to assist newly promoted staff in gaining or fine tuning the skills, abilities and knowledge needed for their supervisory role. Instructional areas include Supervision, Job Burn-Out, Stress Management, Communication, Teamwork, Conflict Resolution, Managing Difficult People and Coaching. The course is very interactive and includes a variety of group exercises, discussion and self analysis.

Services Provided: CSTP is designed to give the learner the first of many building blocks for their career development. The skills taught in this course will continue to benefit staff as they move into management roles.

Recipients: Certified and Non-Certified Staff who have supervisory responsibility in pay grades 63-67.

Financial Resources: Delivery of this program requires recurring expenditures for printing of manuals and per diem for instructors.

Human Resources: This training requires one coordinator for scheduling and program development and two instructors for instructional delivery.

Enhancing Skills for Peak Performance (PEAK)

Description: Enhancing Skills for Peak Performance is a 48 hour program designed to enhance communication skills, improve problem-solving proficiency and provide supervisors with a solid foundation for achieving peak performance in dealing with people. Peak Performance is an adult-learning based course requiring workgroup dynamics, participant interaction and individualized reading/writing assignments. Classroom involvement is dedicated to open

discussion and forums focusing on instructor's and participant's knowledge, experience and expertise.

Services Provided: PEAK is designed to provide the learner with skills for their role as mid-level managers. The course enhances skills for career development. The skills taught in this course will continue to benefit staff as they move transition into executive management roles.

Recipients: Certified and Non-Certified Staff who have supervisory responsibility in pay grades 68-74.

Financial Resources: Delivery of this program requires recurring expenditures for printing of manuals and per diem for instructors.

Human Resources: This training requires one coordinator for scheduling and program development and two instructors for instructional delivery.

Equal Employment Opportunity Institute (EEOI)

Description: Equal Employment Opportunity Institute is a 12 hour mandated course passed by the legislature (House Bill 959) that requires all newly appointed supervisors and managers within one year of their appointment must enroll into the EEOI training.

Services Provided: EEOI training focuses on equal employment opportunity laws including ADA, sexual harassment and issues that concern the values and management of diversity. The information provided in the training is a valuable tool for increasing productivity in the workplace.

Recipients: All DPS supervisors and managers. The average class size is 24 participants, which represent every division/ section/ office from all regions and divisions of NC.

Financial Resources: Delivery of this program requires recurring expenditures for printing.

Human Resources: EEOI requires one coordinator for scheduling and one EEOI certified instructor for instructional delivery. NC DPS has EEOI certified instructors available within each training regions to provide access to EEOI training to all participants.

Expandable Baton

Description: The Expandable Baton Instructor Training Program is an eighteen (18) hour course. This is an advanced level program that provides Certification requirements as mandated by the Section of Prisons and Baton Manufacturer. The course is conducted with classroom instruction related to the use of force, as well as hands on practical exercises in which the candidate must successfully complete a written examination and proficiency evaluations.

Services Provided: This is an advanced level program that provides certified General Instructors with the essential concepts, knowledge and skills required for certification as an Advanced Expandable Baton Instructor. Successful completion of the course provides the participant credentials to deliver mandatory Expandable Baton training in Basic Correctional Officer, Annual In-Service and Special Teams (PERT, SORT, etc.).

Recipients: Certified General Instructors. The average class size is 18-22 participants, which represents prisons from all regions in the state.

Financial Resources: Delivery of this program requires recurring expenditures for lodging, meals and printing. This program also requires that all Expandable Baton Senior Instructors to be recertified by Safariland Inc every 3 years. Non-recurring expenditures are batons.

Human Resources: Safariland Inc. who is the certifying agency and OSDT mandates an instructor to student ratio of 1:8. A minimum of one coordinator and two instructors is necessary to accomplish this.

Firearms Instructor Training

Description: The Correctional Firearms Instructor Training Program is a two week, 80 hours, legislatively mandated course. This is an advanced level program that provides Certification requirements as stated by the N.C. Criminal Justice Education and Training Standards Commission. The course is a blended style learning with classroom instruction as well as live fire exercises. Topical areas include: Legal Considerations, Policies, Safety, Range Operations, Medical Emergencies, Stand and Advanced course in Handgun and Shotgun, Low Limited Light Firing, Situational Firing, Weapons Maintenance and Repair, Special Techniques for Dealing with Trainees, Training Aids and Methods. Associated with this program is a mandatory pre-qualification that is 20 hours in length.

Services Provided: This is an advanced level program that provides certified General Instructors with the essential concepts, knowledge and skills required for certification by the N.C. Criminal Justice Education and Training Standards Commission. Successful completion of the course provides the participant credentials to deliver mandatory Firearms training in Basic Correctional Officer, Basic Probation/Parole Officer, Annual In-Service, and Special Teams (PERT, SORT, etc.).

Recipients: Certified General Instructors. The average class size is 20-24 participants, which represent both SOP and SCC from all regions and divisions in the state.

Financial Resources: Delivery of this program requires recurring expenditures for lodging, meals, printing, range supplies, weapons maintenance, and ammunition. Non-recurring expenditures are weapons and range equipment.

Human Resources: Criminal Justice Standards Administrative Code mandates an instructor to student ratio of 1:8. A minimum of one coordinator and four instructors is necessary to accomplish this.

Fitness Instructor

Description: The DAC Fitness Instructor Training Program is a fifty-six (56) hour course. This is an advanced level program that provides Certification requirements as mandated by OSDT to administer the Correctional Officer Physical Abilities Test (COPAT). The course involves academic classroom instruction, as well as physical training requirements of the participants. Topical areas include: COPAT Testing Procedures, Fitness and Wellness, Human Anatomy, Exercise and Safety, Flexibility Training, Nutrition Training, Behavior Change and Coronary Risk Factors. Associated with this program is a mandatory physical fitness pre-qualification that requires an instructor candidate to complete the COPAT Assessment in a standardized time.

Services Provided: This is an advanced level program that provides certified General Instructors with the essential concepts, knowledge and skills required for certification as a DAC Fitness Instructor. Successful completion of the course provides the participant credentials to administer the Correctional Officer Physical Abilities Test (COPAT).

Recipients: Certified General Instructors. The average class size is 12-14 participants.

Financial Resources: Delivery of this program requires recurring expenditures for lodging, meals and printing.

Human Resources: The DAC Fitness Instructor Training Program involves staff participating in physical fitness activities as well as the COPAT Assessment Training. A minimum of one coordinator and one instructor is necessary to accomplish this training.

General Instructor Training

Description: The General Instructor Training Program was created to prepare criminal justice practitioners to teach criminal justice related materials to students entering this profession. Since then, the 80 + hour course has evolved and currently prepares instructors to teach basic officers (students) and in-service populations. Participants are required to develop an original 80-minute lesson plan and present that lesson plan for evaluation. Participants must also successfully pass a certification exam administered by the NC Criminal Justice Training and Standards Commission.

Services Provided: This program provides DPS employees with the knowledge, skills, and abilities required to receive certification as a General Instructor by the Criminal Justice Standards Commission, and allows them to teach in a variety of topic areas to include basic training.

Recipients: Any person participating in a commission-accredited criminal justice training or OSDT train-the trainer course or program as an instructor, teacher, professor, lecturer, or other participant making presentations to the class shall first be certified by the NC Training and Standards Commission as a General Instructor.

Financial Resources: Delivery of this program requires recurring expenditures for lodging for those students who reside more than 60 miles from the Central Region training facility, meals and printing.

Human Resources: A minimum of 1 school director, 1 coordinator, and 9 instructors to run the school properly. Max number of students for this course is 16.

Gift Ban Master Instructor Training

Description: Gift Ban Master Training is a 2 hour course required to ensure that mandated gift ban training is disseminated in a consistent and reliable method to NC DPS's 20,000 employees. Master training provides the master trainee with a comprehensive understanding of the state's gift ban policy, the Governor's executive order, General Statute, consequences of violation and possible questions and responses that may be encountered during the conveyance of gift ban and gift ban trainer training.

Services Provided: To provide master level training instruction to certified General Instructors on the implementation of the NC state employee Gift Ban policy. Master trainers will provide Regional, Divisional, and Section trainers with the necessary Gift Ban Trainer training to provide NC DPS employees with knowledge of the Governor's Executive Order 24 and NC General Statute 133-32, regarding the state's gift ban and the consequences of violation.

Recipients: Certified General Instructors identified by Divisional, Regional, Sectional Heads or their designee. The average class size is 12-20 participants representing every division, region and section of NC DPS.

Financial Resources: Delivery of this program requires recurring expenditures for printing.

Human Resources: Gift Ban Master training requires one coordinator for scheduling and one lead instructor (program developer) for instructional delivery.

Gift Ban Trainer Training

Description: Gift Ban Trainer training is a 2 hour course required to ensure that mandated gift ban training is disseminated in a consistent and reliable method to NC DPS's 20,000 employees. This training provides the Gift Ban Trainer with a comprehensive understanding of the state's gift ban policy, the Governor's executive order, General Statute, consequences of violation and possible questions and responses that may be encountered during the conveyance of gift ban training.

Services Provided: To provide trainer level instruction on the implementation of the NC state employee Gift Ban policy. Gift Ban trainers will provide NC DPS employees' gift ban training designed to provide employees with knowledge of the Governor's Executive Order 24 and NC General Statute 133-32, regarding the state's gift ban and the consequences of violation.

Recipients: Certified General Instructors identified by Divisional, Regional, Sectional Heads or their designee. The average class size is 15-40 participants representing every division, region and section of NC DPS.

Financial Resources: Delivery of this program requires recurring expenditures for printing.

Human Resources: This training requires one coordinator for scheduling and one lead instructor (program developer) for instructional delivery.

Gift Ban Training

Description: Gift Ban is mandated training for all 20,000+ NC DPS staff that provides a clear understanding of the state's gift ban policy, the Governor's executive order, General Statute and consequences of violation.

Services Provided: This training identified the Governor's Executive Order No. 24, NC General Statute 133-32 regarding the state's gift ban and the consequences of violation.

Recipients: All DPS full time, part time, contractual employees and vendors. Class size ranges from 20 -50 participants.

Financial Resources: Delivery of this program requires recurring expenditures for printing.

Human Resources: This training requires one coordinator for scheduling and one lead instructor (program developer) for instructional delivery.

Staff/Offender Relationships: Maintaining Professional Boundaries

Description: Staff/Offender Relations training is a two-hour course that identifies the General Statutes and related policies with regards to: sexual contact with offenders. The class also includes material for the Prison Rape Elimination Act of 2003. Instructors must have specialized certification to deliver this course.

Services Provided: Undue Familiarity training provides DPS employees with skills and knowledge needed to maintain professional boundaries in their relationships with offenders.

Recipients: Certified and Non-Certified Staff

Financial Resources: Delivery of this requires recurring expenditures for printing.

Human Resources: Staff/Offender Relations training requires one coordinator for scheduling and one lead instructor (program developer) for instructional delivery.

Stress Management

Description: Stress management is a two or four hour course designed for all DPS staff. The class is offered at the request of managers, and is included in most supervisory programs.

Services Provided: Stress Management provides an overview of stress, guidelines for determining choices and making decisions in dealing with stressful situations and methods to communicate to reduce confusion in dealing with the choices made

Recipients: Certified and Non-Certified Staff

Financial Resources: Delivery of Stress Management requires recurring expenditures for printing.

Human Resources: This training requires one coordinator for scheduling and one instructor for instructional delivery.

Unlawful Workplace Harassment (UWPH)

Description: Unlawful Workplace Harassment training provides the trainee with a clear understanding of the N.C. Department of Public Safety Policy and the Prevention and Elimination of Unlawful Workplace Harassment or harassment of any kind.

Services Provided: This training also addresses the Complaint Procedure, EEOI Guidelines and related information.

Recipients: Certified and Non-Certified Staff

Financial Resources: Delivery of this program requires recurring expenditures for printing.


Human Resources: Unlawful training requires one coordinator for scheduling and one lead instructor (program developer) for instructional delivery.

Appendix B


SOP Regions with OSDT Locations

Office of Staff Development and Training Regional Offices

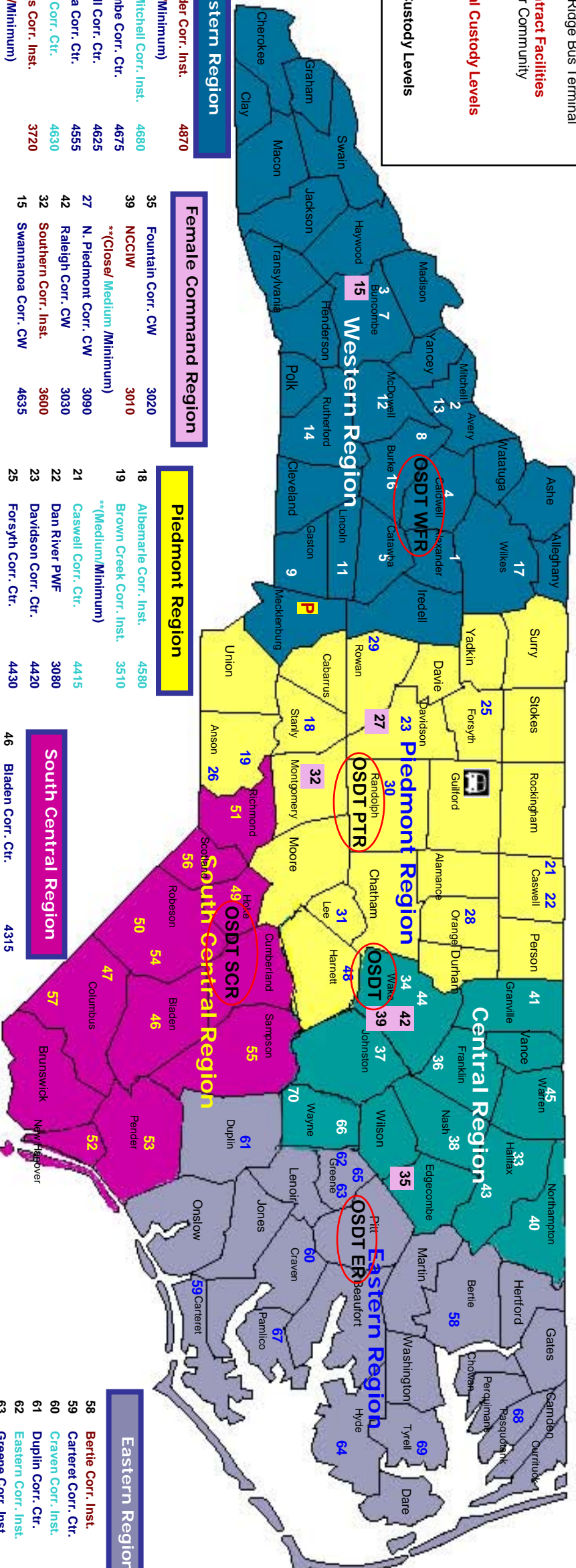
NC Department of Public Safety, Prisons Facility Listings by Region

 Sandy Ridge Bus Terminal

LEGEND

 **Private Contract Facilities**
Center for Community Transitions

Correctional Custody Levels
Minimum
Medium
Close
**Multiple Custody Levels



Western Region

1	Alexander Corr. Inst.	4870
**(Close/Minimum)		
2	Avery Mitchell Corr. Inst.	4680
3	Buncombe Corr. Ctr.	4675
4	Caldwell Corr. Ctr.	4625
5	Catawba Corr. Ctr.	4555
7	Craggy Corr. Ctr.	4630
8	Foothills Corr. Inst.	3720
**(Close/Minimum)		
9	Gaston Corr. Ctr.	4515
11	Lincoln Corr. Ctr.	4525
12	Marion Corr. Inst.	3730
**(Close/Minimum)		
13	Mt. View Corr. Inst.	4855
14	Rutherford Corr. Ctr.	4655
16	Western Youth Inst.	3905
**(Close/Minimum)		
17	Wilkes Corr. Ctr.	4665

Female Command Region

35	Fountain Corr. CW	3020
39	NCCIW	3010
**(Close/ Medium /Minimum)		
27	N. Piedmont Corr. CW	3090
42	Raleigh Corr. CW	3030
32	Southern Corr. Inst.	3600
15	Swannanoa Corr. CW	4635

Piedmont Region

18	Albemarle Corr. Inst.	4580
19	Brown Creek Corr. Inst.	3510
**(Medium/Minimum)		
21	Caswell Corr. Ctr.	4415
22	Dan River PWF	3080
23	Davidson Corr. Ctr.	4420
25	Forsyth Corr. Ctr.	4430
48	Hammett Corr. Inst.	3805
26	Lanesboro Corr. Inst.	4865
28	Orange Corr. Ctr.	4240
29	Piedmont Corr. Inst.	3500
**(Medium/Minimum)		
30	Randolph Corr. Ctr.	4445
31	Sanford Corr. Ctr.	4360

South Central Region

46	Bladen Corr. Ctr.	4315
47	Columbus Corr. Inst.	4355
49	Hoke Corr. Inst.	4320
50	Lumberton Corr. Inst.	4365
51	Morrison Corr. Inst.	3930
**(Medium/Minimum)		
52	New Hanover Corr. Ctr.	4170
53	Pender Corr. Inst.	4150
54	Robeson Corr. Ctr.	4340
55	Sampson Corr. Inst.	4345
56	Scotland Corr. Inst.	4860
**(Close/ Medium /Minimum)		
57	Tabor Corr. Inst.	4885
**(Close/Medium)		

Central Region

33	Caledonia Corr. Inst.	3305
34	Central Prison	3100
36	Franklin Corr. Ctr.	4215
37	Johnston Corr. Inst.	4230
38	Nash Corr. Inst.	3710
66	Neuse Corr. Inst.	3060
40	Odom Corr. Inst.	3310
41	Polk Corr. Inst.	3980
43	Tillery Corr. Ctr.	3320
44	Wake Corr. Ctr.	4265
45	Warren Corr. Inst.	4290
**(Medium/Minimum)		
70	Wayne Corr. Ctr.	4175

OSDT Eastern Region - Greenville N.C.

58	Bertie Corr. Inst.	4880
59	Carteret Corr. Ctr.	4110
60	Craven Corr. Inst.	3085
61	Duplin Corr. Ctr.	4125
62	Eastern Corr. Inst.	3400
63	Greene Corr. Inst.	4140
64	Hyde Corr. Inst.	4180
65	Mauzy Corr. Inst.	4875
67	Pamlico Corr. Inst.	4850
68	Pasquotank Corr. Inst.	3740
**(Close/Minimum)		
69	Tyrrell PWF	3070

OSDT Western Foothills Region - Lenoir N.C.

OSDT Southern Coastal Region - McCain N.C.

OSDT Central Region - Apex N.C.

Appendix C

Basic Correctional Officer Syllabus For the Calendar Year 2012

CORRECTIONAL OFFICER BASIC TRAINING

COURSE HOURS

For the Calendar Year 2012

002	THE SECTION OF PRISONS EMPLOYEE	HOURS:	3
004	PRISON SECURITY FUNCTIONS AND PROCEDURES	HOURS:	4
016	CONTRABAND AND TECHNIQUES OF SEARCH	HOURS:	8
113	OBSERVATION & SUPERVISION OF INMATES	HOURS:	8
116	FIREARMS		
	PART I FIREARMS SAFETY		2
	PART II BASIC HANDGUN FAMILIARIZATION/PROFICIENCY		13.5
	PART IV SHOTGUN		5
	PART V INTRO TO LOW/LIMITED LIGHT FIRING - HANDGUN		1.5
	PART VII LOW/LIMITED LIGHT FIRING - SHOTGUN		<u>2</u>
		HOURS:	24
117	INMATE CLASSIFICATION PROCESS & PROGRAMS	HOURS:	4
121	UNDERSTANDING INMATE BEHAVIOR	HOURS:	12
122	PRISON EMERGENCY OPERATIONS		
	PART I HOSTAGE		2
	PART II MECHANICAL RESTRAINTS: HANDCUFFING		2
	PART III EMERGENCY IDENTIFICATION & PREVENTION		4
	PART IV BASIC EXPANDABLE BATON TRAINING		6
	PART VIA BASIC MECHANICAL RESTRAINT APPLICATION		2
	PART VIB ADVANCED RESTRAINT TECHNIQUES		<u>2</u>
		HOURS:	18
125	RADIO COMMUNICATION AND TRANSPORTING	HOURS:	4
127	BASIC LIFE SUPPORT		
	PART I CPR		4
	PART II FIRST AID		<u>4</u>
		HOURS:	8
128	PRISON HEALTH SERVICES	HOURS:	2
207	REPORT WRITING	HOURS:	6
208	YOU AND THE LAW	HOURS:	4

COURSE HOURS: 161

CORRECTIONAL OFFICER BASIC TRAINING

COURSE DESCRIPTIONS

For the Calendar Year 2012

Based on task analysis, the Correctional Officer Basic Training Program is validated as job-related to Correctional Officers' work performed in the Section of Prisons, North Carolina Department of Public Safety. The program's design and development derives from validated task analysis data and information obtained by the Correctional Officer Job Task Analysis Project conducted during the period 1983 through 1984.

The Correctional Officer Basic Training Program consists of a total of four (4) consecutive weeks of training. The programs include training in the concepts, knowledge and skills required by Correctional Officers for work performance at the Basic or entry-level.

Basic Training programs for employees are mandated by North Carolina General Statute 17C, by regulations of the North Carolina Criminal Justice Education and Training Standards Commission (12 NCAC 9) and by policy of the North Carolina Department of Public Safety. The following are descriptions of Correctional Officer Basic Training courses.

002 THE SECTION OF PRISONS EMPLOYEE (3 HOURS)

The objective of this course is to provide trainees with a general understanding of Basic Training, rules of employee conduct and personnel procedures.

004 PRISON SECURITY FUNCTIONS AND PROCEDURES (4 HOURS)

To provide the correctional trainee with a general introduction of the routine, daily security functions and procedures used by the Section of Prisons.

016 CONTRABAND AND TECHNIQUES OF SEARCH (8 HOURS)

To provide employees of the Department of Public Safety with a general understanding of contraband and the necessary skills to conduct searches within a prison facility.

113 OBSERVATION AND SUPERVISION OF INMATES (8 HOURS)

To provide DAC employees with a general understanding of what constitutes good supervision of inmates.

116 FIREARMS (24 HOURS)

Firearms safety procedures in handling and using firearms during training and when on duty. The purpose, characteristics, capabilities, and limitations of the two (2)

standard weapons including handgun, and shotgun are discussed and demonstrated.

117 INMATE CLASSIFICATION PROCESS AND PROGRAMS (4 HOURS)

To provide employees of the Section of Prisons with a basic understanding of the inmate classification process. Emphasis is placed on admission and diagnostic procedures as well as the development of programs for incarcerated inmates.

121 UNDERSTANDING INMATE BEHAVIOR (12 HOURS)

The concepts of behavior, human needs and factors influencing inmate behavior. How inmates are organized and their interactions with the prison society will be discussed. (Emphasis will be given to assist the correctional employee in the identification of psychiatric medication and its side effects of concern and the identification and management options of inmates with developmental disabilities.)

122 PRISON EMERGENCY OPERATIONS (18 HOURS)

Covers all prison emergencies such as fire and evacuation, natural disaster, escape, disturbances along a continuum from simple two-person disagreements to riots and hostage situations. The correctional officer's duties and responsibilities are emphasized.

125 RADIO COMMUNICATION AND TRANSPORTING (4 HOURS)

To provide correctional officers with a basic understanding of policies, procedures and techniques involved in transporting inmates and in the use of standard Section of Prisons radios.

127 BASIC LIFE SUPPORT (8 HOURS)

Trainees are provided with the basic knowledge and skills for emergency treatment of victims of injuries or sudden illness. Emphasis is on First Aid in life threatening situations including stopped breathing, heart attack, stroke, heavy bleeding, poisoning and shock. Trainees are instructed in Cardiopulmonary Resuscitation (CPR) methods and the use of the standard Section of Prison facemask.

128 PRISON HEALTH SERVICES (2 HOURS)

To provide Section of Prisons staff with information about vital health care resources as it pertains to the inmate population. This block of instruction should also better prepare Correctional Officers for their role in meeting the legal and moral responsibility of providing health care to the inmate population.

207 REPORT WRITING (6 HOURS)

To provide Correctional Staff with instruction and practice in report writing methods and techniques, Section of Prison policies and procedures which involve writing by correctional staff; becoming familiar with and practicing, preparing, and completing standard Adult Correction Report Forms. {DC-138B (Statement by Witness) and DC-141 (Daily Report of a Segregated Inmate)}

208 YOU AND THE LAW (4 HOURS)

To provide correctional personnel with an understanding of their legal rights, responsibilities, and authority as prescribed by Department of Public Safety's regulations and state and federal law, as well as the nature and extent of the rights of prison inmates during their incarceration as prescribed by state and federal law and the United States Constitution.

209 INTERPERSONAL COMMUNICATION SKILLS (20 HOURS)

Communication problems and how they hinder the achievement of prison goals are discussed and analyzed. Trainees are taught more effective communication skills with peers and inmates including setting of atmosphere, introduction to the communication process, non-verbal communication, stereotyping and prejudice hostility, status degradation, feeling words and response styles exercise. Presented in five modules of: Managing Inmate Behavior, Staff & Inmate Relations, Cultural Diversity, Unlawful Workplace Harassment and Security Threat Groups.

212 CONTROLS, RESTRAINTS, DEFENSIVE TECHNIQUES (18 HOURS)

To provide DAC Officers with the basic knowledge of controls, restraints, and defensive techniques which will help them handle violent offenders, withstand personal attacks, and work effectively in emergency situations.

221 ROLE OF THE CORRECTIONAL WITNESS (4 HOURS)

To provide correctional staff with basic information on courtroom procedures and preparation methods for providing accurate testimony.

223 INMATE ADMINISTRATION REMEDY AND DISCIPLINARY PROCEDURES (4 HOURS)

To provide employees of the Section of Prisons with an understanding of the purpose and functioning of the Inmate Administrative Remedy Procedures and of the Inmate Disciplinary Procedure with special emphasis on their individual responsibilities in each procedure.

Appendix D

Basic Probation/Parole Officer Syllabus For the Calendar Year 2012

PROBATION/PAROLE OFFICER BASIC TRAINING

COURSE HOURS For the Calendar Year 2012

I.	ORIENTATION TO PPO BASIC TRAINING	2 HOURS
	PPO106 Orientation and Administration for P/P Officer	2
II.	LEGAL CONSIDERATIONS FOR THE PPO	20 HOURS
	PPO102 Introduction to the Legal System	2
	PPO104-I Probation Law: Violations, Sanctions, Hearings	6
	PPO104-II Probation Law: Arrest, Search, Seizure	6
	PPO108 Justice Reinvestment Act	2
	PPO115 Parole Law	2
	PPO117 Processing New Parole Cases	2
III.	OFFICER-OFFENDER RELATIONS	26 HOURS
	PPO105-I Public Speaking	2
	PPO105-II Interpersonal Communications	4
	PPO120 Understanding Offender Behavior	4
	PPO122 De-Escalating Aggressive Behavior	2
	PPO125 Crisis Intervention/Domestic Disputes	4
	PPO130 Supervising Substance Abuse Cases	2
	PPO136 Offender Supervision	6
	PPO140 Counseling Methodologies (Gangs)	2
IV.	ADMINISTRATIVE/OFFENDER MANAGEMENT	26 HOURS
	PPO107 Targeting Offender Needs	2
	PPO111 Case Management	6
	PPO118 Parole Violations/Revocations	4
	PPO126 Community Resource Management	2
	PPO127-I Processing Probation Cases	4
	PPO127-II Interstate Compact	2
	PPO129 Closing Cases	4
	PPO137 Wellness	2
V.	DEFENSIVE PROTECTION	44 HOURS
	PPO128 Arrest Procedures	8
	PPO133-I Controls, Restraints, Defensive Techniques	18
	PPO133-II CRDT (Advanced)	14
	PPO133-III Weapons Retention/Disarming Techniques	4

VI.	COURTROOM PREPARATION AND DEMEANOR	6 HOURS
	PPO114 Moot Court	4
	PPO132 Role of the Probation/Parole Witness	2
VII.	DRUG ID	4 HOURS
	PPO112 Drug Identification	4
VIII.	BASIC LIFE SUPPORT	8 HOURS
	PPO135-I CPR	4
	PPO135-II First Aid	4
IX.	PERSONAL/PROFESSIONAL CONDUCT	8 HOURS
	PPO113 Unlawful Workplace Harassment	2
	PPO138 Professional Ethics	2
	PPO139 Staff/Offender Relationships	4
X.	PPO BASIC FIREARMS	37 HOURS
	PPO100-IA Legal Considerations	2
	PPO100-IB Handgun Safety	1
	PPO100-II Familiarization and Qualification	13
	PPO100-III Situational Decision Making	12
	PPO100-IV Introduction to Low/Limited Light	7
	PPO100-V Handgun Care and Maintenance	2
XI.	EVIDENCE-BASED PRACTICES	12 HOURS
	PPO124-I Understanding Anti-Social Thinking	2
	PPO124-II Counseling Methodologies (Nonverbal/Verbal Communication Skills	2
	PPO-124-III Motivational Interviewing	4
	PPO-124-IV Field Learning Opportunities	4
XII.	ADMIN. MATTERS, REVIEW & TESTING	22 HOURS
	REVIEW	4
	PRACTICAL SKILLS TESTING	8
	ADMIN MATTERS/EXAMINATION	10

TOTAL: 215 HOURS

PROBATION/PAROLE OFFICER BASIC TRAINING

COURSE DESCRIPTIONS

For the Calendar Year 2012

The Probation/Parole Officer Basic Training curriculum is compiled of 215 hours of instruction divided in 12 topical areas plus review and testing. The courses provide an understanding of the structure and operations of the Section of Community Corrections. This program is designed for completion in 5 consecutive weeks, with approximately 40 hrs of training each week. Essential concepts, knowledge, skills directly related to the job requirements for an officer as identified by the task analysis will also be discussed. Course objectives relate back directly to the essential job functions and job tasks as identified in the task analysis. Trainees scheduling is through SCC and OSDT basic training.

ORIENTATION TO PPO BASIC TRAINING

PPO106 PPO Basic Training Orientation: Orientation and Administration for the Probation/Parole Officer

To provide the student with an orientation to the training site, the student's professional behavior, class schedules and training expectations to successfully complete basic training.

LEGAL CONSIDERATIONS FOR THE PPO

PPO102 Legal Considerations for the Probation/Parole Officer: Introduction to the Legal System

To provide Probation/Parole Officers with a basic understanding of the origin of laws and the North Carolina Judicial System.

PPO104 Legal Considerations for the Probation/Parole Officer: Probation Law Part I - Violations/Sanctions/Hearings

This course will provide the Probation/Parole Officer with a basic understanding of probation violations, the duties of an officer when violations occur and a review of SCC policy and procedure regarding violations.

Part II - Arrest, Search and Seizure

To provide Probation/Parole Officers with a thorough knowledge of the SCC policy and procedure for the search of a probation violator and the seizure of physical evidence.

PPO115 Legal Considerations for the Probation/Parole Officer: Post Release Supervision and Parole Laws

To provide the Probation/Parole Officer information about the organization, General Statutes, the post-release and parole process, investigations and types of Executive clemency.

PPO117 Legal Considerations for the Probation/Parole Officer: Processing New Parole Cases

To inform the Probation/Parole Officer of the procedures, duties, policies and responsibilities of the processing and supervision of new post release/parole cases.

OFFICER-OFFENDER RELATIONS

PPO120 Officer-Offender Relations: Understanding Offender Behavior

To provide trainees with a basic understanding of four (4) theories of criminal behavior, some attributes of types of probationers/parolees they may encounter, and ideas for treatment based on different theories of criminal behavior as well as identifying motives and needs that may cause criminal behavior.

PPO125 Officer-Offender Relations: Crisis Intervention and Domestic Disputes

To provide Probation/Parole Officers with a basic understanding of the area of Crisis Intervention. Also to teach them skills in recognizing suicidal offenders as well as offenders involved in domestic disputes.

PPO130 Officer-Offender Relationships: Counseling Substance Abuse Cases

To provide students with a basic understanding of the strategies for identifying and counseling substance abuse cases.

PPO140 Officer-Offender Relations: Counseling Methodologies, Gang Awareness

This block of instruction is designed to present the Probation/Parole Officer with information to assist in recognizing and supervising offenders with gang affiliation or memberships.

PPO136 Officer-Offender Relations: Offender Supervision

To teach Probation/Parole Officers the basic elements of supervising offenders in the different stages of supervision and the required contacts under each supervision level.

PPO105 Communications

Part I Courtroom Preparation and Demeanor: Public Speaking

To provide Probation/Parole Officers with an opportunity to become more at ease in public speaking and presenting oral reports.

Part II Officer-Offender Relations: Interpersonal Communications

To provide the Probation/Parole Officer with the basic knowledge and strategies in communicating with offenders from different cultural backgrounds.

ADMINISTRATIVE/OFFENDER MANAGEMENT

PPO137 Administrative/Offender Management: Employee Wellness

To introduce trainees to information on wellness, health, fitness, nutrition, and disease prevention which in turn, if followed, will hopefully improve wellness and enhance job performance.

PPO107 Administrative/Offender Management: Targeting Offender Needs

To provide trainees with information on the needs of an offender and Intervention Strategies and how the use of these strategies are essential in lowering recidivism.

PPO111 Administrative and Offender Management: Case Management

To provide Probation and Parole Officers with a basic understanding of the principles, strategies and techniques associated with case management. Officers will discuss the risk/needs process in order to develop skills, knowledge and abilities to effectively manage and assist the offender population.

PPO118 Administrative and Offender Management: Parole Violations and Revocations

To familiarize the Probation/Parole Trainee with all the aspects relating to Section of Community Corrections Policies and the Post-Release Supervision and Parole Commission procedures and responsibilities in dealing with post-release supervision violations and parole violations.

PPO126 Administrative/Offender Management: Community Resource Management

To provide Probation/Parole Officers with a basic understanding of the community resources in their work area as a means of providing services to probationers and parolees.

PPO127 Administrative and Offender Management

Part I Processing Probation Cases

To train the new Probation/Parole Officer to correctly process new cases received from the court system and to realize what types of cases the officer may be responsible for supervising.

Part II Interstate Compact for Adult Offender Supervision

To present to the student an overview of the steps needed to transfer a probation case across state lines and the supervision requirements.

PPO129 Administrative and Offender Management: Closing Cases

To provide Probation/Parole Officers with a basic understanding of the responsibilities in closing probation cases by any means requested or approved by the court.

DEFENSIVE PROTECTION

PPO128 Defensive Protection: Arrest Procedures

To provide the procedures for apprehending probation and parole violators. This will include the hands on use of restraints, and the application of the arrest.

PPO133 Defensive Protection

Part I Controls, Restraints, Defensive Techniques

To provide DAC Officers with the basic knowledge of controls, restraints, and defensive techniques which will help them handle violent offenders, withstand personal attacks, and work effectively in emergency situations.

Part II Controls, Restraints and Defensive Techniques for Probation and Parole Officers (Advanced)

To provide Probation and Parole Officers with the knowledge and skills necessary to perform advanced defensive techniques in order to defend themselves in the event of an attack on their person.

Part III Controls, Restraints and Defensive Techniques (Weapons Retention and Disarming Techniques)

To provide the Probation and Parole Officers with skills to protect and maintain control of their handgun in order to prevent the weapon from being used against them or citizens. As well as providing these officers with skills to regain control of their weapon, should it be taken, or to possibly disarm an armed aggressor.

COURTROOM PREPARATION AND DEMEANOR

PPO114 Courtroom Preparation and Demeanor: Moot Court

To demonstrate proper court functioning of a Probation/Parole Officer in a probation violation hearing through a role play Moot Court exercise.

PPO132 Courtroom Preparation and Demeanor: Role of the Probation/Parole Witness

To provide the Probation/Parole Staff with basic information on courtroom procedures and penalties for unacceptable conduct related to investigations and testifying in court.

DRUG ID

PPO112 Drug Identification

This block of instruction will provide the Probation/Parole Officer with basic information to assist in identification of common drugs and paraphernalia, identify common signs of use as displayed by your offenders, and discuss the laws associated with defrauding screening tests.

BASIC LIFE SUPPORT

Part I CPR

The American Red Cross CPR/AED for the Professional Rescuer course is designed to teach one and two-rescuer CPR, AED, Rescue Breathing, and Relief of Foreign-Body Airway Obstruction (FBAO) for the conscious and unconscious adult victim to all professional rescuers, particularly those who are expected to respond to emergencies in the workplace.

Part II First Aid

The American Red Cross First Aid for the Workplace course is designed to help participants identify and eliminate potentially hazard conditions in their environment, recognize emergencies and make appropriate decision for first aid care. It teaches the knowledge and skills that individuals in the workplace need to know to give immediate care to an ill or injured person until more advance medical care arrives.

PERSONAL/PROFESSIONAL CONDUCT

PPO113 Unlawful Workplace Harassment Policy and Sexual Harassment Education

To provide DPS employees with a clear understanding of the North Carolina Department of Public Safety's Zero tolerance for Unlawful Workplace Harassment.

PPO138 Personal/Professional Conduct: Professional Ethics in the Workplace

To provide the Probation and Parole Officer with an understanding of ethics, ethical conduct and practice with making ethical decisions.

PPO139 Personal/Professional Conduct: Staff and Offender Relationships

To provide Section of Community Correction employees with the skills and knowledge for maintaining professional boundaries in their relationships with offenders.

PPO BASIC FIREARMS

Part IA Firearms: Legal Considerations for the Probation/ Parole Officer

Trainees will have a thorough understanding of SCC Policy and North Carolina law regarding the use of force, the use of deadly force and the use of firearms as they relate to the Probation/ Parole Officer. Trainees will also have an understanding of liabilities and legal ramifications due to improper use of firearms and improper application of force.

Part IB Firearms: Handgun Safety for the Intermediate Officer

To provide an understanding of the importance of following Handgun Safety Precautions used by the North Carolina Department of Public Safety and enhance trainee safety during firearms training.

Part II Firearms: Familiarization and Qualification Course

To provide Section of Community Corrections staff with familiarization and qualification of the standard handgun they will use on duty.

Part III Firearms: Situational Decision Making Course of Fire

To provide the students with knowledge and experience in firing their weapon using defensive techniques that may occur into the "real world" during an emergency situation.

Part IV Firearms: Introduction to Night Fire

To provide students with familiarization and qualification in firing the handgun under low/limited light conditions.

Part V Firearms: Handgun Care and Maintenance

To provide students with the knowledge necessary to maintain and care for the weapons, ammunition, and accessories.

EVIDENCE-BASED PRACTICES

Part I Cognitive Behavioral Intervention (CBI)

To provide Probation/Parole Officers with a basic understanding of Cognitive Behavioral Intervention (Thinking for a Change Curriculum) as it relates to the offender.

Part II Counseling Methodologies: Nonverbal and Verbal Communication Skills

To provide Probation Officers with a basic understanding of interpersonal communication skills. This block of instruction will focus on both nonverbal and verbal communication skills to enhance their ability to supervise probationers and parolees.

Part III Motivational Interviewing

To present various interview techniques for obtaining information from offenders and be able to identify indicators of offender deception.

Part IV Field Learning Opportunities

To provide the Probation/Parole Officer an opportunity to identify resources in their communities that will assist in them in the daily supervision of offenders.

Appendix E

Juvenile Justice Officer Basic Training Course Syllabus For the Calendar Year 2012

Juvenile Justice Officer Basic Training Course Syllabus

COURSE HOURS For the Calendar Year 2012

TOPIC	HOURS
Facility Specific Safety, Security and Supervision	24 Hours
Orientation, Roles and Responsibilities of the JJO	6 Hours
First Aid/CPR and Blood Borne Pathogens	8 Hours
Characteristics of Delinquents	4 Hours
Working with Families of Delinquent Juveniles	4 Hours
Adolescent Development	6 Hours
Basic Group Leadership Skills	8 Hours
Gang Awareness	4 Hours
Maintaining Documentation of Activities and Behaviors	8 Hours
Basic Individual Counseling Skills	16 Hours
Treatment Program Operation	6 Hours
Effective Behavior Management of Juveniles	12 Hours
Crisis Intervention Techniques	8 Hours
Interpersonal Communication Skills	12 Hours
Verbal De-Escalation	4 Hours
Restraint, Control and Defense Techniques	28 Hours
Review and Examinations	4 Hours

TOTAL HOURS: 162 Hours

Appendix F

Juvenile Justice Court Counselor Basic Training Course Syllabus For the Calendar Year 2012

Juvenile Justice Court Counselor Basic Training

COURSE HOURS For the Calendar Year 2012

TOPIC	HOURS
Juvenile/Chief Court Counselors	
Orientation to Basic Training	4 Hours
Juvenile Law	8 Hours
Roles and Responsibilities of Juvenile Court Counselors	8 Hours
Special Program Procedures	0 Hours
Defensive Driving	8 Hours
Gang Awareness	4 Hours
Risk and Needs Assessment	4 Hours
Safety Issues	4 Hours
Secure Transportation	4 Hours
Intake	8 Hours
Report Writing, Documentation and Correspondence	8 Hours
First Aid/CPR and Blood Borne Pathogens	8 Hours
Working with Families of Delinquent Juveniles	4 Hours
Interpersonal Communication Skills	10 Hours
Interviewing	6 Hours
Basic Individual Counseling Skills	16 Hours
Restraint, Control and Defense Techniques	28 Hours
Verbal De-Escalation	4 Hours
Review and Examinations	8 Hours

TOTAL HOURS: 144 Hours

Appendix G

Basic Training Schedules For the Calendar Year 2012

BASIC CORRECTIONAL OFFICER TRAINING

CLASS CALENDAR

For the Year 2012

Class No.	Class Dates	Training Location
1	01/09 - 02/10	CRTC, Apex
2	01/09 - 02/10	ERTC, Greenville
3	01/09 - 02/10	SECC, Whiteville
4	01/23 - 02/17	WRTC, Lenoir
5	01/23 - 02/17	NCJA, Salemburg
5A	01/23 - 02/17	CRTC, Apex
6	01/23 - 02/17	PTRTC, Asheboro
7	02/13 - 03/09	CRTC, Apex
8	02/13 - 03/09	ERTC, Greenville
9	02/13 - 03/09	WRTC, Lenoir
10	02/19 - 03/16	SCRTC, McCain
10A	02/19 - 03/16	ERTC, Greenville
11	02/19 - 03/16	NCJA, Salemburg
11A	02/19 - 03/16	CRTC, Apex
12	02/19 - 03/16	PTRTC, Asheboro
13	03/12 - 04/13	ERTC, Greenville
14	03/12 - 04/13	CRTC, Apex
15	03/19 - 04/20	NCJA, Edneyville
16	03/19 - 04/20	SECC, Whiteville
17	03/19 - 04/20	National Guard Armory, Wadesboro
18	03/19 - 04.20	NCJA, Salemburg
18A	03/19 - 04/20	CRTC, Apex
19	04/16 - 05/11	ERTC, Greenville
20	04/16 - 05/11	CRTC, Apex
21	04/16 - 05/11	WRTC, Lenoir
22	04/23 - 05/18	SCRTC, McCain
22A	04/23 - 05/18	ERTC, Greenville
23	04/23 - 05/18	PTRTC, Asheboro
24	04/23 - 05-18	NCJA, Salemburg
24A	04/23 - 05/18	CRTC, Apex
25	05/14 - 06/15	College of the Albemarle, Edenton
26	05/14 - 06/15	NCJA, Edneyville
27	05/14 - 06/15	SECC, Whiteville
28	05/21 - 06/22	NCJA, Salemburg
29	05/21 - 06/22	National Guard Armory, Wadesboro
30	05/21 - 06/22	CRTC, Apex
31	06/18 - 07/20	ERTC, Greenville
31A	06/18 - 07/20	CRTC, Apex

Class No.	Class Dates	Training Location
32	06/18 - 07/20	SCRTC, McCain NC
33	06/18 - 07/20	WRTC, Lenoir
34	06/25 - 07/27	South Piedmont Com Col, Wadesboro
35	06/25 - 07/27	CRTC, Apex
36	06/25 - 07/27	NCJA, Salemburg
36A	06/25 - 07/27	ERTC, Greenville
37	07/23 - 08/17	ERTC, Greenville
38	07/23 - 08/17	SECC, Whiteville
39	07/23 - 08/17	WRTC, Lenoir
40	07/30 - 08/24	CRTC, Apex
41	07/30 - 08/24	NCJA, Salemburg
42	07/30 - 08/24	PTRTC, Asheboro
43	08/20 - 09/21	ERTC, Greenville
44	08/20 - 09/21	SCRTC, McCain
45	08/20 - 09/21	WRTC, Lenoir
46	08/27 - 09/28	CRTC, Apex
47	08/27 - 09/28	NCJA, Salemburg
48	08/27 - 09/28	PTRTC, Asheboro
49	09/24 - 10/19	ERTC, Greenville
50	09/24 - 10/19	SCRTC, McCain
51	09/24 - 10/19	WRTC, Lenoir
52	10/01 - 10/26	CRTC, Apex
53	10/01 - 10/26	NCJA, Salemburg
54	10/01 - 10/26	CRTC, Apex
55	10/22 - 11/30	ERTC, Greenville
56	10/22 - 11/30	SCRTC, McCain
57	10/22 - 11/30	NCJA, Edneyville
58	10/29 - 12/07	CRTC, Apex
59	10/29 - 12/07	NCJA, Salemburg
60	10/29 - 12/07	PTRTC, Asheboro
61	11/26 - 12/21	ERTC, Greenville
62	11/26 - 12/21	SCRTC, McCain
63	11/26 - 12/21	WRTC, Lenoir

Total Classes = 71

Total Students Completed =1519

BASIC PROBATION/PAROLE OFFICER TRAINING

CLASS CALENDAR

For the Year 2012

Class No.	Class Dates	Training Locations
1	01/08 - 02/17	NCJA, Salemburg
2	02/19 - 03/23	NCJA, Salemburg
3	03/25 - 05/04	NCJA, Salemburg
4	05/06 - 06/15	NCJA, Salemburg
5	06/17 - 07/27	NCJA, Salemburg
6	07/29 - 08/31	NCJA, Salemburg
7	09/09 - 10/12	NCJA, Salemburg
8	10/14 - 11/16	NCJA, Salemburg
9	10/28 - 12/14	SCRTC, McCain

This is the New 2012 Basic P/PO Training Calendar. All SCC Basic classes beginning on or after July 1, 2012, have been scheduled on the five week training cycle and will satisfy the Criminal Justice training requirements for Basic Probation and Parole Officer.

January 1, 2012, Probation and Parole Officers were required to complete PPO Basic Training (215 Hours) in order to fully perform their required duties and carry a duty weapon. This course satisfies the training requirements for Probation and Parole Officer Basic Training, as mandated by the Criminal Justice Education and Training Standards Commission and certifies these officers to carry a duty weapon.

Total Classes = 9

Total Students Completed= 180

JUVENILE JUSTICE BASIC TRAINING

CLASS CALENDARS

Effective January 1, 2012

Juvenile Justice Officer (160 hours)

Class No.	Class Dates	Training Locations
JJO 1	01/09 - 02/24	NCJA, Salemburg
JJO 2	03/12 -04/20	NCJA, Salemburg
JJO 3	05/07 - 06/15	NCJA, Salemburg
JJO 4	07/16 - 08/24	NCJA, Salemburg
JJO 5	09/10 - 10/12	NCJA, Salemburg
JJO 6	10/29 - 12/07	NCJA, Salemburg

Total Classes = 6

Total Students = 98

Juvenile Court Counselor (144 hours)

Class No.	Class Dates	Training Locations
JCC 1	01/09 - 03/16	NCJA, Salemburg - Edneyville
JCC 3	08/13 -09/14	NCJA, Salemburg

Total Classes = 2

Total Students = 11

Appendix H

Firearms Instructor Training Syllabus For the Calendar Year 2012

CORRECTIONAL FIREARMS INSTRUCTOR TRAINING

COURSE HOURS For the Calendar Year 2012

Course No.	Title	Hours
600-01	Course Overview	1
600-02	Legal Considerations for Firearms Instructors	4
600-03	Division of Adult Correction Firearms Training Course	2
600-04	Firearms Safety	3
600-05	Range Operations	5
600-06	Medical Emergencies on the Range	4
600-07	Handgun Training	13.5
600-08	Introduction to Low/Limited Light Fire	4
600-09	Handgun Care & Maintenance	2
600-10	Advanced Handgun Training	8
600-11	Advanced Handgun Courses of Fire	4
600-12	Shotgun Training	8
600-13	Shotgun Low/Limited Light Training	3
600-14	Cleaning & Maintenance of Shotgun	2
600-15	Special Techniques for the Reluctant/Frightened Shooter	1
600-16	The Shooting Decision	2
600-17	Situational Use of Firearms	2
600-18	Situational Exercises: Day	6
600-19	Situational Exercises: Low/Limited Light	2.5
Administrative Matters, Testing and Evaluation		3.0
		<u>80.0</u>

CORRECTIONAL FIREARMS INSTRUCTOR TRAINING

COURSE DESCRIPTIONS

For the Calendar Year 2012

The primary function of this instruction is to certify firearm instructors to train Division of Adult Correction employees how to use firearms in a correctional setting. This program will provide for specific Firearm Certification requirements as stated by the North Carolina Criminal Justice Education and Training Standards Commission. It also provides for in-service firearm instructors. While a by-product of this training may be improvement in instructor marksmanship, the major thrust of this training is to prepare firearm instructors to train others. Throughout the courses, training techniques, teaching aids, identification, and remediation of shooter errors will be emphasized.

Course Overview (600-01) - 1 Hour

The purpose, content, and schedule of the program will be explained. Course materials will be reviewed. The trainee equipment list will be discussed and checked against what items have been brought or are needed. Administrative memos and the list of mandatory essential skills for participation will be highlighted and assigned for candidate review and understanding.

Legal Considerations for Firearm Instructors (600-02) - 4 Hours

Two legal aspects are covered. The first aspect is a thorough survey of law and policy procedures concerning the use of force to prepare the instructor to teach the use of force in firearms training. Of particular importance is teaching in conformity to law and department policy. The second aspect deals with the legal responsibilities of the instructor including the importance of safety on the range, the importance of teaching the standard lesson plans without modification, and the importance of keeping accurate and adequate records of training.

Division of Adult Corrections Firearms Training Courses (600-03) - 2 Hours

Explains Basic Correctional Officer and the standard Section of Prison and Section of Community Corrections firearms training programs. The content of the courses, requirements, standards, and documentation will also be covered. Also covered will be the procedures for requesting ammunition and other supplies through OSDT and procedures for returning items to the Central Warehouse.

Firearms Safety (600-04) - 3 Hours

Deals with Firearms Safety from two viewpoints. The first will be to discuss overall safety issues to prepare the instructor candidates to teach the Firearms Safety courses. The second will be to prepare the instructor candidates to conduct firearms range training in a safe manner. Standard lesson plans are referred to for understanding and study purposes.

Range Operations (600-05) - 5 Hours

Covers the practical aspects of planning and conducting firearms range training so the instructor candidates will be capable of planning and conducting range training in a safe and effective manner. Standards for firing ranges and divisional equipment are included.

Medical Emergencies on the Range (600-06) - 4 Hours

A review of possible medical emergencies and first aid for gunshot wounds, powder burns heat strokes, hypothermia, etc.

Handgun Training (600-07) - 13.5 Hours

Prepares the instructor candidates to teach the Handgun Firearms Programs. Instructor candidates will fire the courses for Basic Probation /Parole Intermediate and Correctional Officer with a condensed version of the Section of Prisons familiarization courses of fire for the Handgun. Instructor trainees will be paired off and work as "Coach and Pupil" correcting each other's errors. As time permits, instructor candidates will serve as range master for the Handgun courses of fire. The proper scoring of targets and administrative accountability will be included.

Introduction to/Limited Light (LLL) Fire - Classroom and Range (600-08) - 4 Hours

Fundamentals of night firearms training and the basic techniques of firing a Handgun in low/limited light will be covered to prepare the instructor candidates to conduct night fire training. The instructor candidates will then fire a standard familiarization night course with the Handgun. Additionally, the instructor candidates will fire advanced night course(s) with the Handgun and expand on flashlight technique experiences acquired previously.

Handgun Care and Maintenance (600-09) - 2 Hours

Covers the care, cleaning and maintenance of the Handgun and accessories. The detection and emergency field repair recommendations for common malfunctions will be covered.

Advanced Handgun Training (600-10) - 8 Hours

The advanced use of the Handgun with methods beyond these covered in Basic PPO, Correctional Officer or Standard In-Service Training will be covered. Specialized courses of fire for PERT, Extradition Officers, Probation/Parole Intermediate Supervision Officers and similar groups will be discussed and assigned to instructor candidates for live fire activities.

Advanced Handgun Courses of Fire (600-11) - 4 Hours

Instructor candidates will fire several different Advanced Handgun Drills. Instructor trainees will work as “Coach and Pupil” detecting and correcting each other’s errors when possible. Instructor candidates will serve as the range master.

Shotgun Training- (600-12) - 8 Hours

Prepares the instructor candidates to teach the Shotgun Firearms Training Program. Included will be weapons, ammunition, positions, and detection and correction of shooter errors. Also included will be targets and courses of fire. Instructor candidates will pattern fire shotguns at several distances. They will fire various short ranges and long-range courses of fire including the standard proficiency course. Instructor candidates will act as “Coach and Pupil” and will serve as range master. The proper scoring of targets and administrative accountability will be included.

Shotgun Low/Limited Light Training Fire - Range (600-13) - 3 Hours

Instructor candidates will fire a low/limited light familiarization course and as time permits, short range and long range night courses of fire with the shotgun.

Care and Maintenance of the Shotgun (600-14) - 2 Hours

The proper care, cleaning and maintenance of the shotgun are covered and performed. The detection of common malfunctions is included.

Special Techniques for the Reluctant/Frightened Shooter (600-15) - 1 Hour

The course emphasizes behavioral characteristics of employees and training techniques for the reluctant/frightened shooter.

The Shooting Decision (600-16) - 2 Hours

The principles and problems of making the shooting decision will be covered. This is to prepare the instructor candidates to grasp the issues and give competent instruction to certified staff. Current films, videos, or articles will be included for discussion, understanding, and application.

Situational Use of Firearms (600-17) - 2 Hours

Various practical aspects of the use of firearms applicable to both Sections will be covered to prepare the instructor candidates to teach this aspect of correctional use of firearms. Included will be such subjects as planning issues and types available.

Situational Exercises, Day (600-18) - 6 Hours

Instructor candidates will take part in several practical exercises using training simulators, non-firing guns, etc. to familiarize them with conducting such exercises. They will gain direct experience by taking another employee through the exercises where practiced.

Situational Exercises, Low/Limited Light (600-19) - 2.5 Hours

Instructor candidates will take part in low/limited light practical exercises using training simulators, non-firing guns, etc. to familiarize them with the problems of conducting such exercises. They will gain direct experience by taking another employee through the exercises where practical.

Reference Material Lesson Plans Included:

600 Series Reference Material - 001 Pre-Basic Firearms Training for SCC Staff (Draft Version) - Instructor candidates will be introduced to the Draft Pre-Basic Firearms Training Lesson Plan and receive instruction on how to properly provide preliminary firearms training for an employee slated to attend Basic Training Program.

600 Series Reference Material - 002 Clearing Barrels Procedures for Prisons Staff (Draft Version) - Instructor Candidates will be introduced to the Draft Clearing Barrels Lesson Plan and instruction on how to properly use firearms loading/unloading stations.

600 Series Reference Materials - 003, 004 & 005 - Remedial Lesson Plans for DAC Staff (Approved Versions) - Instructor Candidates will be introduced to three approved lesson plans that provide remedial training for all DAC regarding firearms safety, handgun and shotgun operation.

Firearms Remedial Safety Training for DAC Staff - 1 Hour Lesson Plan # 0011154

Shotgun Remedial Training for DAC Staff - 2 Hour Lesson Plan # 0011155

Handgun Remedial Training for DAC Staff - 3 Hour Lesson Plan # 0011156

Appendix I

CRDT Instructor Training Syllabus For the Calendar Year 2012

CRDT INSTRUCTOR TRAINING

COURSE HOURS

For the Calendar Year 2012

Lesson Plan #	Lesson Plan Name	Hours
602 - 1	Introduction to Controls, Restraints, and Defensive Techniques	2
602 - 2	Patterns of Movement	4
602 - 3	Response to Injury	2
602 - 4	Basic Controls and Techniques	24
602 - 5	Mandatory Annual CRDT Refresher Training	24
602 - 6	Restraint Applications	6
602 - 7	Program Evaluation	10
602 - 8	Advanced Instructional Techniques	8
		<hr/> 80

CRDT INSTRUCTOR TRAINING

COURSE DESCRIPTIONS

For the Calendar Year 2012

The Correctional Controls, Restraints and Defensive Techniques Instructor Training program consists of a total of 80 hours. The program is designed for completion after two successive weeks, with 40 hours training during each week. The program includes training in the essential concepts, knowledge, and skills directly related to the delivery of the controls, restraints, and defensive techniques self-defense programs for Division of Adult Correction employees. This program will provide for specific self-defense certification requirements as stated by the North Carolina Criminal Justice Education and Training Standards Commission. Therefore, this course will certify Correctional CRDT instructors to Adult Correction employees how to use CRDT in the correctional setting.

602-1 Introduction to Controls, Restraints and Defensive Techniques (CRDT)

To provide instructor trainees with the necessary skills and knowledge to conduct training using the Division of Adult Correction's style and use of Defensive Techniques.

602-2 Patterns of Movement

To provide instructor trainees with a general understanding of the proper wrist exercises, blocking and evasive action techniques, and correct combination of controls using both hands and feet.

602-3 Response to Injury

To prepare defensive tactics instructors to properly respond to injuries and to promptly contact emergency medical services.

602-4 Basic Controls and Techniques

To provide instructor trainees with the necessary skills and knowledge needed to be able to teach the basic skills for Controls, Restraints and Defensive Techniques.

602-5 Mandatory Annual CRDT Refresher Training

Phase I Defensive Protection: Controls, Restraints, and Defensive Techniques

To provide DAC Officers with refresher training in controls, restraints, and defensive techniques which will help them handle violent offenders, withstand personal attacks, and work effectively in emergency situations.

Phase II Advanced Strikes, Motor Nerves & Pressure Points (Phase II)

To present to the participant with more complex/efficient strikes and pressure point/motor nerve activation.

Phase III Blunt/Edged Weapon Defense

To present to the participant, defensive and control methods for encounters with blunt/edged weapons.

Phase IV Advanced Offender Control/Ground Defense

To present to the participant an advanced level of defensive and control techniques. These techniques will increase the officer's ability to successfully defend against physical attack.

Phase V Weapon Retention

To present to the participant an advanced level of defensive and control techniques. These techniques will increase the officer's ability to successfully defend against physical attack.

602-6 **Restraint Applications**

To provide the officer with a practical method of applying handcuffs with speed, utilizing a tactical approach to assist in offender control and officer safety.

602-7 **Program Evaluation**

To evaluate the instructor trainees on their proficiency in all techniques through actual demonstration by trainees and evaluation by an instructor. Participants will also be evaluated on their cognitive knowledge of instructor training in Control, Restraints and Defensive Techniques through written and oral evaluations.

602-8 **Advanced Instructional Techniques**

To teach advanced instructional techniques to Instructor Candidates in preparation for their teaching the entire Controls, Restraints and Defensive Techniques curriculum to other correctional trainees.

Appendix J

RCDT Instructor Training Syllabus For the Calendar Year 2012

RESTRAINTS, CONTROLS AND DEFENSIVE TECHNIQUES (RCDT) INSTRUCTOR TRAINING

COURSE HOURS For the Calendar Year 2012

Lesson Plan Name	Hours
Orientation	1
Skills Pre-Test	1
Physical Assessment	4
Safety Guidelines	2
Physical Fitness and Conducting Safe Warm-up Exercises	12
Warm-up Exercises	2
Fundamentals of Professional Liability for Criminal Justice Instructors	4
RCDT Instructor Guidelines	2
RCDT Practical Skills and Instructional Methods	28
Practical Skills Enhancement	4
RCDT Instructional Practicum	4
Practical Skills Evaluation	4
Comprehensive Examination/Course Closing	2
Total hours	70

RESTRAINTS, CONTROLS AND DEFENSIVE TECHNIQUES (RCDT) INSTRUCTOR TRAINING

COURSE DESCRIPTION

For the Calendar Year 2012

The Department of Juvenile Justice and Delinquency Prevention's Instructor Restraint, Control and Defense Techniques Course is dedicated to certifying instructors to implement Restraint, Control and Defense Techniques (RCDT) training in the Basic Training for Juvenile Justice Officers and Basic Training for Juvenile and Chief Court Counselors.

Admission into the course requires that all prospective RCDT instructors have obtained a General Instructor certification prior to RCDT Instructor School. The student must also maintain current First-Aid and CPR certifications that include cognitive and skills testing.

Students are expected to successfully complete a practical skills pre-test administered at the beginning of the course. This pre-test requires the student to demonstrate an acceptable level of proficiency in selected defensive techniques contained in the RCDT block of instruction.

Physical fitness is an important and inseparable part of RCDT. As an RCDT instructor, it is imperative to maintain an acceptable level of physical fitness and exhibit a positive example to students. Prospective RCDT instructors must participate in a Fitness Assessment on the first day of class. There will be structured physical exercises at specified times during the course. The student is required to participate in all physical exercise sessions unless otherwise excused by the school director.

To successfully complete the course, the student must score a minimum of 75% on a written comprehensive exam. Additionally, the student must, to the satisfaction of the instructor, demonstrate an acceptable level of competence and proficiency during a practical skills exam.

Attendance in all classes is mandatory. In the event of an emergency that creates attendance problems, the student should inform the course coordinator. The course coordinator will attempt to provide a space in the next scheduled course.

COURSE DELIVERY

Delivery of the RCDT curriculum should be a planned sequence of activities, which help facilitate proficiency in prospective instructor performance. Lesson plans for each topic are provided as a model outline for instruction to ensure prospective instructors learn and become proficient with each training objective.

The sequencing of topics is an important feature of the course. The order of presentation is based upon several factors to include: facilitating prospective instructor learning, the need to teach certain critical areas (e.g., - legal topics) early in the course, separate "skill building" sessions to facilitate learning and retention and ensuring that certain topics have prerequisites completed in a logical sequence.

For practical performance exercises there must be one instructor for each 6 trainees.

Appendix K

General Instructor Training Syllabus For the Calendar Year 2012

GENERAL INSTRUCTOR TRAINING

COURSE HOURS

For the Calendar Year 2012

Instructor Training for criminal justice personnel is divided into 15 units, each designed for the specific purpose of providing to the student the information necessary to accomplish the terminal performance objectives of the course.

<u>Course</u>	<u>Title</u>	<u>Hours</u>
Unit 1	Orientation/Self-Assessment	3
Unit 2	Lesson Plan Preparation: Professional Resources	2
Unit 3	Teaching Adults	4
Unit 4	Curriculum Development: ISD Model	3
Unit 5	Lesson Plan Preparation: Format and Objectives	6
Unit 6	The Evaluation Process	4
Unit 7	Methods and Strategies of Instruction	4
Unit 8	Interpersonal Communication in Instruction	4
Unit 9	Law Enforcement Instructor Liabilities and Legal Responsibilities	2
Unit 10	Principles of Instruction: Audio-Visual Aids	6
Unit 11	Principles of Instruction: Demonstration Methods and Practical Exercises	6
Unit 12	Student 10-Minute Talk and Video Critique	6
Unit 13	First Thirty-Minute Presentation	6
Unit 14	Second Thirty-Minute Presentation	6
Unit 15	80-Minute Presentation & Review	12
	State Exam	2
	Course Closing	1
		<hr/> <hr/> 77

GENERAL INSTRUCTOR TRAINING

COURSE DESCRIPTIONS

For the Calendar Year 2012

Unit 1: Orientation/Self-Assessment

This unit is used to take care of all administrative matters of the course as well as give the participants an opportunity to meet one another. Group norms will be discussed, as well as all the course requirements. The notebook is reviewed with emphasis being placed on the orientation sheets in the notebooks. The participants are questioned to ensure they understand what is required of them.

Unit 2: Lesson Plan Preparation: Professional Resources

This unit outlines various resources available to criminal justice trainers. This unit also covers the correct procedures for documenting and citing references and endnotes.

Unit 3: Teaching Adults

This unit will introduce the student to basic concepts of adult learning, those environmental elements which influence learning and will allow the student to develop skills in instructional leadership.

Unit 4: Curriculum Development: ISD Model

This unit presents the systems approach to instruction. The Instructor Training Course is based on the systems approach. The five phases of the ISD are covered discussing instruction as a systematic process. The students will learn how to incorporate the ISD model as they research and write their own lesson plans.

Unit 5: Lesson Plan Preparation: Format and Objectives

This unit combines writing objectives and lesson plans. This unit covers the different types of lesson plans as well as reasons and the procedure for writing a lesson plan. Classroom time is spent in defining objectives and their components, and then having students write objectives for their block of instruction.

Unit 6: The Evaluation Process

In the systems approach to instruction, evaluation is a continuous process. Evaluation of student achievement is determined whenever possible through criterion-referenced performance testing. Types of tests, characteristics of good tests, and the uses of test results are also discussed. Students are required to design test items for use in their lesson plan.

Unit 7: Methods and Strategies of Instruction

This unit covers the various methods and strategies that are used in the classroom to provide an efficient and effective learning experience. One advantage and disadvantage of each are pointed out. Insight is given on how a method of instruction should be selected in accordance with the training objectives. Also included in this block is the importance of verbal questions as well as questioning techniques used in the classroom setting.

Unit 8: Interpersonal Communication in Instruction

The purpose of this unit is to emphasize the necessity for proper communication techniques in the classroom setting. The various approaches faced in training are covered here as well as the effects of poor communication. Also discussed are the barriers to communication, the psychological atmosphere of the classroom and the role of the instructor in maintaining proper lines of communication with the class. Exercises will be conducted throughout the two weeks of the course to illustrate the points presented.

Unit 9: Law Enforcement Instructor Liabilities and Legal Responsibilities

Those who train criminal justice officers assume a special responsibility. This unit discusses the practical aspects of civil litigation as experienced by the criminal justice trainer as well as a review of the general principles of legal liability imposed upon trainers.

Unit 10: Principles of Instruction: Audio-Visual Aids

Instructional media, or audio-visual aids, are used: (1) for better communication; (2) to appeal to additional senses; (3) to economize time and efforts; and, (4) for motivational purposes. They are the means to an end, not an end in themselves. The instructional media unit deals with the selection of training aids, operation of media-hardware, preparation of various A-V materials, and practice in correct use of aids in the instructional process.

Unit 11: Principles of Instruction: Demonstration Methods and Practical Exercises

This unit concentrates on how to develop and use demonstrations and practical exercises in instruction. The students are required to develop and present a demonstration and to use the practical exercise guidelines if they choose to do an exercise during their presentations.

Unit 12: Student 10-Minute Talk and Video Critique

The purpose of this unit is two-fold: first, to give each participant an opportunity to speak in front of a group presenting the Introduction to their 80-minute lesson plan; and second, to videotape each presentation so that each participant will have the opportunity to review their presentations. The group is divided into two sections.

Unit 13: First Thirty-Minute Presentation

This unit is performance oriented. Each student presents the first 30 minutes of the 80-minute block of instruction. All procedures outlined in the evaluation sheet should be followed. Two different types of training aids are required at this time. Students should ensure that they are presenting information that supports their training objectives. Upon completion, an evaluation form is completed by the evaluator and a copy given to the student.

Unit 14: Second Thirty-Minute Presentation

This unit is also performance oriented. The student will give the second half of the 80-minute block of instruction.

Unit 15: 80-Minute Presentation & Review

This unit is one of the criteria tests for the course. The student will give the 80-minute block of instruction to the group. Prior to presenting the information, the student will hand into the evaluator the required material for evaluation as well.

State Exam

One hundred question multiple choice exam.



Developing Tomorrow's Leaders Today