

TITLE: REMEDIAL TRAINING**CODIFIED: 97.3****EFFECTIVE: 07/23/04****RESCINDS/AMENDS: TRAINING SOP****PAGES: 2****PURPOSE**

The purpose of this directive is to delineate and define responsibilities and procedures as they apply to identifying and providing remedial training.

DISCUSSION

Traditionally, remedial training has meant sending the employee to specific classes in the subject area within which he or she is having difficulty. Remedial training may be simply practice by the employee, with supervision, or orders to rewrite a report.

In whatever form it appears, remedial training should be identified and handled as a bona fide training opportunity. Documentation as to what strategies were used and the results of the remedial training should be kept by the agency.

Criteria should be established that identifies candidates for remedial training. Timetables for this training should be established to keep remedial training from dragging on endlessly, and to give the employee a time goal to reach during the training.

The Department should attempt to retrain and motivate those employees whose skills and knowledge levels have declined. This should be a continuous process. Learning proceeds best when the employee is motivated to learn and it should be the responsibility of each supervisor to train his/her subordinates by the most effective methods available.

The employee should also know the consequences of non-participation or failure to successfully complete a remedial training course. Remedial training

strategies should be structured to the individual employee.

POLICY

It shall be the policy of the Department to provide needed remedial training to employees in order to update, improve, or re-establish the skills and knowledge required to perform the tasks assigned.

PROCEDURE

97.3.01 Remedial training shall be provided to employees when their task effectiveness has been judged to be less than acceptable.

97.3.02 Remedial training will be provided under the following circumstances:

- A. When the employee perceives a problem in performance or behavior, he/she may request remedial training to improve skills or knowledge. Requests shall be made in writing, via the chain of command.
- B. When requested by the employee's supervisor. This request may take any of the following forms:
 - The supervisor may suggest that the employee apply for remedial training.
 - The supervisor may conduct his/her own remedial training for the affected employee, through coordination with the Training and Recruiting Unit.
 - The supervisor may make a formal request, via the chain of command.
- C. When a written performance evaluation or behavior identifies deficiencies, the employee or supervisor may request remedial training in areas that are deemed as unsatisfactory.

97.3.03 Prior to training, goals, objectives and time allotted shall be specified in writing.

97.3.04 Adequate time to complete the training and show improvement shall be allotted.

97.3.05 Those employees who do not show improvement in the allotted time may be subject to disciplinary action.

97.3.06 Remedial training shall be conducted or coordinated through the Training and Recruiting Unit.

97.3.07 All remedial training records will be maintained by the Training and Recruiting Unit.

97.3.08 When requested, remedial training will be conducted in response to those specific areas in which the employee has received unsatisfactory employee performance ratings unless special circumstances exist.

97.3.09 Upon receipt of a request for training, the Training and Recruiting Unit will review all pertinent information and meet with the employee's supervisors to assist in the development of the remedial training.

97.3.10 The Training and Recruiting Unit Commander, regardless of rank, will ultimately decide what remedial training solution will be employed.

97.3.11 Remedial training solutions include, but are not limited to, assignment of the employee to any of the following:

- Training courses offered by outside entities, i.e. New Mexico Law Enforcement Academy, other agencies, etc..
- Training courses offered by the agency through the Training and Recruiting Unit.
- Individualized remedial training as prescribed by the employee's supervisor.
- Other remedial assistance as prescribed by the Training and Recruiting Unit Commander., or employee's Division Commander.

97.3.12 If an employee fails to successfully complete the training program, one or more of the following may apply:

- A. Additional remedial training may be needed, alternate strategies may be identified and additional training assigned.
- B. Recommendations may be made to the Division Commander to assign or reclassify the employee to a position that does not require use of the skills or knowledge in which the deficiency occurs.
- C. Recommendations may be made to the Chief of Police for termination, if all remedial efforts are deemed to be ineffective and the employee can no longer meet the requirements of the duty position.

97.3.13 Non-participation by the employee may result in serious consequences, to include termination. Care shall be taken to insure that the employee is given every opportunity to participate in the training by the employee's supervisor.

97.3.14 All remedial training and the effectiveness of this training shall be included in the employee's training file maintained by the Training and Recruiting Unit.

DRAFTED(adp)/04-00

APPROVED: 
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DATE: 07-23-04

RESULTS