



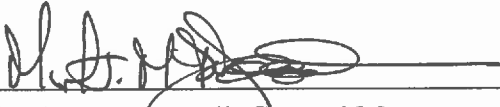
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General Manager

9-1-1
FIRE
POLICE
MEDICAL

COMMUNICATIONS OPERATIONS TRAINING POLICY/PROCEDURE

Policy No. 8650	Date Issued:	December 10, 2003
Section: 8600 – In-Service Training	Date Revised:	
Accreditation Standards: CALEA 3.6.4, 5.3.5		
SUBJECT: REMEDIAL TRAINING		
APPROVED:		
	Michael J. McDougall, General Manager	

1.0 Purpose

1.1 The purpose of this policy is to provide guidelines and procedures for delivering remedial training to employees who are not in an active training assignment.

1.2 The intent of this policy is to provide supervisors with an option in advance of corrective or other formal performance improvement action when they've identified an employee who is performing at a substandard level.

2.0 Procedure

2.1 Supervisors must identify a specific performance deficiency that is likely to respond to remedial training.

2.1.1 Examples of non-specific performance deficiencies include, but are not limited to: "not a good dispatcher", "not a good call-taker", and "not a good back-up".

2.1.2 Examples of performance deficiencies not likely to respond to remedial training include, but are not limited to: "rude", "tardiness", and "doesn't get along with peers".

2.1.3 Examples of specific performance deficiencies likely to respond to remedial training include, but are not limited to: “slow phone processing times”, “unfamiliar with beat structure”, and “inaccurate interpretation of CLETS returns”.

2.2 When implementing remedial training, Supervisors will discuss the need for remedial training with the employee and establish a mutually agreeable performance improvement to be realized as a result of the remedial training.

2.2.1 If a mutually agreeable goal cannot be reached, the Supervisor has the right to establish the performance goal.

2.3 Remedial training is a formal training assignment and will be conducted and documented accordingly. Supervisors will work with Training Unit staff in order to ensure all applicable training policies, procedures and practices are followed.

2.3.1 Remedial training is not intended to replace or impede the regular, informal coaching provided to employees by Supervisors.

3.0 Remedial Training as a Function of Discipline

3.1 Even though remedial training is a supervisory response to a performance deficiency, it is not a corrective or disciplinary action.

3.2 Supervisors should ensure employees have received adequate training before disciplining employees.

3.3 Supervisors are not required to provide remedial training before implementing corrective action in accordance with Policy No. 1080 (Corrective Action) and/or MOU Section 16.0 (Discipline).

3.4 Supervisors are encouraged to provide remedial training before implementing corrective or other formal performance improvement actions in situations that are likely to respond to remedial training. Such situations are likely to arise when an employee’s initial training was deficient or not provided by SCCECC.