

Section Number: 40-1

Effective Date: January 1, 2012

Subject: DOP Training and Development

Purpose: To provide guidance to supervisors in determining the mandatory and refresher training available to staff

REQUIRED TRAINING

New Hire Training

Supervisors will arrange for all new employees to attend required training sessions provided by Staff Development and Training Unit (SD&T). Sequence and timing of new worker training is dependent on the individual's job classification, assignment, and demonstrated learning rate, as well as the supervisor's prudent judgment and workload considerations.

Supervisors will nominate their employees for SD&T sponsored training according to the procedure specified by SD&T's Training Manager. For employees in locations remote from the training site, requests for approval to expend training travel funds will be submitted to the Regional Manager on a Travel Authorization (Form 02-027), utilizing the Regional collocation code. Duty time is provided for this type of training.

Remedial/Refresher Training

In the process of receiving and providing training and monitoring performance, employees and/or their supervisors may identify specific deficiencies, which may be corrected by additional training. On other occasions, training is needed because of time passage or changes in policy, procedures, priorities and/or assignments. Nomination for these types of training may be made either by the supervisor or by the employee through the supervisor. Duty time is provided.

If SD&T can meet the need, nomination will be made directly to the Training Manager by the supervisor. If the need cannot be met within the Division, the supervisor will submit the nomination to the Regional Manager, along with a suggested training vendor.

Basic Supervisory

Newly hired supervisors will be provided with necessary basic supervisory, communications, and personal computer skills training. Training is primarily provided on-the-job by the Regional Manager and senior supervisors, and Department of

Administration Personnel Training and Development. Other opportunities are also available on occasion. Duty time is provided.

Nomination for training may be made by the new supervisor through his/her supervisor, or directly by his/her supervisor. If SD&T can meet the need, nomination will be made directly to the Training Manager by the supervisor.

If the need cannot be met within the Division, the supervisor will submit the nomination to the Regional Manager for approval, along with a suggested training vendor.

II. Elective Training

• Performance Enhancement

Employees wishing to enhance their performance and/or advance within the Division may identify specific non-polity training opportunities which they feel will help them achieve these goals. This type of training may or may not be available within the Division. Opportunities are not limited to these forums. The Division, within budget and staffing constraints and priorities, strongly supports elective training which will raise the quality of individual performance and benefit the Division and the public. Employees who identify such a training opportunity and wish to request Division support for duty time, tuition, and/or travel funds may request approval from their supervisor. If out-of-state travel is requested, Commissioner level approval is required. Requests from Field staff must be submitted through supervisory channels to the Chief of Field Services. Requests from other Division staff will be submitted to the Division Operations Manager. Requests must be made in memo form and must be accompanied by a copy of the agenda or course description(s), a statement of how the training will benefit the Division, and a plan for sharing the information and skills obtained with Alaska staff.

• Supervisory Preparation

The completion of leadership and management courses including the Academy for Supervisors course taught by the Division of Personnel, Training and Development, will better prepare candidates to compete for supervisory positions as well as perform at a high level more quickly, if selected. Courses may be taken at the employee's own time and expense. Within budget and staffing constraints, the Division may approve training, duty time and/or travel funds for staff who meet the selection criteria noted in the minimum qualifications for the Eligibility Technician IV, Eligibility Office Manager I and II.

TRAINING WEBSITES AVAILABLE:

- Division of Public Assistance – Staff Development and Training Unit
<http://dpaweb.hss.state.ak.us/training/>
- Department of Administration – Personnel Training and Development
<https://aws.state.ak.us/TrainAlaska/Default.aspx>

OTHER LINKS:

- DHSS Training Certification and Agreement Form
<http://dpaweb.hss.state.ak.us/main/manual/map/pdf/TrainingCertificationandAgreement2.pdf>
- SD&T Special Request Training form:
http://dpaweb.hss.state.ak.us/e-forms/pdf/SDT1_Training_Request.pdf