

**OPERATIONS, SECURITY & PREPARDNESS (OSP)
VA OFFICE OF SECURITY AND LAW ENFORCEMENT (OS&LE)**

**CONTINUING IN-SERVICE TRAINING SCHEDULE
SUBJECT LIST**

INTRODUCTION: Continuing education is essential to an effective police operation. The listed subjects are mandatory and must be completed by all OS&LE credentialed Special Agents that have been issued firearms.

Fiscal Year 2012

OS&LE Special Agent Name

Date of Completion	SUBJECT	TOTAL HOURS	REFERENCES	AGENT INTL.	INST. INTL.
1 st / / 2 nd / / 3 rd / / 4 th / /	Quarterly Proficiency Fire (Pro – Fire)	4	OS&LE SOP (October 6, 2012)	_____ _____ _____ _____	_____ _____ _____ _____
1 st / / / 2 nd / / /	Semi-annual Range Qualification (Including demonstrated proficiency in the use of the issued holster & related equipment)	8	Training Unit #18 & OS&LE SOP (October 6, 2012)	_____ _____	_____ _____
1 st / / / 2 nd / / /	Firearms Safety Briefing to include proper clearing procedures. (.5 hours semiannually)	1	Training Unit 18	_____ _____	_____ _____
1 st / / / 2 nd / / /	Defensive Tactics (Semi – Annual – Includes Baton, OC Spray, Control Holds and any officer Survival Topics)	4	LETC Instructional Materials	_____ _____	_____ _____
/ / /	Flying Armed Procedures	1	49 CFR 1544. 219 & TSA Regulations	_____	_____
/ / /	Cardiopulmonary Resuscitation (Biennial Requirement)	4	American Basic Life Support Course	_____	_____
/ / /	Review of Use of Force Policy (1 st or 2 nd Quarter)	1	Training Unit #18 & VA Handbook 0730	_____	_____
/ / /	Review of Use of Force Policy (3rd or 4th Quarter)	1	Training Unit #18 & VA Handbook 0730	_____	_____

#3

Department of Veterans Affairs
Office of Security and Law Enforcement
Law Enforcement Training Center (LETC)

LETC DIRECTIVE 11-05
Transmittal Sheet
May 6, 2011

INSTRUCTOR QUALIFICATIONS

1. **REASON FOR ISSUE:** To establish LETC Instructor qualification policy.
2. **SUMMARY OF CONTENTS/MAJOR CHANGES:** This directive sets forth policies and responsibilities for managing and implementing the LETC's Instructor Qualification Standards Program.
3. **RESPONSIBLE OFFICE:** VA LETC Office of the Director
4. **RELATED POLICY:** Manual 601 – New Instructor Orientation, Manual 602 – Instructor Qualification and Certification.
5. **RESCISSIONS:** None



Robert D. Cagle, Director
VA Law Enforcement Training Center


U.S. DEPARTMENT OF VETERANS AFFAIRS
LAW ENFORCEMENT TRAINING CENTER



VA POLICE

TRAINING STANDARDS DIVISION POLICY AND PROCEDURE MANUAL 602

INSTRUCTOR QUALIFICATION AND CERTIFICATION


Tony Allen
Chief, Training Standards Division

11 May 2011
Date

WARNING

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DEVELOPED BY: (MARCH/2011)

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REVISED BY:

1. INTRODUCTION

The qualification, certification, and career development of LETC Instructors is the foundation of the LETC's mission. It is critical that Instructors be provided a guided, structured training program upon reporting for duty, and throughout their tenure at the LETC. Academy leadership, management, administrators, and seasoned instructors all play an integral role in ensuring that the Instructor Qualification and Certification (IQC) Program provides the best support possible for the Instructor. This policy and procedure manual outlines the IQC Program and identifies staff responsibilities. This SOP will be available to all LETC staff.

2. SCOPE

Procedures and responsibilities set forth in this manual apply to all Academic, Advanced, and Technical Branch Instructors and programs.

3. FORMS

- LETC FM 602-1 – Instructor Credential Record
- LETC FM 602-1c – Instructor Credential Record Continuation
- LETC FM 602-2 – Instructor Evaluation Checklist
- LETC FM 602-3 – Status Update Record
- LETC FM 602-4 – Continuing In-Service Training Record
- LETC FM 602-5 – Mentor Evaluation Checklist

4. DEFINITIONS

- a. **In-Service Training (IST):** At a minimum, the individual must read all the reference material and will discuss each individual EPO. Must be able to identify what the testable material is for the lesson. Will be able to ask questions that are posed from the certifying official regarding the lesson.
- b. **Audit:** The trainee has attended the entire lesson and has taken notes to personalize lesson plans. Once the lesson is complete, the trainee should ask any questions relating to the lesson and document questions to clarify the lesson plan.
- c. **New Instructor Orientation:** Program through which a new Instructor is processed into the LETC. Begins immediately after the Medical Center New Employee Orientation.
- d. **Phase 1:** Initial in-service training which begins immediately after NIO and will be completed once the Director grants certification for the course.

- e. **Phase 2:** Is considered the maintenance phase and consists of continuing education and annual certifications.
- f. **Certified Instructor:** An Instructor who is certified in at least one program. Instructors are highly encouraged to seek out certifications in as many other programs as possible to enhance their growth and career progression. An individual will retain Certified Instructor status even when in Phase 1 training for an additional program.
- g. **Master Instructor:** A Certified Instructor who has completed a minimum of two years at the LETC and has received an “excellent” on the Performance Evaluation Rating and all instructor evaluations within the past calendar year. If an individual fails to maintain an Excellent rating on the annual review and or instructor evaluations within the calendar year, the Master Instructor title may be revoked. The Deputy Director is the approval authority and will handle revocations on a case-by-case basis.
- h. **Instructor Mentor:** A certified Instructor who has displayed leadership, organization skills, initiative, and a strong desire to be a Mentor. Instructors are not required to be a mentor, however all mentors must be a certified Instructor.

5. RESPONSIBILITIES

- a. The Training Standards Division is responsible for oversight and administration of the IQC Program.
- b. Division Chiefs are responsible for supervising instructor progress through Phase I and Phase II. Division Chiefs support the IQC process by maintaining instructor folders, assigning mentors, and conducting instructor assessments.

6. PROCESS

- a. Initial Certification Procedures
 - 1) Each new instructor will attend the LETC Instructor Development Course (IDC), ideally this will occur immediately after NIO.
 - a) Waivers are permitted on a case by case basis with the approval of the Director of LETC.
 - b) Waivers will be signed by the Director and placed in the faculty folder in lieu of the IDC certificate.

- c) Example: Waivers can be for prior experience/grandfathered or awaiting a future IDC Course. Examples of these two types of waivers can be found in Attachment A.
 - d) The waiver should be accomplished by the Training Standards Division (TSD) during NIO.
 - e) Upon completion of IDC, receipt of an IDC waiver, or when an IDC is not yet available, the instructor will report to TSD.
- 2) The Deputy Director will assign new instructors to the appropriate division.
 - 3) The TSD is will initiate the Permanent Faculty Folder.
 - TAB A: New Instructor Orientation Checklist
 - TAB B: Instructor Credential Record
 - TAB C: Completed Phase One paperwork
 - TAB D: Completed Evaluations
 - TAB E: LETC Certificates
 - TAB F: Civilian certificates and degrees/transcripts
 - 4) The TSD will also initiate the Phase One Training Folder which will contain the following:
 - TAB A: Lesson Certification Worksheet
 - TAB B: Lesson Certification Worksheet
 - TAB C: Instructor Evaluation Checklist
 - TAB D: Evaluation Guide
 - TAB E: Status Update Sheets
 - TAB F: Miscellaneous Documents
 - 5) Once the folders have been created, they will be turned over to the Division Chief.

- 6) The Division Chief will assign the new instructor to the Phase I Training Program
- 7) Upon receipt of the Phase One Training Folder and the Permanent Faculty Folder, the Division Chief will assign a mentor. A Mentor Agreement (Attachment B) will be signed by the Division Chief, the mentor, and the new instructor. This agreement begins Phase I.
- 8) The Phase One Training Folder will be maintained by the new instructor and will be in their possession at all times while in the classroom.
- 9) Mentor Program
 - a) Each new instructor will be assigned a mentor for the duration of Phase I. The mentor is responsible for IST of lessons, auditing and conducting evaluations during the training process. The Mentor should report the new instructor training status to the Division Chief on a minimum of a monthly basis. During each meeting with the Division Chief, the Status Update Sheet will be completed.
 - b) The Division Chief will formally assign Mentors using a Mentor Agreement letter which will be placed in the Permanent Faculty Folder of the new instructor.
 - c) Mentor Critiques will be completed by the new instructor on a monthly basis.
 - d) These critiques will go directly to Division Chief and will be placed in Tab D of the Permanent Faculty Folder.
 - e) The mentor and the new instructor will have an initial meeting which will cover the following topics.
 - (1) Expectations
 - (2) Classroom orientation
 - (3) Electronic equipment usage, i.e. computer, overhead projector, sound equipment
 - (4) Facility tour, Bathrooms, Supply closet, Keys, buildings
 - (5) Specific Law Drive File Name (Lesson Plans, Study Guides, PPT)

- (6) LETC system of policies location and orientation
- f) This initial meeting will be annotated on the Status Update Sheet. This initial meeting will be completed and documented prior to any IST, auditing or teaching.
 - g) During their next formal meeting, the mentor will assign selected lessons and timeline to the new instructor for IST/auditing/teaching.
 - h) Any updates and formal meetings between the mentor and instructor should be annotated on the Status Update Sheet. Meetings are recommended to occur on a weekly basis until Phase I is complete.
 - i) New Instructors must be signed off on each lesson on the Instructor Certification Worksheet. To be signed off, a new instructor must have IST'd the lesson with a certified instructor, audited the lesson if deemed necessary by the mentor and instructor, and taught the lesson at least once in the presence of a certified instructor.
 - j) New instructors must have a minimum of two Satisfactory Instructor Evaluation Checklists completed prior to completion of Phase I. Instructor Evaluation Checklists can only be completed by a certified instructor.
 - k) The mentor will schedule status update meetings with the Division Chief on a recurring basis to discuss the progress of the new instructor. Those meetings will be documented on the Status Update Sheet.
 - l) After all requirements are met, the mentor will make a final entry in the Status Update Sheet stating all lessons have been completed. The ICF will be turned over to the Division Chief for final review and recommendation to TSD.
 - m) TSD will ensure all requirements are met and annotated properly. Any discrepancies will be identified on the Status Update Sheet and the folder will be returned to the Division Chief for corrections.
 - n) Upon favorable folder evaluation, TSD will annotate the Status Update Sheet as such and generate a training completion certificate for the Director's signature.

- o) This certificate will be maintained in Tab E in the permanent faculty folder.
- p) If a new instructor receives a “Needs Improvement” rating on the Instructor Evaluation Checklist, they cannot teach the lesson until they have been IST'd and a certified instructor is available to reevaluate.
- q) All items in the Phase One Training Folder and Permanent Faculty Folder are not to be destroyed. They may be archived electronically by the Training Standards Division during the yearly review.

b. Continuing Certification Procedures

- 1) When the new instructor receives their certificate of completion from Phase I training, they will automatically be enrolled in Phase II, which is the maintenance phase.
- 2) During this Phase, each instructor is required to receive two evaluations per calendar year (once semi-annually), within the respective program; one of which must be no-notice. It is highly recommended the Division Chief conducts at least one of the evaluations; the other can be conducted by any certified instructor.
- 3) It is the Division Chief's responsibility to ensure all instructor evaluations are completed on time.
- 4) Instructors can be certified in more than one program. If an instructor is certified in more than one program, they will only need a total of two evaluations for the year.
- 5) The Instructor Evaluation Checklists will be maintained in the Permanent Faculty Folder under TAB D.

c. Decertification

- 1) If a Certified Instructor fails to receive an overall satisfactory rating on the Instructor Evaluation, they will be considered decertified. The decertification will be annotated on the Instructor Lesson Certification Worksheet.
- 2) The instructor will be IST'd on the failed lesson and will not be permitted to teach that lesson unattended until they have been reevaluated and receive a minimum satisfactory rating.

d. Special Considerations

- 1) In some cases, the annual evaluations will not be able to be conducted as required i.e. military duty and medical absences. An entry must be made by the Division Chief on the Status Update Sheet indicating the justification for the absence and predicted return date.
- 2) Upon the instructor's return, the Division Chief will meet with the instructor and document the meeting in the Status Update Sheet stating they have returned to duty. At this time, the Division Chief should review the Permanent Faculty Folder with the instructor.
- 3) The returning Instructor is responsible for the following:
 - a) IST of all previously certified lessons.
 - b) Meeting with Program Lead to discuss any updates/changes or new lesson material.
 - c) IST of all new material with a certified Instructor.
 - d) Schedule an Instructor Evaluation with the Division Chief within 60 days of their return.
- 4) Division Chiefs and above who do not instruct class are not required to maintain Permanent Faculty Folders, complete Phase I/II training nor will they need to have instructor evaluations completed. Division Chiefs who teach a block of instruction are required to maintain IQC documentation for that block of instruction.

e. Guest Instructors

- 1) Each guest instructor will be certified in the course they are being asked to assist with.
- 2) Guest instructors will not be allowed to teach without a certified LETC instructor present in the training area to ensure compliance with LETC policy and procedures.
- 3) Guest instructors will be provided copies of applicable policies to ensure they adhere to the same standard as full time instructors.

- 4) A guest instructor should be evaluated by a certified LETC instructor to determine whether they should be allowed to return at a future date. If it is deemed they did not perform to the required standard, the Division Chief and Deputy Director will be notified.
- f. Subject Matter Expert (SME)
- 1) An SME is NOT a certified instructor. An SME is an individual who has a specific area of expertise and is used to broaden student understanding of a topic.
 - 2) An SME will not be in the classroom without the supervision of a certified instructor until the Deputy Director is satisfied with the performance of the SME. This will be documented by a memorandum placed in the SME's folder.
 - 3) SME's must submit a resume which will be maintained in the SME folder.
- g. Instructor Professional Development
- 1) The goal of the LETC is to have instructors who continuously seek opportunities for personal growth and professional development through continuing education.
 - 2) All certified instructors are required to complete a minimum of 16 hours annually of professional development. The required hours can be completed in increments on a variety of subjects, as long as the hour requirement is met. The subject should be commensurate with the position and grade of the individual. Additionally, the Division Chief will have the final authority to grant credit for the chosen course. All professional development will be tracked on the Continuing In-Service Training Form which will be maintained in TAB B of the Permanent Faculty Folder.
 - 3) Below are examples of professional development:
 - a) Seek out follow up and recertification (i.e Verbal Judo, Crime Scene Photography Certifications, Interview and Interrogation)
 - b) Obtain new certifications
 - c) Leadership training
 - d) Group dynamics/team development training

- e) Advanced instructor skills training
 - f) Training design and development courses
 - g) Teaching outside of LETC
 - h) Individual Development Plans (IDP's) (short and long term plan)
 - i) Division Chief Mentorship Program
 - j) VACO/field mentorship program
 - k) Business courses; finance, budget
- 4) Professional development should be one of the standards considered when Division Chiefs complete the end of year performance evaluations.
- h. Continuing In-Service Training
- 1) In addition to instructional qualifications, at a minimum Special Agent Instructors must complete in-service training established by management.
 - 2) LETC Management can mandate additional training as necessary
 - 3) This training will be documented in the Continuing In-Service Training Record or Learning Management System.

ATTACHMENT A

EXAMPLE WAIVERS

ATTACHMENT B

EXAMPLE MENTOR AGREEMENT

ATTACHMENT C

FORMS

ATTACHMENT D

GUIDES