

**North Carolina Department of Labor
Occupational Safety and Health Division**

Administrative Information System

Administrative Procedure Notice 15H

Subject: Internal Training

A. **Purpose.** This Administrative Procedure Notice (APN) establishes the responsibilities and procedures for scheduling and conducting training for new compliance safety and health officers (CSHOs) throughout their initial development period (Phase 1 of OPN 64), as well as continued technical training (Phase 2 of OPN 64) for all CSHOs throughout their career. The procedures contained in this plan are directed toward enhancement of the division and its stated goals. Procedures for specific individual professional development plans are not included.

B. **Definitions.**

1. In-Service Training is “intra-bureau” training and includes any training facilitated/conducted by any bureau personnel for the benefit of their own bureau employees.
2. OPN 64 Formal Training consists of core courses to include but not limited to; Initial Compliance Course #100 (OSH 100), Introduction to Safety Standards for Safety Officers #105 (OSH 105), Introduction to Health Standards for Industrial Hygienists #125 (OSH 125), Investigative Interviewing Techniques #131 (131), and Inspection Techniques and Legal Aspects #141 (OSH 141). The Health Hazard Awareness for Safety Officers #108 (OSH 108), federal OSHA equivalent #1080, is incorporated into the OSH 125. The Safety Hazard Awareness for Industrial Hygienists #128 (OSH 128), federal OSHA equivalent #1280, is incorporated into the OSH 105 course. The Construction Course #200 (OSH 200), federal OSHA equivalent #2000, is incorporated into the 105 course.
3. Continuing Education includes training as defined in OPN 64, Advanced Training, and all training other than OSHA-TI training, in-service training and OPN 64 Formal Training conducted to meet organizational goals.

C. **Responsibilities.**

1. Each bureau chief in the division is responsible for following the procedures set forth in this APN.
2. The Education, Training and Technical Assistance (ETTA) bureau chief is additionally responsible for designating a person to maintain and update this APN.
3. Each bureau shall utilize individual development plans and unit goals to determine employees training needs.
4. Responsibilities are established for the following types of training:
 - a. **In-Service Training.**
 - i. All bureaus are responsible for:

- A. Conducting in-service training in accordance with OPN 64. For bureaus/sections not covered by OPN 64 requirements, conduct similar events as needed to meet developmental objectives.
 - B. Conducting the required annual refresher training for topics such as hearing conservation, bloodborne pathogens and respiratory protection including information that are agency and district - specific to the CSHO.
 - C. Conducting additional refresher training as applicable to ensure required knowledge in topics that are agency and district - specific to the CSHO.
 - D. Providing all logistics and funding associated with conducting In-Service Training.
 - E. Notifying the Leadership Team and ETTA when in-service training is to be conducted.
 - F. Providing an agenda, attendance roster and instructor name(s) of the training event to ETTA for entry into the training record database.
- ii. ETTA is responsible for:
 - A. Offering webinars (via public webinars) on topics requiring refresher training.
 - B. Entering information on completed training into individual training records.
- b. OPN 64 Phase 1 – Initial Courses (core courses).
 - i. Compliance bureaus are responsible for:
 - A. Managing the progress of newly hired compliance officers toward completion of the requirements of Phase 1 – Initial Courses of OPN 64.
 - B. Committing resources to accomplish OPN 64 Formal Training when conducted by the division. (e.g. instructors, time, etc., when those resources can not be provided by ETTA.)
 - C. Evaluating OPN 64 Formal Training on a regular basis to ensure desired outcomes are being met.
 - ii. ETTA is responsible for:
 - A. Establishing the content and instructional methods used in core courses, based on needs identified by the bureaus.
 - B. Conducting core courses annually or as often as required to meet division needs.
 - C. Compiling core course matrices, identifying sources of instructors and determining methods of delivery.
 - D. Instructing segments of courses or entire core courses where ETTA expertise exists.
 - E. Assisting non-ETTA instructors in preparing and producing instructional materials for core courses, when requested.
 - F. Maintaining a file of up-to-date training materials and source materials of all courses.
 - G. Maintaining audiovisual equipment and demonstration equipment for the core courses.
 - H. Entering information on completed OPN 64 Formal Training into individual training records.
 - I. Gathering critiques and course evaluations and disseminating appropriate comments and analyses to instructors.
 - J. Reporting course evaluation results to the Leadership Team.

- K. Maintaining liaison with the compliance bureaus to ensure efficient scheduling and communication of current goals and objectives.
- L. Maintaining core course presentations on the OSH One Stop Shop and ensuring the most current courses are posted.
- * For additional information see Addendum 1, ETTA Staff Roles and Responsibilities
- iii. Bureaus and sections (other than compliance) are responsible for:
 - A. Determining which employees may benefit from attending core courses.
 - B. Scheduling employees for core courses.
 - C. Ensuring the availability of funding associated with training for identified employees.
- iv. Leadership Team is responsible for:
 - A. Reviewing/approving requests for training in core courses from personnel outside the division.
 - B. Reviewing evaluation results to determine whether organizational goals for training are being met.
- c. OPN 64 Phase 2 – Technical Courses (continuing education).
 - i. All bureaus and sections are responsible for:
 - A. Determining and meeting the requirements of Phase 2 – Technical Courses of OPN 64 for their employees.
 - B. Completing the ETTA annual training survey not later than the end of March or other deadline requested by ETTA.
 - C. Coordinating with ETTA regarding objectives, scheduling and contracting requirements for group training activities.
 - D. Providing an agenda, attendance roster and instructor name(s) of the training event to ETTA for entry into the training records.
 - ii. ETTA is responsible for:
 - A. Utilizing the annual training survey, to propose a division-wide continuing education program for the following year and to use it as partial basis for a twelve month training plan.
 - B. Providing services to bureaus in developing objectives and class/course design to meet continuing education requirements when requested by bureaus.
 - C. Facilitating continuing education classes when requested by bureaus.
 - D. Acting as the focal point for coordination with OSH Division instructors outside the division.
 - E. Conducting/facilitating a minimum of four training events per year (not to exceed five days each) for the entire division unless affected by budgetary constraint.
 - F. Entering information on completed continuing education training into individual training records.
 - G. Gathering course evaluations and disseminating appropriate comments and analyses to instructors.
 - H. Reporting course evaluation results to the Leadership Team.

- * For additional information see Addendum 1, ETTA Staff Roles and Responsibilities

iii. Leadership Team is responsible for:

- A. Supporting continuing education by providing topical input for bureau consideration and/or action.
- B. Providing resources (e.g. instructors, time, and money) as necessary to accomplish the training.

D. **Procedures.**

- 1. The Leadership Team will resolve any training conflicts that cannot be resolved at the bureau level.
- 2. ETTA will provide training records to bureaus as needed to assist with planning and executing the responsibilities of this APN.
- 3. ETTA will provide a draft schedule for major training activities (e.g., the division training events) at least 3 weeks prior to event start date.

E. **Calendar.**

The internal training calendar will be maintained on the One Stop Shop as well as in a division wide, shared Outlook Calendar. ETTA will review the calendar routinely and post updates as applicable.

F. **Training Meetings.**

- 1. ETTA will host an annual training meeting during the second quarter of the calendar year to communicate progress toward training goals, discuss training topics, identify unsatisfied needs and request assistance from OSH management or other bureaus for training issues not resolved prior to the meeting. Other training meetings may be scheduled during the year to discuss unresolved or other training concerns as deemed necessary.
- 2. The training supervisor will coordinate the meeting and will provide an agenda at least two weeks in advance of the meeting.
- 3. Each bureau and the director's office will provide a representative to the training meetings. Participation may be in person, via videoconferencing or teleconferencing.

- G. **Expiration.** This APN is effective on the date of signature. It will remain in effect until revised or canceled by the director.

Signed on Original
Wanda Lagoe
ETTA Bureau Chief

Signed on Original
Allen McNeely
Director

1/06/2015
Date of Signature

Addendum 1-ETTA Staff Roles and Responsibilities

Roles and Responsibilities

Training Supervisor:

- A. Oversee the internal training program, continuously working to improve programs and maximize resources,
- B. Collaborate with the internal training coordinator to produce an annual training schedule to cover the CSHO workplan year,
- C. Process and maintain necessary contracts,
- D. Host an annual training meeting to update and coordinate resources with the management team, and
- E. Provide resources and guidance to ensure staff can complete tasks necessary to fulfill the goals of each course.

Internal Training Coordinator:

- A. Work with the training supervisor to schedule courses on an annual basis;
- B. Develop and deliver annual training survey to OSH staff no later than February 28th;
- C. Summarize survey results for annual training meeting;
- D. Coordinate with internal and external instructors to finalize course materials, ensuring course materials are provided to ETTA in a timely manner;
- E. Organize and submit the course materials to the print shop no less than two weeks prior to the start of the course;
- F. Deliver all course materials to include completed books, name tents, evaluation forms, rosters and a jump drive with all electronic presentations to the course facilitator no less than three days prior to the start of the course;
- G. Outline emergency procedures for instructors, by informing them what to do if they have an emergency and cannot teach as scheduled;
- H. Summarize course evaluation results and submit to bureau chiefs, supervisors and instructors via email;
- I. Review and document committee feedback from course attendees;
- J. Post all course materials, including feedback documentation, to appropriate course folder on the F: drive.
- K. Maintain and store one hard copy of all final course materials; and
- L. Update internal training databases as necessary (i.e. contacts, facilities, etc.)

Course Facilitator:

- A. Schedule A/V equipment;
- B. Start the class and provide support to instructors throughout the day;
- C. Monitor the classroom to prevent unauthorized access by members of the public (LBT security concerns);
- D. Collect and organize the evaluations forms at the end of each day;
- E. Conduct an impromptu committee meeting at the end of the course (with a few class attendees-ask for volunteers) to receive timely feedback about potential course improvements;
- F. Submit evaluations and feedback to the internal training coordinator at the end of the course; and
- G. Turn in the original completed roster to the database manager.