

9.01 EMPLOYEE TRAINING AND DEVELOPMENT

Program Overview

The Auditor's Office recognizes that continuous learning and development of its employees are important contributions toward the productivity and professionalism of its work force. Development and management of the employees to sustain and improve performance enhances the delivery of services to the public and fosters job satisfaction.

BHR Training and Workforce Development

The Training and Workforce Development unit within the Bureau of Human Resources (BHR) is responsible to provide centralized administration and delivery of Citywide Training Programs, including Human Resources Administrative Rule 2.02 Prevention of Workplace Discrimination, Harassment, and Retaliation; Cultural Competency; Citywide Professional Development Courses; Manager/Supervisor Development; New Employee Onboarding; Mandatory Reporting of Child and Elder Abuse; and other policy-oriented training, such as workplace violence prevention; employee discipline; and protocol for investigation of discrimination or other complaints.

BHR Training and Workforce Development also coordinates and supports training programs sponsored by City bureaus through the CityLearner learning management system.

Auditor's Office employees are eligible to participate in City-provided training opportunities and have access to these courses through the CityLearner system. Employees are encouraged to take advantage of courses offered through BHR, other Citywide offerings, or those they identify on their own, with approval from their manager.

The Auditor's Office may also provide training equivalent to or that augment courses provided by the City.

Employee Training and Development Programs

Training programs should be structured to either support the interests of the Auditor's Office or enhance the development of employees' careers and job opportunities. Training programs should include systematic methods for assessing training needs, providing training to meet priority needs, selecting personnel for training, and evaluating the training provided.

Some training courses are required by City Council mandate or for compliance with legal or other requirements. The City Auditor will determine courses that will be required by employees of the Auditor's Office. The current list of mandatory training is included as an Addendum to this Rule. The Addendum will be updated as needed.

New Employee Onboarding

New employees of the City Auditor's Office are required to review the Auditor's Office Human Resources rules that are designated by the City Auditor as critical as part of the new employee orientation process. Training in Administrative Rule 2.02 and other mandatory topics must be completed as soon as is practical.

Citywide Training and Development Classes

City employees at all levels are eligible to attend most of the courses offered by BHR Training and Workforce Development; attendance requires manager approval. Enrollment for some courses may be restricted to certain employee groups. Others, while not restricted, are best suited for employees at specific levels or occupations. Providing an employee meets any enrollment restrictions, the decision of whether the employee may or may not participate in training during regular work hours, on Auditor's Office time and/or expense is at the discretion of that employee's manager.

Professional Skills Development and Training Curriculum

The purpose of professional development is to provide training to meet the business and learning needs of the Auditor's Office and employees through a collaborative process. These courses may be offered through Training and Workforce Development or by the Auditor's Office.

Technical and Professional Associations

The Auditor's Office encourages employee membership and participation in technical and professional associations and activities on a local and national level. Within the constraints of approved budgets, managers may approve leave, professional dues reimbursement and/or reimbursement for attendance at professional meetings, seminars and similar work-related activities.

Training Schedules

Training schedules are established to be compatible with the needs of office operations and employee work schedules. Training may be conducted both during and outside of an employee's regular work schedule. Regular or overtime wages will be paid for mandatory training outside the employee's regular work schedule in accordance with applicable State and Federal laws, Administrative Rules, and/or collective bargaining agreements.

Designation of Training as Mandatory

The Auditor will determine which training courses are mandatory for Auditor's Office employees. Criteria for making the determination will include: to ensure understanding of and compliance with law; City Code; and Auditor's Office Rules; to reduce potential risk and liability to the City; and/or to define and communicate expectations and ensure ethical, professional, and appropriate behavior and conduct on the part of employees in their official capacity.

Administrative Rule History

Auditor's Office Human Resources Administrative Rules

9.01 Employee Training and Development

Addendum – List of Mandatory Training for Auditor's Office employees, managers, and supervisors

The City Auditor has determined that the following will be mandatory training for Auditor's Office employees, based on the following criteria: to ensure understanding of and compliance with law, City Code, and Auditor's Office rules; to reduce potential risk and liability to the Auditor's Office and the City; and/or to define and communicate expectations and ensure ethical, professional, and appropriate behavior and conduct on the part of Auditor's Office employees in their official capacity.

Title of Mandatory Training	Required for	Frequency of Training
HR Rule 2.02 Workplace Harassment, Discrimination, and Retaliation Prevention	All Auditor's Office employees, managers, and supervisors	Within first year after hire Upon hire and every 3 years thereafter
Equity 101	All Auditor's Office employees, managers, and supervisors	Within first year after hire Upon hire
Records Management: An everyday responsibility	All Auditor's Office employees, managers, and supervisors	Within first year after hire
Auditor's Office New Employee Onboarding	All Auditor's Office employees, managers, and supervisors	At time of hire
Mandatory Reporting of Child Abuse	All Auditor's Office employees, managers, and supervisors	Within the first year after hire Upon hire and within six months of updates or revision
Administering the Discipline Process	All Auditor's Office managers and supervisors	Within first year after Upon hire or appointment to position with supervisory responsibilities
Cultural Competency for Managers and Supervisors (3-part series)	All Auditor's Office managers and supervisors	Within first year of Upon hire or appointment to position with supervisory responsibilities
Manager/Supervisor 4-part Series (Ethical Leadership; Emotional Intelligence; Performance Management; Conflict Management)	All Auditor's Office managers and supervisors	Within first year of Upon hire or appointment to position with supervisory responsibilities
Reasonable Suspicion of Drug and/or Alcohol Use in the Workplace	All Auditor's Office managers and supervisors	Upon Within first year of hire or appointment to position with supervisory responsibilities
Defensive Driver	All Auditor's Office employees who operate a motor vehicle on City business	At time of hire or appointment to position requiring operation of motor vehicle
Van Driver Safety	All Auditor's Office employees who operate a City-owned 15-passenger van	At time of hire or appointment to position requiring operation of 15-passenger van
Payment Card Industry (PCI) Security Standards	All Auditor's Office employees responsible for accepting or processing	Upon hire and annually thereafter

	<u>payment card transactions;</u> <u>all City managers and</u> <u>supervisors responsible for</u> <u>supervising work of staff</u> <u>who accept or process</u> <u>payment card transactions</u>	
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