



TITLE	POLICY NUMBER	
Attendance and Significant Incidents Policy	DCS 10-04	
RESPONSIBLE AREA	EFFECTIVE DATE	REVISION
Learning & Development	08/21/2021	3

## **I. POLICY STATEMENT**

The Learning and Development Unit recognizes the importance of DCS employees and contracted employees to receive all of the content in each training course to ensure that employees have the knowledge to competently perform their job duties. This policy is specific to instructor-led classroom training courses and web-based training courses. This policy outlines how DCS responds to situations when attendees arrive late, leave early, are absent, or when significant behavioral incidents take place in instructor-led classroom training courses or web-based training courses.

## **II. APPLICABILITY**

This policy applies to all DCS employees and contractors who attend instructor led classroom training courses or web-based training courses overseen by the Learning and Development Unit.

## **III. AUTHORITY**

[A.R.S. 8-453](#)

Powers and duties

[A.A.C. R2-5A-A601](#)

ASPS Rule: Leave

[A.A.C. R2-5A-501](#)

ASPS Rule: Standards of Conduct

[DCS 04-18](#)

Attendance and Leave Policy

[DCS 04-39](#)

Dress Code

#### IV. DEFINITIONS

Attendee: a DCS employee or contracted employee, who is attending a training session that is administered, or otherwise overseen by, the Learning & Development Unit.

Department or DCS: The Arizona Department of Child Safety.

CEO: Cabinet Executive Office

Session: The date, time and location that a training course takes place.

Trainer: A DCS employee who is DCS Instructor Certified or contracted Trainer designated by DCS, who is providing in person classroom training or web-based training.

Web-based Training: Training that is instructor led in real time but requires virtual participation via Microsoft Teams or other virtual platform

#### V. POLICY

##### A. Attendance Policy

1. An employee attending Core Training (Case Aide, Hotline and Specialist Core) is in a paid status from 8am till 5pm. Schedules for all other trainings are determined individually by Learning and Development.
2. The attendee must:
  - a. arrive to class at a minimum of 15 minutes prior to the designated start of session;
  - b. be seated and ready to learn at the start of class;
  - c. promptly return from announced and designated breaks on time; and
  - d. be physically present and attentive during the entire duration of the session.

3. The classroom Trainer takes attendance at the start of each course session. If the course is a full day, attendance will be taken at the start of the session and immediately upon return from the lunch break, which typically occurs from noon till 1pm.
4. Trainers will consult with L & D management when a trainee joins training late or leaves training early to determine if critical content was missed. For Core trainings, there are some circumstances late trainees will be required to repeat the session when critical content is missed. For all other training sessions joined late or left early, and critical content is missed, the employee will be asked to reschedule for another session.
5. The L & D Planning and Logistics Manager ensures that proper attendance is loaded into the Learning Management System (LMS) TraCorp.
6. All in-person, instructor-led classroom courses and web-based training courses will follow the same standards when the attendee arrives late, leaves early, or is absent.

B. Code of Conduct for Training Events

1. Attendee Responsibilities
  - a. Be in your seat ready to learn when class begins;
  - b. Bring required materials;
  - c. Wear appropriate clothing for the training activity and professional setting as determined in [DCS 04-39 DCS Dress Code](#);
  - d. Follow the directives of the Trainer or others presenting the training;
  - e. Cell phones should not be used in the training room (including text messaging, playing games, recording the training, and surfing the web). All cell phones must be off or with the ringer on vibrate or silent. Cell phones may be used for emergency calls only and must be used outside the training room;

- f. Headphones, AirPods, or any other form of ear buds are not permitted to be worn during class;
  - g. During training, there should be minimal to no side talk. Comments and questions should be shared with the class by addressing them to the Trainer; and
  - h. Respect the questions, comments, and opinions of all other attendees in class and do not monopolize all the time for discussion.
- 2. Any training attendee failing to follow the reasonable directives of any training personnel may be considered disruptive and will be subject to appropriate corrective action.

C. Trainer Responsibilities

- 1. Function as a mentor and reliable source of information to attendees;
- 2. Maintain an appropriate learning environment by correcting any attendee's activity that is unsafe or undermines the learning environment; and
- 3. Escalate issues to Learning & Development management as appropriate.

## VI. PROCEDURES

- A. If the attendee arrives late to class or leaves early from non-Core training:
- 1. The attendee may have to make up the entire session of training. The trainer will consult with the Classroom Training Manager to determine if significant content was missed requiring the attendee to make the session up.
  - 2. The trainer will inform the attendee in private, immediately after consulting the Manager if attendee is required to reschedule the session.
  - 3. The Classroom Manager will contact the attendee's supervisor, who will determine if the attendee should:

- a. Report to their post of duty;
  - b. Utilize annual leave; or
  - c. Another designated course of action, such as work on CBTs or other tasks, while they wait for the next session of class to start.
4. The L & D will send an email to the attendee's supervisor, copying the Program Manager (or equivalent) and the Program Administrator, stating the following:

Today in (Course Name) training, (employee name) was \_\_\_\_\_ minutes tardy to class or left class \_\_\_\_\_ minutes early. You are being notified as the listed Supervisor and PM. Please adjust the ETE, if applicable, per your discretion. If you have any questions, please don't hesitate to contact our office at 602-351-8524 or [Learninganddevelopment@azdcs.gov](mailto:Learninganddevelopment@azdcs.gov).

NOTE: Learning and Development will not count a trainee as tardy if the supervisor had already notified Learning and Development that time off was approved for a doctor's appointment or other excused absence.

B. If the attendee is absent:

1. The trainer leaves the area blank on the roster when the attendee is absent;
2. Learning & Development Planning and Logistics team will notify the attendee's supervisor of the absence as soon as possible;
3. Learning & Development Planning and Logistics team will provide the makeup date, time and location for the attendee to the attendee and assigned supervisor no later than 2 business days after the last day of Core; and
4. The assigned supervisor will determine if the employee was absent for a valid reason (illness, unforeseen emergency). If not, the supervisor will enter a note indicating that the absence was unexcused in the employee's performance review in AZPerforms.

C. Addressing and Reporting Tardy Behavior in Core Training

The day of the tardy, Learning and Development leadership emails the employee's regional leadership team (Program Supervisor, Program Manager/OCWI Manager and Program Administrator/OCWI Deputy Chief), recapping the conversation and reintegrating the attendance expectations, and takes the following actions:

1. 1st tardy: meet in-person with the employee to provide verbal counseling on attendance expectations outlined in this policy and inform the employee of progressive discipline to be taken with any subsequent tardy, which may include termination.
2. 2nd tardy: meet in-person with the employee instructing the employee to code their time sheet Unauthorized Leave Without Pay (LWOP) from 8am until the time they arrived in class or from 1pm until the time they arrived in class after lunch, as applicable.

L & D issues a Memo of Concern (MOC) to the employee addressing tardiness, reiterates attendance expectations, and instructions coding their time sheet.

3. 3rd tardy: complete disciplinary worksheet and submit to Employee Relations. The employee may either voluntarily separate their employment or be terminated.

#### D. Addressing and Reporting Inappropriate Incidents and Behaviors

1. First Incident
  - a. The Trainer will address the behavior as soon and as discreetly as possible with the attendee who is displaying the behavior.
  - b. L & D Trainers will document the conversation in the designated Communication Log including the following information:
    - i. Behavior;
    - ii. How it was addressed; and
    - iii. Attendee response

- c. Trainers outside of L & D will contact the Classroom Training Manager to provide the following information:
  - i. Behavior;
  - ii. How it was addressed; and
  - iii. Attendee response.

The Classroom Training Manager will document this information in the Communication Log within 48 hours.

- d. In some instances, the attendee's supervisor or Employee Relations will be informed.

## 2. Second Incident

- a. For any second behavior issue by the same attendee after the initial conversation, the Trainer and the Classroom Training Manager will have a conversation with the individual about the behavior observed.
- b. Trainer and/or Classroom Training Manager will document the conversation in the designated Communication Log including the following information:
  - i. Behavior;
  - ii. How it was addressed;
  - iii. Attendee response; and
  - iv. Any other relevant information that may come from conversations with other stakeholders which are not deemed confidential.
- c. L & D Classroom Training Manager will contact the attendee's Supervisor to report the behavior.

d. In some instances, Employee Relations will be informed.

3. Significant Incidents

- a. For more serious infractions, such as being argumentative with Trainers or refusing to stop the behavior, the Trainer will contact the L & D Classroom Training Manager as soon as possible. The Classroom Training Manager will determine if the attendee's Supervisor or Employee Relations needs to be contacted.
- b. If needed, the Classroom Training Manager will contact the training attendee's Supervisor and include information about how the issue was addressed and what the outcome was.
- c. If needed, the Classroom Training Manager will request recommendations from Employee Relations regarding any future actions. If Employee Relations recommends an action be taken, the Classroom Training Manager will complete the actions, speak with the training attendee and document the information on the appropriate day.