

Approved Date: 7-23-2009

By: Jack E. Clout

Office of the City Attorney



**City of
Norfolk**

Prescribed Date: 12/2/09

By: Keith H. Williams

City Manager/Director of Public Safety

Departmental General Order ADM-640
Norfolk Police Department

Subject: Remedial Training

Office of Preparation: Strategic Management Division

Supersedes:

1. G.O. ADM-640, dated June 12, 1991
2. Any previously issued directive conflicting with this order

Related Documents:

1. Training Unit SOP

Order Contents:

- I. Objectives
- II. Reasons for Remedial Training
- III. Authorization and Administration

BPM/prm

A handwritten signature in black ink, appearing to read "B. Marquis".

Bruce P. Marquis
Chief of Police

Purpose

The purpose of this order is to establish policies, procedures, and guidelines regarding remedial training.

Policy

It shall be the policy of the Department to provide needed remedial training to trainees and employees, in order to update and improve the skills and knowledge required to perform the tasks assigned.

Definition

Remedial Training shall mean that training designed to correct the behavior of personnel who have failed to perform their duties with the skill, knowledge and/or ability expected and/or required of them, or have otherwise demonstrated a need for additional training.

I. Objectives

The objectives of remedial training are to:

- A. Reduce disciplinary problems.
- B. Minimize negative discipline.
- C. Correct deficiencies in job related personnel performance (skills, knowledge and/or abilities).
- D. Review previously provided training.
- E. Ensure compliance with laws, orders, policies, and rules and regulations.

II. Reasons for Remedial Training

Remedial training shall be required in the following situations:

- A. When required as part of disciplinary action taken against an employee.
- B. When it is determined that an officer has failed to perform at an expected, required or acceptable level.
- C. When an employee recognizes the need for and requests via his/her chain of command that he/she receive additional training.
- D. When an officer fails to qualify on the Department of Criminal Justice Services mandated in-service firearms course(s). This qualification must occur at least

annually. In such instance:

1. The employee's department issued pistol will be immediately taken by the Range Master and/or his/her designee;
 2. The employee will be prohibited from carrying any firearms both on and off duty;
 3. The employee will be assigned by his/her command to a task (job) that does not require the use of the firearm;
 4. The employee will be detailed by his/her commanding officer to the Firearms Training Unit as soon as practical for remedial firearms training; and
 5. The employee will be required to attain a qualifying score three times in succession on the DCJS mandated course(s) prior to re-issuance of the firearm. All related DCJS rules and regulations will apply.
- E. When an employee fails to successfully complete an in-service training course, he/she will be reassigned for one additional in-service training session. An Employee who fails to pass in-service training twice during the same in-service training year will not be retrained by the department.

III. Authorization and Administration

- A. Remedial training will be provided as soon as possible and practical after the need arises, when:
1. The Training Unit receives a recommendation and/or request from competent authority (such as the employee's supervisor).
 2. The Training Unit receives a directive from the individual's Bureau Chief, Senior Assistant Chief, and/or the Police Chief.
- B. Employees required to attend remedial training will be detailed to the Training Unit for a period determined by the Training Director to be adequate and necessary to provide the authorized remedial training.
- C. The Training Director shall report in writing to the authority recommending or ordering the remedial training. A copy of this report will be placed in the training jacket of the person being trained. The report shall include:
1. The content of the training provided;
 2. The inclusive dates of the training;

3. The name(s) of the instructors;
4. The attitude of the attendee;
5. Whether or not the training was believed to have accomplished its intended purpose; and
6. Recommendations as to further training and/or actions deemed by the Training Unit to be necessary to improve the individual's skills, knowledge, and/or abilities.