Detention Officer Certification Course

COURSE MANAGEMENT GUIDE

August 2016

NORTH CAROLINA JUSTICE ACADEMY

PO Box 99, Salemburg, NC 28385-0099, Phone: 910-525-4151
PO Box 600, Edneyville, NC 28727-0600, Phone: 828-685-3600
http://ncja.ncdoj.gov

Roy Cooper, Attorney General • Mark J. Strickland, Director

I. FORWARD

II. INTRODUCTION

III. SHERIFFS' STANDARDS DIVISION

IV. ACCREDITATION OF SCHOOLS/COURSES

V. ADMINISTRATION OF SCHOOLS

VI. ADMINISTRATION OF DETENTION OFFICER CERTIFICATION COURSE

Responsibilities of the School Director

A. Planning and Coordination

B. Selection of Instructors

C. Lesson Plans

D. Audio Visual Aids

E. Training Site Rules and Regulations

F. Submission of Pre Delivery Report

G. Monitoring and Evaluation

H. Testing

I. Supervision of Staff

J. DOCC Report Writing Scenarios

K. Submission of Post-Delivery Report

VII. TRAINEE PARTICIPATION AND PERFORMANCE REQUIREMENTS

A. Registration and Orientation

1. Course Enrollment (Full Time)

2. Course Enrollment (Partial Enrollment)

3. Trainee Orientation

B. Trainee Attendance

1. Excused Absences

2. Make-up Work for Absences

3. Termination of Trainee Participation

C. Completion of Training (Performance Requirements)

1. Partial Enrollment

2. Testing

3. Remediation

4. Deficiencies

5. State Comprehensive Examination

6. Examination Failure

7. Certificates of Completion

D. Satisfaction of Minimum Training Requirements

VIII. DEVELOPMENT OF DETENTION OFFICER CERTIFICATION CURRICULUM

IX. ORGANIZATION OF DETENTION OFFICER CERTIFICATION CURRICULUM

A. Control Numbers

B. Academic Checklist

C. Instructor Notes

D. Lesson Plans

E. Supplemental Materials

X. MANAGING PRACTICAL EXERCISES

A. Written Documents

B. Safety Control and Management

XI. TESTING AND REMEDIATION

A. Testing Methods

1. Test Pool

2. Written Performance Examinations

3. Performance Skills Examinations

B. Remediation

XII. COURSE DELIVERY

XIII. DETENTION OFFICER TRAINING FORMS

XIV. DOCC STANDARDS FORMS

I. FORWARD

This Course Management Guide is the result of months of study and evaluation by the North Carolina Justice Academy and the North Carolina Sheriffs' Education and Training Standards Division. The concepts, techniques and recommendations presented in this guide represent the collective thinking of the Academy and Standards Division staffs and are offered to help make your job and responsibility as the "designated" School Director less difficult.

The efforts and concerns of many individuals and groups have contributed to the accomplishment of this project. However, much is left to be done and we must work together to achieve an even greater degree of uniformity and quality in our training programs. With the creation of the Detention Officer Certification Course Revision Committee, the Commission seeks to actively involve those who are delivering this training in the role of also helping to revise, update and improve the training on an on-going basis. We believe this committee will be a benefit to you, the trainer, and to the sheriffs of North Carolina.

The North Carolina Sheriffs' Education and Training Standards Commission is grateful for the spirit of cooperation among presenters of the basic Detention Officer Certification Course and especially for their willingness to contribute their time and talents for the benefit of law enforcement.

II. INTRODUCTION

This guide was prepared by the North Carolina Justice Academy and the North Carolina Sheriffs' Standards Division staff to assist the School Director in the implementation, delivery, and completion of the Detention Officer Certification Course. This guide should be used as a supplement to the specific requirements contained in the Commission's Administrative Code, but does not replace it. As School Director you should ensure that a current edition of the Commission's Administrative Code, Title 12, NCAC, Chapter 10B is maintained at all times. Copies are available from the Sheriffs' Standards Division upon request.

Much of the material contained in this guide is a paraphrase of specific Code requirements and is written to give you, the designated School Director, additional guidance directed toward successful delivery of a Detention Officer Certification Course. You should not assume that everything you need to know about delivery of basic detention officer training is contained in this guide.

It is particularly important for a School Director to be aware that the Detention Officer Certification Course Manual is adopted by reference in the Code and must be followed completely in the delivery of a course as it is impractical to cover every "minimum" requirement in Code form.

Each School Director is required, as discussed further in this guide, to finalize course delivery in a manner to ensure maximum trainee participation and learning. You are not

required to deliver a course in the exact sequence of the text; however, you must be aware of the need and importance of presenting certain topics before others.

Should questions arise you should contact the Sheriffs' Standards Division staff. Assistance will be given in the development, implementation and delivery of your Detention Officer Certification Course.

III. SHERIFFS' STANDARDS DIVISION

As staff to the Sheriffs' Commission, the Sheriffs' Standards Division of the Department of Justice is responsible for the administration of this Commission-mandated training program. This includes accreditation of delivery sites, School Director and instructor certification, and all other rules adopted by the Commission related to training. Ms. Autumn Hanna, Training Specialist in the Division, is responsible for the administration of this program. Any questions, concerns, or suggestions that you may have should be directed to Ms. Hanna at (919) 661-5980; or to the N. C. Department of Justice, Sheriffs' Standards Division, PO Box 629, Raleigh, NC 27602-0629; Facsimile (919) 779-8210.

As a School Director, certified by the Sheriffs' Commission, you are invited and urged to attend the Commission meetings. The Commission is interested in your input and appreciative of your support. Any questions with regards to the meetings may be directed to the Director of the Sheriffs' Standards Division.

The School Director is advised to consult their own legal counsel and employer as to the applicability of any other state or federal laws in the delivery of any training.

IV. ACCREDITATION OF SCHOOLS/COURSES

Prior to the delivery of any Commission-accredited training course(s), the institution/agency must first receive accreditation as a "Detention Officer School." Any new institution/agency applying for accreditation after will be required to meet the requirements of 12 NCAC 10B .0802.

The Sheriffs' Standards Division staff will conduct on-site accreditation audits once each calendar year as specified in Rule .0802. School accreditation will remain effective until it is surrendered, suspended or revoked.

V. ADMINISTRATION OF SCHOOLS

When an agency/institution executive officer signs the application for school accreditation, as discussed in Section IV, he/she commits to provide specific support to ensure that the goals and objectives for successful delivery of basic detention officer training are accomplished. The requirements are established in Rule .0703 of the Code and include but are not limited to: record retention; financial resources for instructors and other support personnel; suitable facilities, equipment, materials and supplies for course delivery. An agency/institution must designate an individual to become School Director. An application must be submitted to the Sheriffs' Standards Division in order

for the designated individual to become a certified Detention Officer Certification Course School Director. Each accredited institution/agency must have no more than two certified School Directors. Also, each accredited institution/agency must deliver a minimum of one Detention Officer Certification Course during a calendar year. If the Commission finds that a violation of any of the rules has been committed by an agency, it may issue sanctions against the agency, as laid out in 12 NCAC 10B .0202.

As School Director, you should, prior to implementation and as part of the planning phase, ensure that your agency/institution executive officer is fully aware of the commitment to provide necessary support. It is your responsibility to see that all required materials, supplies and facilities are available prior to beginning a course. It is also your responsibility that during a course delivery, you must be readily available at all times as specified in 12 NCAC 10B .0704(b). School Directors may also designate an individual or individuals to be a qualified assistant, as defined in 12 NCAC 10B .0103 (20). A qualified assistant means an additional staff person to assist in the administration of a course when justification of need has been provided to the Sheriffs' Standards Division. Once the School Director has identified a person to serve as a qualified assistant and justification has been proven, the qualified assistant must attend a course orientation by Sheriffs' Standards Division staff and must attend the annual School Directors' Conference, as stated in 12 NCAC 10B .0703(b).

School Directors are REQUIRED to abide by NCAC Rules regarding the implementation and delivery of Detention Officer Certification Courses. Any deviance from these rules can contribute to the educational or physical detriment of instructors or students and will be considered a sanctionable violation. Examples of violation of the rules include but are not limited to failure to deliver training consistent with lesson plans, failure to follow Course Management Guide guidelines, unprofessional conduct, or falsification of data. When a person who is certified by the Commission, such as a School Director or instructor, is found to have knowingly and willfully violated ANY provision or requirement of the rules in this Subchapter, the Commission is authorized to take action to correct the violation. These actions are outlined in detail in 12 NCAC 10B .0203. These sanctions range from oral warnings and requests for compliance to revocation of certification for varied periods of time. Ignorance of the rules is not an excuse for violations of code and conduct.

VI. ADMINISTRATION OF A DETENTION OFFICER CERTIFICATION COURSE

Responsibility for the daily administration of a detention officer course delivery belongs to the designated School Director. The School Director must be accountable for assuring compliance with all minimum standards or requirements. Please refer to Rule .0704 for the specific wording of the School Director's responsibilities.

Responsibilities of the School Director

A. Planning and Coordination

It is recommended that all planning, developing and scheduling for a Detention Officer Certification Course be completed at least four weeks prior to the date of course commencement. Course curriculum should be formalized and scheduled in accordance with the proposed curriculum submitted to the Commission in the Detention Officer Certification Course Manual.

B. Selection of Instructors

The School Director must select qualified instructors who are certified by the Commission. You should not assume the instructor holds a valid certification to instruct. It is your responsibility to verify that each instructor's certification is current. You are encouraged to contact the Sheriffs' Standards Division at any time that you have questions about the validity of an instructor's certification. It is recommended that, prior to the date of course commencement, you meet with all instructors at which time each instructor would be informed of his/her specific and comprehensive duties and responsibilities during course delivery. A group meeting could become beneficial to the overall success of your course delivery and may be utilized to set academy/school operating policy and procedures. Detention Officer Certification Course Instructor Applications are available. Keep in mind that Limited Lecturer Instructors must submit documentation of their CPR certification, along with all other necessary paperwork. Please refer to Section .0900 of the Commission's Administrative Code for specific rules regarding instructor certification.

C. Lesson Plans

All accredited schools must maintain updated copies of the Detention Officer Certification Course: Instructor Notebook. Contained in this manual are outlines for each of the topical areas in the basic detention officer training course and these must be comprehensively followed. Remember, the manual provided is an outline and must be expanded upon by each instructor. However, it is your responsibility to obtain copies of each instructor's lesson plans along with any other materials to be used in the classroom and to review them for complete¬ness. It is your responsibility to see that this is done and that the specific objectives for each topic are comprehensively covered. You must also ensure that your instructors are provided with the most current copy of each lesson plan.

D. Audio-Visual Aids

The importance of using audio visual presentations in the instruction is recognized and specifically incorporated as part of the lesson outlines. However, you should know that your instructors are skilled in the use of audio visual material. A review of audio visual material should be conducted by you prior to use. It is your responsibility to personally arrange the timely availability of appropriate audio visual aids and equipment.

E. Training Site Rules and Regulations

You are required to develop, adopt, reproduce and distribute any supplemental rules, regulations and requirements determined to be necessary and appropriate to accomplish the goals and objectives for your training site. Your instructors should have input in the development of these operating policies and procedures. You should have clear and concise statements that the trainee and his/her agency head are given which establish attendance, testing and all performance requirements expected of the trainee to successfully complete the course.

F. Submission of Pre-Delivery Report

You are required, now that you have completed Steps A- E above, to submit to the Sheriffs' Standards Division a "Pre Delivery Report - DOCC" **not less than 30 days before the beginning date of the course.** This form must be completed in its entirety and a copy of the school rules and regulations should be attached along with your delivery schedule. In the event you should need to be reached by students or Sheriffs' Standards Division staff, please include a list of applicable numbers (telephone, pager, mobile, etc.).

G. Monitoring and Evaluation

You are required to monitor the presentation of each instructor during course delivery for the purpose of evaluating their performance and suitability for continued or subsequent use. As School Director, you should not accept an ineffective instructor. The ultimate success of the trainee as a justice officer will be determined by the quality of instruction he/she receives. You must evaluate each instructor on a commission-approved "Instructor Evaluation Form" and submit a copy of that form to the Sheriffs' Standards Division. Effective January 1, 1994, you may also designate an instructor(s) to evaluate other instructors. As laid out in 12 N C A C 10B. 0704 (10), any person holding a General Instructor Certification under Criminal Justice Education and Training Standards may evaluate any instructors teaching any lecture portion of the course. However, if a Limited Lecturer is evaluated during a practical portion, that instructor must be evaluated by either the School Director or another instructor with the same Limited Lecturer certification. It is recommended those evaluations be submitted with the Post-Delivery Report at the conclusion of each course. Evaluation forms are available from the Sheriffs' Standards Division upon request and may be reproduced as needed.

As the certified School Director, you have an obligation to notify the Sheriffs' Standards Division of any concerns you may have regarding an instructor's performance. If you find that you have recurring problems with an instructor, i.e., habitual tardiness, poor student evaluations, failing to follow and/or enhance prescribed lesson plans, you should immediately notify the Sheriffs' Standards Division in writing of your concern. Such notification should include a letter from the School Director accompanied by any other documentation regarding the instructor's performance. The Sheriffs' Standards Division will then take the

appropriate action with regards to the instructor's certification. (Please refer specifically to Rules .0911 and .0912 in the Administrative Code for a complete listing of actions that may be taken by the Commission.) Terms regarding sanctions for detention officer instructors due to violations can be found in 12 NCAC 10B .0911 and .0912.

H. Testing

You are required to develop and utilize written, oral, or motor skill performance tests, examinations or demonstration exercises to determine the trainee's proficiency. Additionally, you are required to administer the reading component of a standardized test which will report each trainee's reading grade level. The Commission's rules require this test to be administered within the first week of the course; however, it is recommended the test be administered as soon as practically possible after your course begins. Tests completed at the onset of course delivery can help you to identify trainees who may benefit from remedial training throughout the course. You, as the School Director, must determine the specific test instrument you will use. A low or "poor" reading grade level should not be used to deny entrance into a course, but should be used to encourage the trainee to seek remedial training (i.e., reading labs) during the course. A trainee, at the conclusion of the course, must be proficient in each of the topical areas. It is your responsibility to determine the trainee's proficiency through testing. Your course rules and regulations should contain testing and make-up requirements and methods.

Cheating on end of block tests **will not** be tolerated. Individuals that have been caught cheating on any test should be immediately dismissed from the program by the School Director. The School Director should document everything. The status of the student should be reported to Sheriffs' Standards Division staff.

I. Supervision of Staff

You must maintain direct supervision, direction and control over the performance of persons to whom you have delegated any portion of the planning, development, presentation or administration of a course. As noted earlier, you must be readily available at all times during a course delivery by telephone, pager or other means.

J. DOCC Report Writing Scenarios

During the "Note taking and Report Writing" block of instruction, you are required to show a series of videos and have the students write five (5) written reports based on these video scenarios provided within the block of instruction.

K. Submission of Post-Delivery Report

You are required to submit to the Sheriffs' Standards Division a "Post-Delivery Report of Training Course Presentation" (Form F-7B) **within ten (10) days of the**

date you receive the examination results. Included in this report should be an individual "Student Course Completion Record" (Form F-7D) **for each trainee enrolled in the course.** The record should include numerical test scores for each topic area included in the course, as well as the student's reading grade level, and any information with regards to deficiencies, etc. **This means that you should complete this report for each student regardless of whether or not he/she achieves successful course completion.** Spaces are available on this form for you to indicate the student's training status (full-time, make-up work, limited enrollee), as well as his/her completion status (successful, deficiencies, failed exam, withdrawal). You must also include on the Post-Delivery Report any instructor substitutions that may have become necessary during your course delivery. The instructor evaluations shall be prepared and forwarded to the Sheriffs' Standards Division at the conclusion of the course delivery. Instructor evaluation forms are available from the Sheriffs' Standards Division upon request and may be reproduced as needed. **Under no circumstances should you make instructor substitutions without first verifying the proper certification of the instructor to be used.**

Space is also provided on the front page of the Post-Delivery Report for you to indicate the testing instrument you are using during your administration of the reading test. Questions regarding completion of the Post-Delivery Report should be referred to the Sheriffs' Standards Division.

VII. TRAINEE PARTICIPATION AND PERFORMANCE REQUIREMENTS

You are responsible for monitoring the progress of each trainee in attendance on a daily basis. A trainee is required to attend all portions of the course and become proficient in each topic prior to being administered the State Comprehensive Examination. To accomplish this goal, minimum attendance and performance requirements have been established and must be enforced by the School Director, along with any supplemental rules and regulations adopted by the school.

A. Registration and Orientation

1. Age

Applicants for detention officer certification from the Sheriffs' Standards Division must be twenty-one years of age. The school may not admit any individual younger than 21 years of age as a trainee in any commission-certified basic training course without the prior written approval of the Director of the Standards Division. The Director shall approve those individuals who will turn 21 years of age during the course, but prior to the ending date. 12 NCAC 10B .0713

2. Reasonable Accommodation (ADA)

The Commission staff will seek to assist School Directors in matters where a student makes a formal request for a reasonable accommodation for a disability. The School Director may request advice as to whether or not a proposed accommodation is reasonable and does not alter the essential job functions. The request should be in writing and received no later than the second day after the course orientation block of instruction. It is strongly recommended that the school provide pre-course instruction as to the physical and mental requirements of the Commission-mandated course, to include the essential job functions of being a detention officer. Any written request for an accommodation should be accompanied by any available documentation verifying the extent and range of the disability.

3. Medical Examination

At the time you are registering students for enrollment in your course, you should retrieve from each student a "Medical History Statement" (Form F-1) and a "Physical Examination Report" (Form F-2 and 2A). You may contact the Sheriffs' Standards Division if you wish to receive a supply of these forms. Forms created by both the Criminal Justice Commission and the Sheriffs' Commission are similar and you may accept either one. **Both forms are valid for a period of one (1) year from the date they are signed by the student and the examining physician.**

You should use the "Physical Examination Report" along with the "Physical Assessment" of your trainees to make a determination as to each trainee's ability to successfully complete the course, especially those topic areas which will require strenuous physical activity. You should also utilize the Health History and Physical Activity Readiness form, to be filled out directly before the Detention Officer Certification Course begins. This form was designed to assure a trainee's physical condition has not significantly changed since the date of his or her physical. Since the physical examinations are valid for one year, it is important to make sure the trainee is still in comparable health, as physical condition can change drastically in a very short amount of time. If you find that a trainee's physical fitness--or lack thereof--may cause him/her to be a danger to self or others during the training experience, you should immediately contact the trainee's employing/sponsoring agency, physician if necessary and the trainee to discuss these concerns. The decision to enroll a student is the School Director's, after consultation with the appropriate persons and compliance with applicable state and federal laws.

4. Course Enrollment

a. Full-Time

All full time trainees must be enrolled the first day of course delivery. You cannot enroll a full time trainee later than the first day of class.

b. Part-Time (Partial Enrollment)

No individual can enroll in basic detention officer training as a partial enrollee without a letter of authorization from the Sheriffs' Standards Division. You must ensure that each of the topics listed in such letter authorizing partial enrollment be completed successfully by the trainee. Upon completion of the training and at the end of your course, the trainee must take the Comprehensive Examination in its entirety. Partial trainees should be included on your Post-Delivery Report with some notation to indicate that the trainee was a limited enrollee.

5. Trainee Orientation

You are required to conduct an orientation at the beginning of each course delivery period. An "Orientation" outline is provided in each instructor manual and must be used as a basis for conducting the orientation. The overall success of your program and the elimination of administrative problems will depend on conducting an effective orientation. Do not assume that your instructors will inform the trainees of participation and performance requirements. All rules and regulations must be comprehensively covered during the orientation phase. This includes rules and regulations mandated by the Commission as well as any additional regulations that may be unique to your institution and/or training environment.

School Directors should also discuss with the students the forms located in the "Orientation" section of the notebook which are required by the North Carolina Sheriffs' Education and Training Standards Commission. It is imperative that students realize the importance of these documents. Students should be told to read them carefully and answer truthfully. These forms deal with an individual's criminal history record and their eligibility or ineligibility for certification based on the existence of a criminal record.

B. Trainee Attendance

The Commission's Code places the responsibility for trainee attendance on the trainee's department executive officer. Where the trainee is not employed, the

trainee should be held accountable for his/her attendance. A trainee is required to attend and fully participate in all class sessions.

1. Excused Absences

You may, in your discretion, recognize valid reasons for class absences and grant an excuse. However, in no case may excused absences exceed 10 percent of the total class hours for the course delivery period.

2. Make-up Work for Absences

If you grant an excused absence you must schedule appropriate make-up work and ensure the satisfactory completion of such work during the current course offering. If make-up work cannot be completed, the trainee cannot take the State Comprehensive Examination and you must report the specific topics that must be made up to the Sheriffs' Standards Division when you submit your Post Delivery Report. The trainee will be required to enroll in a subsequent delivery to make up the work. Such enrollment must occur within 120 days from the last date of trainee participation in prior course delivery. [See Rule .0605(b) and (c)]

3. Termination of Trainee Participation

As discussed previously, you must monitor each trainee's progress on a daily basis. You should terminate a trainee from course participation for unexcused absences or failure to participate in any portion of the course. This includes being habitually tardy or regularly leaving class early. This type of behavior must not be tolerated. (NOTE: See Section C 4 below "Deficiencies")

C. Completion of Training (Performance Requirements)

Rule .0605(a) of the Commission's Administrative Code reads as follows:

Each delivery of an accredited "Detention Officer Certification Course" is considered to be a unit as set forth in 12 NCAC 10B .0601. Each trainee shall attend and satisfactorily complete a full course during a scheduled delivery. The School Director may develop supplemental rules as set forth in 12 NCAC 10B .0704(a)(7), but may not add substantive courses, or change or expand the substance of the courses as set forth in 12 NCAC 10B .0601. This Rule does not prevent the instruction on local agency rules or standards but such instruction will not be considered or endorsed by the Commission for purposes of certification.

This means that you, as the School Director, may not change or expand the substance of the topic areas as they are mandated in Rule .0601. You may add additional topic areas to your course delivery; however, a trainee's failure to

successfully complete any instruction beyond the standard set in Rule .0601 will not prevent him/her from taking the state comprehensive examination or achieving successful course completion for purposes of certification by the Commission.

1. Partial Enrollment

The Commission's Code permits the partial enrollment in a subsequent delivery to complete training due to one of the following reasons:

a) Absences due to accident, illness, emergency or other good cause;

b) Excused absences that do not exceed ten percent of the course work which could not be scheduled for makeup;

c) Deficiencies in one, two or three topical areas as determined by tests which were failed.

You must be completely familiar with Code requirements for authorization of subsequent enrollment. These requirements may be found in Section .0605 of the Commission's Administrative Code.

2. Testing

Written examinations must be administered to each trainee periodically during the course. Examinations should be administered as soon after the instruction periods as possible to allow for an early indication to both the trainee and academy staff of trainee problems in assimilating subject matter. There are many varied concepts regarding testing methodology for detention officer training. You should select the one method best suited for your course and the selection should be based on input from your instructors. However, where you use comprehensive examinations (covers more than one topical area) you must be able to determine that the trainee is proficient in each topic, and you must be able to record a numerical score for each topic.

It is recommended that in your rules and regulations (academy policies and procedures) that a trainee who fails a test be allowed at least one retest. Testing and retesting procedures and scoring methods should be clearly stated to the trainee during orientation and clearly documented as a part of your course delivery files.

3. Remediation

As already noted, academic and performance tests must be administered to each trainee enrolled in the course. It is the School Director's responsibility to develop these tests. Results of such tests are used to determine the trainee's satisfactory achievement of performance

objectives clearly set out in each of the topical areas in the *Detention Officer Certification Course Instructor Notebook*. When a trainee's performance in a topical area is determined to be deficient, remediation efforts should be taken. This should occur as soon as possible after identification so the trainee does not "fall behind" and arrive at the end of the course with an existing deficiency.

4. Deficiencies

A trainee is allowed to accumulate up to three (3) topical area deficiencies during a course delivery. A deficiency is established after remediation and retesting or the student has failed to actively participate in a required class. **Please note: a student is not considered deficient in a subject until he or she has failed the retest prior to sitting for the state exam**. **There is no limit on the number of retests that can be given**. Trainees must be advised when they have an existing deficiency and when a trainee accumulates the fourth topical area deficiency, he/she should expediently be terminated from training course participation. Trainees with four or more deficiencies are required to enroll in and complete the course in its entirety. A trainee with an existing deficiency at the conclusion of the course cannot take the Comprehensive Examination and must make up identified deficiencies in one subsequent course offering within 180 calendar days from the last date of participation in the initial course. A trainee enrolling in a subsequent course offering within the required 180 calendar days from the last date of participation in the initial course, and who, after one re-test, fails to complete the limited portion(s) of the course, will be required to enroll in an entire course delivery. **Please see 12 NCAC 10B Rule .0605 for specific information regarding deficiencies. Such deficiencies and a brief explanation shall be noted on the Post-Delivery Report.**

5. State Comprehensive Examination

At the conclusion of the course delivery, each trainee who has satisfactorily completed all performance and attendance requirements as set forth in Section .0600 of the Commission's Code will be administered a comprehensive, four unit written examination by a representative of the Sheriffs' Standards Division. **The School Director must have "Examination Results - Detention Officer Certification Course - Form F-7" completed prior to the administration of the state examination in order to allow the Sheriffs' Standards Division's representative to properly record the exam scores.** It is imperative that all information, i.e., date of birth, social security number, employing agency, be included on this form to ensure proper credit is given to each trainee by the Sheriffs' Standards Division. This form is to be submitted with the Post-Delivery Report. A trainee with a single existing deficiency cannot be

administered the examination. The responsibility for determining that a trainee is qualified for the examination is that of the School Director and he/she should not otherwise delegate this duty. A review should be conducted with the class prior to examination.

6. Examination Failure

A trainee who fails to pass any of the four units that comprise the state comprehensive examination will be given one (1) opportunity to re-test each failed unit prior to enrollment in a subsequent course delivery. If the student fails any unit on the retest, he or she must enroll and successfully complete the blocks within each unit(s) he/she failed upon re-examination in a subsequent course offering within 180 days of the second failure. If the student fails all four units initially, and then fails all four units again on the re-exam, he or she must re-enroll in the entire course. The Sheriffs' Standards Division representative will have forms available for you and the trainee to complete in order to request a re-test (Form F-7F). Such requests must be made within thirty (30) days of the date of initial failure, and the re-test must be scheduled within ninety (90) days after the original examination. The trainee's employing/sponsoring agency will be notified by the Sheriffs' Standards Division of the trainee's failure and appropriate arrangements will be made by the Sheriffs' Standards Division with the agency to schedule the re-test. **Please see 12 NCAC 10B Rule .0606 for specific information regarding examinations and examination retesting.**

7. Certificates of Completion

Many institutions provide certificates of completion to trainees at the conclusion of the course. When you prepare these certificates, you should (1) use the date the state examination was given as the completion/graduation date; and (2) provide certificates only to those trainees who have successfully completed the course and passed the state examination. This will eliminate confusion for your trainees.

Additionally, if you have partial enrollees (who will most commonly be trainees with deficiencies) whether from a prior delivery at your institution or another delivery site, the original training site is responsible for the issuance of the certificate of completion once deficiencies are made up and the state examination has been successfully completed. You should coordinate these situations with the School Director at the originating training delivery site; however, the Sheriffs' Standards Division will be happy to assist you in this coordination if necessary.

D. Satisfaction of Minimum Training Requirements

At the conclusion of the course delivery and as a part of the Post Delivery Report, you, as School Director, are required to sign a certifying statement that each trainee who passes the State Comprehensive Examination has satisfied all of the minimum training requirements for detention officer certification as specifically established by adoption of the *Detention Officer Certification Course Manual.*

As previously stated, proper planning, supervising and monitoring is imperative to ensure that the course is implemented and delivered according to standards, that academy staff and instructors are performing satisfactorily and that the trainee meets or exceeds the minimum participation and performance requirements established by the Commission.

VIII. DEVELOPMENT OF DETENTION OFFICER CERTIFICATION COURSE CURRICULUM

The Sheriffs' Commission currently designates as the developer of the Detention Officer Certification Course the North Carolina Justice Academy. Furthermore, through its Administrative Code, the Commission also grants approval for the delivery of pilot Detention Officer Certification Courses by the Academy. Trainees who successfully complete such pilot courses are deemed to have met the minimum training requirements as established by the Commission. The Detention Officer Certification Course Revision Committee is charged with the responsibility of assisting Academy staff in the continuous updating and improving of the curriculum. Anyone interested in the work of this Committee should contact the Chairperson at (910) 525-4151.

IX. ORGANIZATION OF DETENTION OFFICER CERTIFICATION COURSE CURRICULUM

A. Control Numbers

Each topic is composed of similar sections and is numbered in a systematic fashion. Each section has a control number preceded by the citation "DOCC." The first two digits of this control number reflect the sequence number of the topic. For example, all sections of the first topic "Orientation" have as a portion of their control numbers "DOCC: 01."

As lesson plans are revised and updated, sequential letters will be added to the code each time. For example, "A" will represent the first update of a section, "B" the second update, etc. (i.e., DOCC: 01A, DOCC: 01B). Revisions for the *Detention Officer Certification Course* manual will be disseminated to School Directors in the form of CDs. Updated material for student notebooks will be distributed with the notebooks as they are purchased from the Academy. On occasion, updates for the instructor notebooks will be mailed to School Directors and are to be inserted into the instructor notebook maintained at each delivery site. Upon receipt of updated lesson plans, you should immediately ensure that your instructors are provided copies of the updated materials.

There are also PowerPoint slides for each topic.

B. Academic Checklist

The academic checklist contains several items of information.

1. **Lesson Purpose:** This is a general statement that indicates what instructors should intend to accomplish as they teach the topic.

2. **Student Performance Objectives:** These are statements that indicate to the students what they should be able to accomplish by the end of training in the topic area. These are especially useful to the student in that they provide direction toward the kinds of things that will be addressed by criterion testing. Students should be advised that the material in the topic that addresses an objective is the same material from which written test items are constructed and performance tests are designed.

3. **Study Assignments:** Listed when necessary.

4. **Hours:** The minimum number of hours that is required to be devoted to the topic area.

5. **Instructional Environment:** The **recommended** environment in which the instruction will take place. School Directors will notice that the academic setting may vary throughout the delivery of an individual block as well as the entire course, i.e., the "Investigative Process" block begins in an academic classroom, but role plays for crime scene investigations or testifying in court may require students to move to a new setting.

6. **Instructional Methods:** This provides some idea of the type of training that will occur, but more detail is provided in the instructional materials.

7. **Materials Required:** A listing of materials which the student will need during his/her training.

8. **Training Aids:** A list of aids to supplement the instruction. This list includes both equipment and visual aids. Films and training equipment listed are those recommended or required (if noted) to deliver the training. Additional aids should, of course, be utilized when the quality of the instruction is enhanced by their use.

   Films and videotapes should be purchased by the institution or agency or borrowed from a lending source such as the Justice Academy. Educational equipment should be a part of the permanent property of the delivery site. Equipment to be used as learning aids or as a part of practical exercises should also be obtained locally. School Directors should consider not only purchasing the items, but should also explore the possibility of donations from businesses, civic clubs, etc.

9. **References:** References that were used to prepare the lesson plan. These provide a reading list for students and especially instructors who should be familiar with the content of each reference source. This list is useful as well in suggesting titles that might be placed in an institution's or agency's library.

10. **Prepared By:** The name of the instructor who prepared the original lesson plan is provided. This is done to provide credit for the work done as well as to indicate someone who may be available for questions regarding the content of the material.

11. **Date Prepared:** The date the original lesson plan was prepared.

12. **Revised By:** There may be listed a person who was responsible for some revisions and modifications resulting from the pilot courses.

13. **Date Revised:** There may be a date of revision which indicates the timeliness of the particular draft of the materials.

C. Instructor Notes

There is also a section in the topic area entitled "Instructor Notes." These provide some general explanations of the nature of the training that should be conducted, expanding on the lesson purpose located in the academic checklist. School Directors should always direct instructors to read these notes prior to designing their plan for delivery.

D. Lesson Plans

The lesson plans in the student notebook are largely narrative in style. They are written so that they provide an outline of the sequence of presentation of material, are useful for study in preparing for examinations, and can be a source of reference after leaving the training experience.

The lesson plans in the instructor notebook have an almost identical narrative as is in the student notebook. An exception is that there are statements interspersed that key the instructor to do something to enhance the presentation. These statements are indicated by the word **"NOTE."** They include reminders to show films and PowerPoint slides, or refer students to handouts, etc.

School Directors should remind instructors that the narrative of both the student and instructor lesson plans is nearly identical. The instructor's lesson plan, therefore, is not a script of the presentation. It is instead a foundation upon which instructors build their presentation using the skills acquired in instructor training and by their experience. Although there is a minimum number of PowerPoint slides and handouts provided, these are in no way intended to totally support the

presentation. Instructors still have the autonomy within the context of what is provided to design an interesting presentation based upon a proper learning methodology and using individualized examples, questioning, exercises and a variety of audiovisual materials. School Directors should remind instructors that it is ultimately their responsibility to transform the objectives and the materials into dynamic and useful presentations.

E. Supplemental Materials

There are a variety of supplemental materials included after the lesson plan. The PowerPoint slides can be used to make transparencies. If instructors choose to use transparencies, they are encouraged to employ colors as they make transparencies.

Handouts are often used in the course. These handouts are available in the instructor and student notebook. Additional handouts can, of course, be utilized.

There also are performance evaluation forms in some of the skills areas. These forms are in the instructor and student notebook. Once the skills testing has been completed, however, these forms should be retained as a part of the course records. School Directors should also consider designing additional forms of a similar type when they choose to use performance evaluations as a part of their overall testing procedure.

Some topics may have study questions, programmed learning guides and written exercises. Instructors must make certain that students have a copy. Answers and solutions appear only in the instructor notebook.

X. MANAGING PRACTICAL EXERCISES

A number of the topic areas of the Detention Officer Certification Course have portions of the instruction which may be termed “practical exercises.” Practical exercises may be required as a part of performance testing or may be structured as a part of the curriculum for familiarization of skills rather than mandated testing.

A. Written Documents

Each practical exercise should be accompanied by a written scenario. This should contain the objectives of the exercise and the skills to be addressed, explicit directions for the students, role players, observers, etc., a list of equipment required for the exercise, designating which is to be supplied by the student and which is to be supplied by the school. Individual score sheets should also be prepared to indicate a student's participation and/or grade. In mandated testing, the curriculum has designated forms. In other exercises, the record of participation and scores is left to the discretion of the School Director. In either case, these records are an important part of the course file and should be available for review by the Sheriffs’ Standards Division staff upon request.

B. Safety Control and Management

Prior to the commencement of practical exercises or class, a formal safety inspection of the participants and all potentially dangerous equipment should be conducted to ensure that neither participants nor instructors are in possession of dangerous items or unsafe equipment. All participants should be briefed on what to do if any injuries occur during the class or practical exercises. Safety is the responsibility of the School Director. Prior to any class or practical exercise, the School Director should ensure that the instructors cover with the students all areas of safety.

For safety reasons, role players should be given particularly strict instructions concerning the need to “stick with the script” and not to “ad lib” during role playing exercises. The tendency of the role players to escalate the intensity of the scenarios must be controlled by the observers. Observers at each exercise scene should be placed in complete control of the exercise scene and instructed to terminate any exercise when it appears to be out of control or dangerous to the role players or student.

XI. TESTING AND REMEDIATION

A. Testing Methods

Written or performance tests for each topic must be constructed and administered to each student periodically during the Detention Officer Certification Course. Examinations should be administered as soon after the instruction as possible, to allow for an early indication to both students and academy staff of student problems or success in assimilating subject matter. In some topics, specific performance tests are mandated by the curriculum. In the other topics, testing is left to the design of the School Director. Testing to determine a trainee's reading grade level must employ a standardized test; however, the specific test instrument may be chosen by the School Director.

Examinations are to be designed to test the mastery of training objectives for each topic so that a determination of proficiency or deficiency can be made. The best way to make this determination is to design a test for each topic. Another way is to utilize a more comprehensive test for several topics, but these must be graded in such a way as to be able to distinguish performance in each topic area by a numerical score.

Examination scheduling is left to the discretion of School Directors, as no time has been built into the mandated curriculum. Written examinations should be given to the entire class at the same time. A time limit for the exam should be established for scheduling purposes. All examinations should be monitored by the staff, and students should be allowed to leave the testing area after completing the test. All students should be aware of the testing process, how and when they will be tested to enable them to properly prepare for the test. Students should be

reminded that tests will be prepared from the portions of the curriculum that address the training objectives. Instructors should not provide advance information as to what will be the specific questions. Students should be encouraged, however, to form study groups and prepare study questions from the material. All tests administered during the course delivery should be maintained as a part of your training file for each delivery and should be made available to staff of the Sheriffs' Standards Division upon request.

1. Test Pool

Each delivery site should develop a "pool" of test questions, items and practical exercises that are designed to measure each of the training objectives for the Detention Officer Certification Course. It is left to the School Director to determine how many questions are appropriate to satisfactorily test a particular training objective. The total number of items in the test pool should greatly exceed the actual number of questions that will be included in all examinations that will be administered to students attending the Detention Officer Certification Course. Questions should be numbered and a record kept of their use in various course presentations, so that question difficulty analyses can be conducted routinely and poor questions modified or eliminated from the pool. Test questions in the pool should be filed by "Subject Title" and by training objective number. Every question should at least be "matched" or replicated by another question of the same difficulty level which tests the same training objective so that different questions can be used for remedial purposes.

2. Written Performance Examinations

Written performance examinations can be used to test some performance oriented objectives. Examples include preparing an incident report, preparing departmental correspondence, etc. These types of objectives must be tested through actual completion of the task (i.e., preparing the document). Consideration should be given to assigning the grading of tests of performance oriented objectives to the original instructor of the course (rather than to an academy staff member), but the instructor should be advised as to the relative weight of the component "activity" of the students' written examinations.

In addition, it is important to weigh such a performance component so that a student who demonstrated the correct techniques necessary to complete the report or correspondence and who thereafter did not make spelling errors in preparing the report could be objectively given a higher grade than a student who demonstrated the correct techniques necessary to complete the report and who thereafter did make spelling errors in the written document.

3. Performance Skills Examinations

A reminder here is that the testing process should be thoroughly explained to students and observers, objective grading criteria should be used, the performance should be documented and the student should receive feedback on the performance.

Where there is mandated skills testing, Commission specifications on testing must be followed. Where there is no mandated skills testing and the training objectives are sufficiently designed for actual performance, instructors should be encouraged to design a performance skills examination. One advantage of this testing process is that it reinforces skills acquisition in the psychomotor learning areas.

B. Remediation

As already noted, academic and/or performance examinations must be administered to each student enrolled in the Detention Officer Certification Course. Results of such examinations are used to determine the students' satisfactory achievement of training objectives that have been established for this course.

Whenever a student's performance in a functional area is determined to be failing, remediation efforts should be undertaken. Remedial instruction may be given by the academy staff or by original instructors if the material is particularly complex or technical. Remedial activity should start as early as possible after failure is detected so that a student does not fall so far behind that the student's early failures predispose later failures due to the "building block" nature of the material presented.

It is recommended that testing of remediation occur only once. A pattern of failures on remediation attempts might indicate a serious deficiency in the topic area that could surface once the student was on the job. A record of all testing for each topic area should be maintained, including the original and remediation scores.

XII. COURSE DELIVERY

The delivery of the Detention Officer Certification Course should be a planned sequence of activities which will lead to proficiency in student performance. The lesson plans for each topic are provided as a model outline for instruction with the goal to ensure achievement of the performance objectives by each student.

1. Sequence

The sequencing of topics is an important phase of the course. The recommended order of presentation is based upon several factors to include: facilitating student

learning, the need to teach certain critical areas (e.g., legal topics) early in the course, to space out "skills" areas to promote better learning and retention of those, to divide and prevent concentration of legal areas when conducting weekly examinations, and to ensure that certain topics have prerequisites completed in a logical sequence.

The Detention Officer Certification Course shall consist of a minimum of 174 hours of instruction and shall include the following identified topic areas and minimum instructional hours for each area listed below:

a) LEGAL UNIT

(1)	Orientation	3 hours
(2)	Criminal Justice Systems	2 hours
(3)	Legal Aspects of Management and Supervision	14 hours
(4)	Introduction to Rules and Regulations	2 hours
(5)	Ethics	3 hours
	UNIT TOTAL	**24 Hours**

b) PHYSICAL UNIT

(1)	Contraband Searches	6 hours
(2)	Patrol and Security Function of the Jail	5 hours
(3)	Key and Tool Control	2 hours
(4)	Investigative Process in the Jail	8 hours
(5)	Transportation of Inmates	7 hours
	UNIT TOTAL	**28 hours**

c) PRACTICAL APPLICATION UNIT

(1)	Processing Inmates	8 hours
(2)	Supervision and Management of Inmates	5 hours
(3)	Suicides and Crisis Management	5 hours
(4)	Aspects of Mental Illness	6 hours
(5)	Fire Emergencies	4 hours

	(6)	Notetaking and Report Writing	6 hours
	(7)	Communication Skills	5 hours
	(8)	Prison Rape Elimination Act	2 hours
		UNIT TOTAL	**41 hours**
d)	**MEDICAL UNIT**		
	(1)	First Aid and CPR	8 hours
	(2)	Medical Care in the Jail	6 hours
	(3)	Stress	3 hours
	(4)	Subject Control Techniques	32 hours
	(5)	Physical Fitness for Detention Officers	22 hours
		UNIT TOTAL	**71 hours**
e)	REVIEW AND TESTING		7 hours
f)	STATE EXAM		3 hours
		TOTAL HOURS	**174 HOURS**

Guidelines for delivery of each topic follow. These guidelines do not replace the instructor notes in the lesson plans, so ensure that instructors follow those notes when teaching.

2. Visual PowerPoint Presentations

All DOCC slide presentations were created using Microsoft's PowerPoint software and are stored on CD-Rom. PowerPoint software is not needed to view or show slides. "Viewer" software was also installed on CDs to ensure display capabilities. For best results, however, academies are strongly encouraged to purchase PowerPoint. Doing so will enable instructors to adjust slide, text and background color schemes to match individual LCD capabilities and classroom lighting. Possessing PowerPoint software will also allow instructors to incorporate slide animation effects and other graphics of their choosing to enhance delivery efforts. Academies lacking the proper hardware (i.e., LCD projector or monitor) to view presentations as intended, may still create transparencies from each CD file. To do so, simply print hard copies of desired slides from a computer terminal to create transparencies. Please note that some of the slide graphics and photographs may not print or photocopy clearly. For best results, agencies should consider purchasing a computer and LCD projector or monitor.

NOTE: PowerPoint slides are a supplement to delivery efforts and do not serve as a substitute for any text materials contained in lesson plans.

3. Topical Area Descriptions

a) **DOCC: 01**

Title: Orientation

(1) The purpose of this time is to allow the coordinator or School Director to welcome students, acquaint them with course requirements, and review any administrative matters required. The School Director may wish to administer the reading test at this time.

(2) Included in the orientation section is a two-page document that the Sheriffs' Standards Division requires each student to read and sign. This form should remain at the delivery site as part of their official records. Refusal to sign does not constitute dismissal from the course.

(3) Each delivery site is required to administer a reading test within the first two weeks of the course.

(4) Also outlined in this section are the rules and regulations mandated by the North Carolina Sheriffs' Education and Training Standards Commission. School Directors need to review this section in its entirety with students. The School Director must ensure that each provision is discussed thoroughly with the students and that students are given an opportunity to ask questions.

(5) **Materials/Training Aids Needed:**

(a) Handout - School Director's Rules/Policies

(b) Handout – Request for Accommodation

(c) Handout – Acknowledgment of Orientation

b) DOCC: 02

Title: Criminal Justice System

(1) This block is intended to be a general overview of the Criminal Justice System. It is important that detention officers understand the components of the Criminal Justice System as well as the functions of each. This information is different from that included

in the orientation; therefore, instructors need to review it in its entirety with the class.

(2) It is recommended this block be taught close to the *Legal Aspects of Management and Supervision* block due to the nature of the content

(3) **Materials/Training Aids Needed:**

(a) Copy of The Constitution of the United States of America and the Bill of Rights

(b) Handout – Case Flow of the Criminal Justice System

(c) Optional Video: School House Rock, *"I'm Just a Bill"* is available as a hyperlink by clicking the picture on the Legislative Branch slide.

c) DOCC: 03

Title: Legal Aspects of Management and Supervision

(1) This block consolidates previous topics of "Legal Rights and Responsibilities," "Disciplinary Procedures," "Legal Aspects of Criminal Investigation," and "Civil Liability" into one lesson plan. Since legal issues are the foundation of various policies and procedures throughout all jails, it is recommended that this block be taught early in the course delivery, if scheduling permits. Statutes pertaining to legal issues of the jail accompany both the student and instructor lesson plan.

(2) This block contains case studies throughout the section on inmate rights designed to promote discussion with the students.

(3) It is recommended this block be taught close to the *Criminal Justice Systems* block due to the nature of the content.

(4) **Materials/Training Aids Needed:**

(a) Handout – Statutes pertaining to legal issues of the jail

(b) Handout – Study questions

d) DOCC: 04

Title: Contraband Searches

(1) Students will be required to demonstrate skill in clothed body searches and cell searches. If a simulated jail cell is not available, the coordinator should make arrangements with the local jail for use of a suitable cell area. [See 12 NCAC 10B, Section .0703(c)(3)(E)]

(2) Rating forms are included in the instructor's notebook as an aid in testing proficiency.

(3) The coordinator or instructor should secure several items of contraband to hide in the cell area for the cell search.

(4) Students will need to hide item(s) of contraband on their person prior to participating in the clothed body search. Caution students to be careful and use non-dangerous items.

(5) There are two videos that may be shown if the instructor elects to use them. If they are used, the instructor needs to preview them and then discuss the videos with the class.

(6) **Materials/Training Aids Needed:**

(a) Jail Cell [See 12 NCAC 10B Section .0703(c)(3)(E)]

(b) Contraband

(c) Cell Search Rating Forms

e) DOCC: 05

Title: Processing Inmates

(1) Since the officer's initial contact with the inmate occurs during the booking process, this block should be taught the first week of the course, if scheduling permits.

(2) The first part of this block includes booking and screening process for newly admitted inmates. The instructor should secure a list of all legal committing documents (actual copies of these documents are preferred) and make certain that the students are familiar with each one.

(3) Medical clearance is discussed as well as those prisoners that should not be confined in the jail without having been seen by medical personnel.

(4) A booking/intake health screening form is included as a handout as well as in the text. Instructors must discuss all items with students. The form is the one adopted by the National Sheriffs' Association.

(5) The DNA Database Law is discussed to familiarize officers with its content and requirements. Instructors should get a copy for each student.

(6) This block discusses the importance of classification in a jail setting and the impact a classification system has in the design and utilization of cell space. This block also deals with those inmates that might require added security or supervision based on special needs.

(7) The final section deals with release.

(8) **Materials/Training Aids Needed:**

(a) Handouts – Medical/Mental Health Screening Forms

(b) Handouts – Security Threat Group Guide

f) DOCC: 06

Title: First Aid and CPR

(1) The Sheriffs' Education and Training Standards Commission requires all students to successfully complete a minimum 8-hour block on First Aid and CPR as part of the Detention Officer Certification Course.

(2) Each student must be proficient in First Aid and CPR. Each student must successfully pass both sections of an offered First Aid and CPR course.

(3) No lesson plan is provided for this block. The Commission has authorized the individual School Director to select the First Aid and CPR course they think will best meet the objectives outlined in the academic checklist included in the notebook. The courses which have been approved by the Commission are:

(a) Red Cross

(b) National Safety Council

(c) Brady

(d) American Heart Association

(4) The issuance of a CPR card is the responsibility of the student or the accredited school.

(5) As always, depending on class size and number of instructors, School Directors may need to allow more than the 10 hours mandated in order to complete the training requirement.

(6) Provide required training area and facilities. (12 NCAC 10B, Section .0703)

(7) There must be one certified instructor for every ten students during the practical exercise portion and proficiency testing in administering CPR.

(8) **Materials/Training Aids Needed:**

(a) First Aid and CPR Textbooks for each student

(b) Mannequins

(c) Cleaning Supplies

(d) First Aid and CPR Supplies, i.e., bandages, splints, face shields, etc.

g) DOCC: 07

Title: Medical Care in the Jail

(1) This block deals with the medical concerns within a detention facility. Jail nurses are a luxury that most jails do not have; therefore, the detention officer provides a great deal of the care giving functions.

(2) The first section deals with communicable diseases, how they are transmitted and preventive measures.

(3) Universal precautions are outlined in this section. This is also repeated in the “Contraband Searches” block. It is extremely important that detention officers are aware of precautions they need to take when performing their daily duties.

(4) The next section deals with general procedures for dispensing medication and conducting sick call.

(5) The final section deals with medical emergencies within the jail.

(6) This block is taught by a Licensed Physician, Nurse Practitioner, LPN, RN, or EMT, or Physician's Assistant as a limited lecture.

(7) **Materials/Training Aids Needed:**

None

h) DOCC: 08

Title: Patrol and Security Functions of the Jail

(1) Internal operations in the jail are the main emphasis of this block. The components addressed are:

(a) Institutional security

(b) Emergency preparedness

(c) Facility inspection

(d) Programs and recreation

(e) Visitation

(2) Students should be encouraged to relate their own experience for the purpose of illustrating the wide variety of situations that can be encountered.

(3) **Materials/Training Aids Needed:**

Departmental Emergency Plans

i) DOCC: 09

Title: Key and Tool Control

(1) This entire block is directed to the important issue and control of tools and keys. It is imperative that instructors have knowledge of detention facilities and departmental procedures to assist students in understanding how extremely important these issues are in the jail.

(2) **Materials/Training Aids Needed:**

(a) "Shadow Board" for storing tools and for identification and count

(b) Embedded video (PowerPoint) from NCJA: "Stories from the Inside," Brunswick County clip

j) DOCC: 10

Title: Supervision and Management of Inmates

(1) The first part of this block deals with the various roles of a detention officer.

(2) Next, students review principles of supervision and management of inmates.

(3) There is a section on values, attitudes and ethics. It is important for officers to understand how the above impact on their supervisory style. There is a video that accompanies this section on "attitude mistakes." Instructors should read and follow "instructor notes" carefully.

(4) The final section deals with interpersonal communication and the role it plays in the detention officer's daily routine.

(5) Instructors need to develop a role play or hypothetical situation where students have a chance to practice effective communication. Instructors will need to offer constructive criticism. Instructors may want to videotape these interactions and then play them back so the student can both see and hear how he communicates.

(6) The instructor should offer constructive criticism in the following areas: body language, word use, voice, eye contact, attitude barriers, and response to content/message.

(7) **Materials/Training Aids Needed:**

(a) Video Equipment for role plays (OPTIONAL)

(b) Embedded video (PowerPoint): *"Attitude."*

k) DOCC: 11

Title: Suicides and Crisis Management

(1) This block deals with the symptomology of suicides, screening procedures, as well as, crisis intervention.

(2) The section starts off with some general statistics regarding suicides in jails. The point is that all inmates have a potential to become a suicide risk.

(3) The instructor needs to review the myths about suicides and then discuss symptomology of a potential suicidal risk.

(4) The mandatory mental health screening form is included in this block of instruction. These forms will not identify someone in an immediate crisis. Therefore, each department will have to develop

their own suicide screening form. There is a reference guide that accompanies this block that explains a suicide screening form and some standard questions that most often appear on a suicide screening form. Instructors should review these questions as time permits or have students look over them on their own time and ask any questions that they may have regarding suicide screening forms.

(5) After discussing the form, instructors need to cover preventive measures.

(6) **Materials/Training Aids Needed:**

Suicide Screening Forms

l) DOCC: 12

Title: Introduction to Rules and Regulations Governing Jails

(1) Because of its relationship with the legal section and processing inmates, this block should be taught the first week if scheduling permits.

(2) Instructors need to explain that all standards will not be discussed in class, but students should read the entire booklet, Rules and Laws Governing the Operations, Surveillance and Monitoring of Jail Facilities.

(3) There are several sources that have been adopted by reference. Instructors need to obtain copies of each and review.

(4) **Materials/Training Aids Needed:**

Rules and Laws Governing the Operations, Surveillance and Monitoring of Jail Facilities (this is included in the student's notebook)

m) DOCC: 13

Title: Stress

(1) This block is presented to increase the student's awareness of job stress and how it impacts on the officer's entire life. Students need to understand how stress affects them psychologically, emotionally and interpersonally. It is extremely necessary for them to understand the role diet and exercise play in their overall health and job performance.

(2) **Materials/Training Aids Needed:**

(a) Handout - "The Impact of Life Crises and How to Minimize" (this is included in the student's notebook)

(b) Handout – "Personality Type Assessment" (this is included in the student's notebook)

(c) Embedded video (PowerPoint): *"Effecting Coping Strategies."*

n) DOCC: 14

Title: Investigative Process in the Jail

(1) There are three essential themes: investigating a crime, writing a report, and testifying in court. It is recommended that this block of instruction be taught after the "Notetaking and Report Writing" topic in order to further aid the student in preparing a report that could be used in a courtroom setting.

(2) There is an on-going exercise where students will be required to view a crime scene and take notes. Then they will have to write a report based on their investigation and notes. Finally, they will have to testify in court based on their report.

(3) Instructors will need to plan ahead for the practical exercises.

(4) Instructors will need to be present during the entire testifying in court session, in order to take notes. After the courtroom session is over, the instructor will need to critique the report and the actual testimony of each student.

(5) **Materials/Training Aids Needed:**

(a) Crime Scene

(b) Mock Courtroom

(c) Video Equipment (OPTIONAL)

(d) Role Players (Judge, Prosecutor, Defense)

(e) Chalkboard/Flip Chart

(f) Embedded video (PowerPoint): *"Pre-Assaultive and Deception Indicators."*

o) DOCC: 15

Title: Subject Control Techniques

(1) Instructors must be certified by the North Carolina Criminal Justice Standards Division as Subject Control Arrest Techniques Instructor and must have completed the update training session offered by the North Carolina Justice Academy.

(2) Provide one instructor for every ten students during the practical exercise portion and while testing proficiency of required maneuvers.

(3) Provide required training area and facilities. (See 12 NCAC 10B, Section .0703)

(4) This unit requires lecture and demonstration on the part of the instructor and practice on the part of the student. It is recommended the student practice techniques until proficient under the close scrutiny of the instructor.

(5) This unit requires performance testing. Performance testing should be documented on the pre-designed evaluation form. The instructor should look for factors why a student performs or does not perform a technique satisfactorily. Criticism should be given in a positive and productive manner.

(6) Arrangements must be made for an area suitable for this type of activity, complete with protective mats to reduce the chance of physical injury.

(7) It is recommended that students participate in a physical conditioning program prior to self-defense training. In addition, self-defense classes should be preceded by a period of “warm-up” and “stretching” exercises.

(8) It is recommended that the unit be taught in twelve, two-hour blocks of instruction.

(9) Students should wear loose fitting clothing with long or three-quarter length sleeves.

(10) The amount of time allotted to this block of instruction limits the amount of training that can be presented. Therefore, techniques to be taught are limited and carefully chosen with regard to job-relevancy. This approach is felt to be superior to that of choosing a wide array of techniques and being able to treat them only superficially.

(11) The lesson plan typically outlines procedures utilizing the suspect's right side. All techniques can be reversed and should be practiced going left or right. Movement against the right side of the suspect is taught because the right is usually the dominant side.

(12) **Subject Control Techniques Safety Rules:**

Subject control techniques to be learned and practiced are potentially injurious and if performed in a haphazard manner, could result in serious injury. To minimize the risk of injury, the following safety precautions should be observed in training situations:

(a) Remove all watches, rings, glasses, earrings, necklaces, etc., that might be snagged during training.

(b) No "horseplay." Practice only what is taught and demonstrated.

(c) All techniques must be practiced slowly at first. Speed and proficiency will come with continued practice.

(d) During application of the various techniques, including those which will cause the student to be taken down or thrown, only passive resistance should be offered. Active resistance can enhance injuries and impede training.

(e) Each technique should be divided into two steps. The technique can be mastered with comparative safety by practicing the steps separately and then in sequence.

i) Step One - This step consists of all the actions required to place your opponent in a position where he can be thrown or placed in pain by the application of pressure.

ii) Step Two - This step consists of actually throwing your opponent or applying pressure, so as to inflict pain.

(13) It is imperative that the students utilize loud, clear and repetitive verbal commands during the application of the various control techniques. This will enhance their use and skill of these verbal commands during an actual confrontation as well as give the subject/inmate clear and precise instructions to be followed for compliance.

(14) The NCJA Subject Control/Arrest Techniques video is designed to be viewed in segments as indicated by lesson plan instructor notations. The video is not to be shown in its entirety at one time. Instructors are encouraged to use the video as a reference more than once. They should also consider having a TV/VCR immediately available during practical exercises to view the video as needed.

(15) This block is taught by a Specialized Subject Control Instructor certified by N.C. Criminal Justice Education and Training Standards Commission as Defensive Tactics Instructor and compliance with Rule .0903(c) of this Section. The ratio of student to instructor is 10:1.

(16) **Materials/Training Aids Needed:**

(a) First Aid Kit

(b) Gymnastic Mats

(c) Padded Striking Shields/Bags

(d) Handcuffs with Keys (one set for every two students)

(e) Various equipment to be used during equipment retention and takeaways (i.e., duty belt with holster, Red Guns, OC spray, red Taser)

(f) Subject Control Techniques Performance Evaluation Form

(g) VCR/Monitor

(h) Video: *"Subject Control/Arrest Techniques"* NC Justice Academy (Contained on the Instructor CD)

p) DOCC: 16

Title: Aspects of Mental Illness

(1) This block deals with the various types of offenders that enter the criminal justice system. This block is intended to give officers insight into inmate behavior and methods to assist them in dealing with these offenders. It is not the intent of this block for detention officers to make diagnostic decisions.

(2) **Materials/Training Aids Needed:**

Embedded video (PowerPoint): *"Individuals with Mental Illness,"* NC Justice Academy

q) DOCC: 17

Title: Transportation of Inmates

(1) This block should concentrate on the movement of inmates (both sentenced and unsentenced) to various locations inside and outside the security perimeters of the jail. The instructor should ensure that ample space is available for practical exercises in the use of restraining devices such as handcuffs, waist chains, and leg restraints. Students are required to demonstrate proficiency in applying leg restraints, handcuffs, and waist chains.

(2) **Materials/Training Aids Needed:**

(a) Mats (enough for all students if instructor requires students to kneel or lie down when applying leg restraints or handcuffs)

(b) Handcuffs (one pair for every two students)

(c) Waist Restraints (one set for every two students)

(d) Leg Restraints (one set for every two students)

(e) Padlocks/Keys (one set for every two students)

(f) Rating Forms (one for each student)

(g) Additional Handcuffs for multiple prisoners

(h) Additional Waist Restraints for multiple prisoners

r) DOCC: 18

Title: Fire Emergencies

(1) Fire Emergencies instructors must have a fire instructor certification (level II or above) through the Office of the State Fire Marshall or a Specialized Hazmat Instructor through the Criminal Justice Education Standards and a valid CPR card.

(2) It is recommended that the classroom portion on fire, classification of fire and types of extinguishers be conducted first. Then conduct a practical exercise where each student has the opportunity to use a fire extinguisher to put out a fire. The required training area and

facilities should be provided during these exercises as specified in 12 NCAC 10B, Section .0703.

(3) The second portion deals with daily inspections within a detention facility and cautions detention officers to be alert to possible fire hazards.

(4) Students are to bring the fire plan for their facility and it should be discussed in class.

(5) Students are to be given a sample floor plan of a facility and write an evacuation plan for that jail.

(6) **Materials/Training Aids Needed:**

(a) Fire Extinguisher for each student

(b) Individual Fire Plan of jail represented by students

(c) Sample Floor Plan

(d) Fire (controlled)

(e) Safety Equipment

(f) Embedded video (PowerPoint): *"Mitchell County Jail Fire 2002."*

s) DOCC: 19

Title: Physical Fitness for Detention Officers

(1) This block is designed to introduce wellness concepts and nutritional guidelines to detention officers. Six (6) total hours is allotted for the instructor to conduct fitness assessments on each student. The school director/instructor should schedule two (2) separate sessions, one during the first week of the course and another at the end so the student can see the difference between the results. The school director/instructor should make the necessary preparations to staff the assessment period in order to finish it in the time frame.

(2) The initial assessment should be completed prior to the student participating in "Subject Control Techniques" and "First Aid and CPR."

(3) A six hour lesson plan designed for classroom instruction is included in this notebook for school directors to include this block

in a course delivery to reinforce good health and fitness habits. Only one instructor is needed for this portion of the block.

(4) School directors should carefully schedule ten (10) hours of physical fitness training during the course delivery. The physical fitness training should be scheduled for a period of one (1) hour per day for three (3) days a week (total of 10 hours). The training program may include weight lifting, calisthenics, running, walking, aerobics and agility courses. The only physical requirement for this block of instruction is one hundred percent (100%) participation from the student.

(5) Only instructors certified by the North Carolina Criminal Justice Education and Training Standards Commission as a Physical Fitness Instructor will be permitted to teach this block. You must provide one (1) certified Physical Fitness Instructor for every ten (10) students during the assessment.

(6) Any student identified by the instructor as having potential problems should be referred to medical personnel before being allowed to participate in "Subject Control Techniques" or "First Aid and CPR." A decision to not allow a student to participate could be made after consultation with the student, employing agency, medical professionals and in conformity with state and federal laws.

(7) Provide adequate assessment area and facilities as specified in 12 NCAC 10B, Section .0703.

(8) The Physical Fitness Instructor should share the fitness results with other instructors as deemed necessary.

(9) **Materials/Training Aids Needed:**

(a) Calculator

(b) Notepad

(c) Stopwatch

(d) Yard Stick

(e) Metronome

(f) Weight Machines: Bench Press

(g) Vertical Jump Measurement device

(h) Sphygmomanometer (Blood Pressure Cuff)

(i) Stethoscope

(j) Scales

(k) Handouts

t) DOCC: 20

Title: Communication Skills for Detention Officers

(1) This is a five-hour block of instruction that involves the use of several practical exercises and student involvement.

(2) The instructor, to have an effective delivery, must present professionally, i.e., he/she must look good in their uniform, must be well groomed, and must have excellent communication skills.

(3) This block is intended to be a general overview of the communication process within a detention facility. It is important that detention officers understand the verbal communication process as well as the nonverbal communication process. Instructors should have an understanding of the Interpersonal Communication Process or IPC skills in order to be effective.

(4) **Materials/Training Aids Needed:**

(a) VCR/Monitor

(b) Handouts

(c) Tape Recorder and Blank Tape

u) DOCC: 21

Title: Ethics for Detention Officers

(1) As described in the introduction and closing of the lesson plan, it is especially important for instructors to emphasize to their students that new officers must self-initiate a "socialization" process into the law enforcement profession by first understanding what expectations are being imposed upon them, and then by understanding the responsibilities they have accepted by choosing this profession.

(2) When introducing the ethics video, the instructor should advise the students that the dilemmas depicted are situations frequently encountered by detention officers. How they decide to deal with

such dilemmas will determine whether they will be professional officers or destroy their careers and their lives.

(3) In order for the students to get the most out of this block, the demeanor of the instructor should be professional and realistic, not idealistic or cynical in delivery.

(4) Last, the instructor should emphasize the information in this block should and can be applied by the students to every other block of instruction, and can be taken with them to apply to their new profession after DOCC.

(5) **Materials/Training Aids Needed:**

(a) Handouts – Code of Ethics

(b) Embedded video (PowerPoint): *"Ethical Dilemma Scenarios for Detention Officers,"* NC Justice Academy

v) DOCC: 22

Title: Notetaking and Report Writing

(1) This is a six-hour block that should be broken into two sections. Section one is the lecture portion that should last about two hours. The remaining four hours should be used for viewing the video scenarios shown at the end of the PowerPoint presentation and then allowing the students to write their reports.

(2) The video scenarios that accompany this lesson plan contain common events within detention facilities that officers would face resulting in a report being written regarding what occurred.

(3) **Materials/Training Aids Needed:**

Embedded video scenarios (PowerPoint)

w) DOCC: 23

Title: Prison Rape Elimination Act

(1) This two-hour block of instruction familiarizes students with the Prison Rape Elimination Act (PREA) of 2003 and is designed to provide an overview and better understanding of PREA. This course includes the purposes and goals covered under this Act. Students will be exposed to the types of behavior covered under PREA as well as the responsibilities of the student. This block of instruction also describes twelve standards to help aid

agencies/detention facilities in working towards achieving compliance with PREA regulations.

(2) **Materials/Training Aids Needed:**

(a) Handouts

(b) Embedded videos (PowerPoint)

XIII. Detention Officer Training Forms

Forms are updated on a regular basis. You MUST use the most current version of any course or Commission form. The following forms are found within each topic of the DOCC curriculum.

A. Physical Fitness

1. Physical Assessment Data Sheet – Form F-7E
2. Health History and Physical Readiness Questionnaire

B. Subject Control

Performance Evaluation Form

C. Contraband Searches

Performance Evaluation Form

D. Transportation of Inmates

Performance Evaluation Form

XIV. DOCC STANDARDS FORMS

The following forms can be found on the DOJ website at www.ncdoj.com. Once on the website, click on "Crime and Law Enforcement" and then "Sheriffs Education & Training Standards" on the left hand side. Next, click on "All Commission Forms & Publications" on the left hand side

A. Medical History Statement F-1 (Sheriff's)

B. Medical Examination Report F-2A and F-2 (Sheriff's)

C. Request for Detention Officer Instructor Certification – I-2

D. Request for School Accreditation Detention Officer Certification Course - F-7

E. Request for School Director Qualification - I-1

F. Pre-Delivery Report – DOCC - F-7A

G. Pre-Delivery Instructor Roster – DOCC – F-7A (pt 2)

H. Post-Delivery Report - DOCC - F-7B

I. Student Course Completion Record – F-7D

J. Examination Results - DOCC – F-7

K. Criminal Justice Instructor Evaluation – F-16

L. Request for Re-Examination – F-7F