



Employee Training and Development

POLICY STATEMENT

The New Orleans Regional Training Authority (RTA) Employee Training and Development Policy refers to RTA's learning and development programs and activities.

PURPOSE

In the modern competitive environment, employees need to replenish their knowledge and acquire new skills to do their jobs better. This will benefit both them and the agency. We want employees to feel confident about improving efficiency and productivity, as well as finding new ways towards personal development and success.

APPLICATION

This policy applies to all permanent, full-time or part-time, employees of the agency. Employees with temporary/short-term contracts might attend trainings at their manager's discretion. This policy doesn't cover supplementary employees like contractors or consultants. This policy applies to all employees who work for RTA. If a conflict occurs between this policy and a Collective Bargaining Agreement (CBA), the CBA will prevail.

ADOPTED BY:

The RTA Board of Commissioners on X/XX/XXXX, Resolution XX-XXX.

APPROVED BY:

Alex Z. Wiggins
Chief Executive Officer

Effective Date: 8/24/2021
Date of Last Review: X/XX/XXXX

1.0 GENERAL

Board Commissioners, employees, managers and Human Capital should all collaborate to build a continuous professional development culture. It's an employee's responsibility to seek new learning opportunities. It's a manager's (a person who controls the activities, training, and other aspects of the career of an employee) responsibility to coach their teams and identify employee development needs. And its Human Capital's responsibility to facilitate any staff development activities and processes.

What do we mean by training and development?

In general, RTA approves and encourages the following employee trainings:

- Formal training sessions (individual or agency)
- Employee Coaching and Mentoring
- Participating in conferences
- On-the-job training
- Job shadowing
- Job rotation

As part of our learning and development provisions, we can also arrange for subscriptions or educational material, so employees will have access to news, articles and other material that can help them become better at their job. There are two conditions for this:

- Subscription/Material should be job-related
- All relevant fees should not exceed a set limit per person

This list doesn't include software licenses or other tools that are absolutely necessary for employees' jobs.

Individual training programs

RTA has certain provisions regarding individual training programs. All employees that have worked for the agency more than four months are eligible to participate in external training programs individually or in teams with supervisor approval. Employees may have to bring proof of attendance.

Any employee training that the agency mandates (e.g. due to inadequacies of an employee's performance or changes in their job description) expenses are covered by the agency.

All trainings should consider what employees need and how they can learn best. This is why, we encourage employees and managers to consider multiple training methods like workshops, e-learning, lectures and more.

Agency training programs

We might occasionally engage experts to train our employees. RTA will cover the entire cost in this case. Examples of this kind of training and development **include but are not limited to:**

- Equal employment opportunity training
- Diversity training
- Leadership training for managers
- Conflict resolution training for employees
- Ethics Training
- Sexual Harassment Training
- **Active Shooter Awareness**
- **The Effects and Consequences of Prohibited Drug Use**
- **Reasonable Suspicion for Safety Sensitive Supervisors**

This category also includes training conducted by internal experts and managers. Examples are:

- Training new employees
- Training teams in agency-related issues (e.g. new systems or policy changes)
- Training employees to prepare them for promotions, transfers or new responsibilities

Employees won't have to pay or use their leave for these types of trainings. Attendance records may be part of the process.

Other types of training

Both employees and their managers are responsible for continuous learning. Employees should show willingness to improve by asking their managers for direction and advice. Managers should do the same with their own superiors, while encouraging and mentoring their subordinates.

Employees and managers are responsible for finding the best ways to provide continuous professional development. They can experiment with job rotation, job shadowing and other types of on-the-job training (without disrupting daily operations). We also encourage employees to use their rights for self-paced learning by asking for educational material and access to other resources within allocated budget.

General guidelines:

- All eligible employees are covered by this policy without discriminating against rank or protected characteristics.

- Managers should evaluate the success of training efforts. They should keep records for reference and better improvement opportunities.
- All employee development efforts should respect cost and time limitations, as well as individual and business needs.
- Employees should try to make the most out of their trainings by studying and finding ways to apply knowledge to their work.

Procedure

This procedure should be followed when employees want to attend external training sessions or conferences:

- Employees (or their Supervisor) identify the need for training.
- Employees and Supervisor discuss potential training programs or methods and come up with suggestions.
- Employees or Supervisors contact Human Capital and briefly present their proposal. They must also complete a form.
- Human Capital researches the proposal, with attention to budget and training content.
- Supervisor and Chief/Deputy CEO approves or rejects the proposal. If they reject it, they should provide employees with reasons in writing.
- If approved, the Business Unit Administrative support will make arrangements for dates, accommodation, reserving places, closing out any expense related matters, etc.
- In cases where the agency doesn't pay for the training directly, employees will have to pay and send invoices or receipts to the Business Unit Administrative support. Finance will approve employee reimbursement according to this information.
- If an employee decides to drop or cancel a training, they'll have to inform their Supervisor and the Business Unit Administrative Analyst immediately. They will be responsible for any cancellation or other fees unless extenuating circumstances exist.
- In cases where training ends with examination, employees are obliged to submit the results. If they don't pass the exam, they can retake it on their own expense unless extenuating circumstances exist.

Generally, RTA will cover any training fees including registration and examination (one time). They may also cover transportation, accommodation and personal expenses. This is left to Human Capital and Finance's discretion. If Human Capital /Finance decides to cover these costs, Human Capital /Finance should make arrangements themselves (e.g. tickets, hotel reservations). Any other covered expense that employees have will be reimbursed, after employees bring all relevant receipts and invoices.

If employees want subscriptions, they should contact their management for approval to do so. The Business Unit Administrative Analyst will preferably set up the subscription. Once the Business Unit Administrative Analyst make arrangements, they should inform Human Capital of the training cost and any other details in writing. Any relevant invoices should also be sent to Finance.

Human Capital's responsibilities also include:

- Assessing training needs
- Maintaining budgets and training schedules
- Assisting with learning and development activities and strategies
- Promoting corporate training programs and employee development plans
- Calculating learning and development KPIs whenever possible and decide on improvements

MANDATORY TRAINING

Mandatory training can include but are not limited to training by the State of Louisiana, FTA, FEMA as well as assigned Learning Plans.

Code of Governmental Ethics

Who is required to receive the one-hour training on the code of Governmental Ethics?

All public servants are required to take one hour of training on the Code of Governmental Ethics. A public servant is defined as a public employee or an elected official. Public servants and elected officials are required to take one hour of training per calendar year on the Code of Governmental Ethics pursuant to LA R.S.42:1170A.

Who is considered a public employee in the Code of Governmental Ethics?

R.S.42:1102

(18)(a) Public employee means anyone, whether compensated or not who is:

(i) An administrative officer or official of a governmental entity who is not filling an elective office.

(ii) Appointed by any elected official when acting in an official capacity, and the appointment is to a post or position wherein the appointee is to serve the governmental entity or an agency thereof, either as a member of an agency or as an employee thereof.

(iii) Engaged in the performance of a governmental function.

(iv) Under the supervision or authority of an elected official or another employee of the governmental entity.

(b) However, public employee does not mean anyone whose public service is limited to periodic duty in the National Guard pursuant to 32 U.S.C.A. SO2.

(c) A public employee shall be in such status on days on which he performs no services as well as days on which he performs services. The termination of any particular term of employment of a public employee shall take effect on the day the termination is clearly evidenced.

Preventing Sexual Harassment

All employees, including part-time employees and members of the Board of Commissioners are required to complete the online course in “Preventing Sexual Harassment” by December 31st each year.

Preventing Sexual Harassment for Supervisors

Anyone who supervises employees or any employee who may receive or investigate a sexual harassment complaint is required to receive additional education and training each year by December 31st. The additional education and training may be received either in person or through an online course approved by the Human Capital Department.

The Effects and Consequences of Prohibited Drug Use

As an employee of a Transit Agency we must all abstain from the use of drugs and alcohol. Adherence to RTA’s Zero Tolerance Drug and Alcohol policy is essential in complying with the Drug and Alcohol Free Workplace Act of 1988. As such all employees are required to watch the video that demonstrates the effects of drugs on transit employees and the symptoms to look for. We are all responsible and ensuring that the public and most importantly our employees are safe and free from drugs and/or alcohol. The video will demonstrate the effects drugs have on employees and the signs of drug abuse.

Cybersecurity Awareness

This course is designed to raise awareness regarding Cybersecurity. This course is designed to focus on forming information security habits and procedures that protect information resources and teach best practices for detecting, assessing, reporting, and addressing information security threats. This course meets the 30-minute training requirement as outlined in Act 155 of the 2020 Louisiana Legislature.

Active Shooter Awareness Training

Active shooter training is one of several proactive steps organizations can take to prepare employees to respond appropriately to an active shooter incident. All employees should know how to recognize the signs of potential violence and what their role is during an active shooter situation.

RTA's All Hazards Plan

The RTA's All Hazards Plan adopts the National Incident Management System (NIMS) that incorporates the Incident Command System (ICS) standard into the RTA's emergency response policies and procedures. All RTA employees are required to complete the following Independent Study (IS) course provided free by the Federal Emergency Management Agency (FEMA) to prepare them for potential emergency response roles:

FEMA IS-100 (Introduction to Incident Command System - ICS)

Additionally, RTA Directors and above may be required to serve in emergency management leadership positions on an activated Incident Management Team (IMT). The following additional FEMA IS courses are required for Directors and above to prepare them for emergency management roles:

FEMA IS-200 (Basic Incident Command System for Initial Response)

FEMA IS-700 (Introduction to the National Incident Management System - NIMS)

FEMA IS-800 (National Response Framework)

When must the training be complete?

The training is on a calendar year schedule. The due date is on or before December 31st of the calendar year. **However, course completion toward the beginning of each year is highly encouraged.**

Compliance and Enforcement

- **Human Capital shall maintain records of compliance for each employee of the agency**
- **Failure to complete the mandatory training requirements may result in disciplinary action, up to and including termination.**

I do not have and an email address. Can I still take the training online?

In order to take the training online, public servants will need an e-mail. The e-mail address does not have to be a work e-mail. Public servants may register for a free e-mail account in a matter of minutes with a number of websites.

2.0 FLOWCHART

N/A

3.0 REFERENCES

N/A

4.0 ATTACHMENTS

N/A

5.0 PROCEDURE HISTORY

8/18/2021 Final Executive Committee approval granted

8/24/2021 Final Board approval granted

6.0 SPONSOR DEPARTMENT

Human Capital