

CIVILIAN PERSONNEL OPERATIONS CENTER
PACIFIC REGION
SYSTEMS AND TRAINING DIVISION
TRAINING BRANCH

STANDARD OPERATING PROCEDURES



22 Feb 01

(updated)

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1. PURPOSE. To establish standard operating procedures for the Human Resource Development function in line with the DA CPOC/CPAC Task List Matrix for the Pacific Civilian Personnel Operations Center (CPOC) and servicing Civilian Personnel Advisory Centers (CPACs)

2. REFERENCES.

- a. 5 CFR 410.
- b. AR 690-400, Chapter 410.
- c. AR 690-950.
- d. OPM Training Policy Handbook, (distributed May 97).
- e. DA CPOC/CPAC Task Matrix (Oct 97).



3. APPLICABILITY. This SOP applies to all civilian DA employees serviced within the Pacific Region.

4. DEFINITIONS.

- a. **CPOC.** Civilian Personnel Operations Center.
- b. **CPAC.** Civilian Personnel Advisory Center.
- c. **THE MODERN SYSTEM.** This Personnel Process Improvement tool automates the process of requesting, managing, and administering training for civilian employees. It may be accessed by employees, supervisors, budget officers, financial personnel, authorizing officials and personnelists. It allows initiation of a course request on a computer screen and electronically tracks the status of the request throughout the entire process.

5. CPOC FUNCTIONAL RESPONSIBILITIES.

- a. Develop Human Resource Development (HRD) administrative processes and procedures for the region. Disseminate implementation instructions for DA and MACOM policies.
- b. Design, develop, and deliver training needs assessment surveys for serviced activities to determine where training needs exist across the region to warrant centralized management and delivery. Provide an annual training plan for centrally managed programs to the Civilian Personnel Advisory Centers (CPACs).
- c. Identify regional training requirements and budget projections with input from the CPACs.
- d. Assess sources for regional training; determine delivery methodology; procure when applicable; and complete overall evaluations in coordination with the CPACs.
- e. Develop installation electronic tools such as bulletin boards, schedules, and user identifications for the CPAC and other personnel. The CPACs, in coordination with the CPOC, will handle updates such as course additions, deletions, changes in location, etc. for local courses and will notify the CPOC and attendees of changes/updates.
- f. Establish professional networks with public and private sector HRD organizations.
- g. Serve as liaison /Contracting Officer Representative (COR) for the development of a wide variety of training and, with input from the CPACs, determine most effective modes of delivery.
- h. Input completed training into the Defense Civilian Personnel Data System (DCPDS).
- i. Broadcast /Announce centralized training courses. Interface with other CPOCs to develop and/or share information.
- j. Plan, conduct and evaluate regional training programs. Prepare reports as required.

6. CPAC FUNCTIONAL RESPONSIBILITIES.

- a. Advise managers and employees on training methodologies to improve organizational or individual performance, to include Human Resource Development (HRD) program planning to meet the organization's strategic priorities.
- b. Advise organizations on the use of training needs assessment instruments distributed and/or developed by the CPOC or higher headquarters.
- c. Advise customers of requirements for Army Civilian Training Education Development System (ACTEDS), intern programs, and other developmental programs.
- d. Advise respective commander on the need for organizational training plan. Ensure cost-effective use of training opportunities to meet the needs of local organizations.

- e. Analyze the overall installation annual training program & coordinate local training requirements and budget. Coordinate regional training opportunities with CPOC (requirements, budget, delivery, etc.).
- f. Assess sources for local unique or specialized training, determine delivery method, and required funding.
- g. Coordinate all locally developed on-site training.
- h. Coordinate locally administered program requirements with Activity Career Program Managers (ACPMs).
- i. Organize cadre of local instructors; facilitate local train-the-trainer sessions. Ensure facilities are available, open, and prepared for class and that special requirements (handicapped accessibility, A/V equipment, supplies, etc.) are met. Furnish CPOC class rosters (w/instructor's signature) that contain course title, hours, cost, vendor, student name, SSN & certification of completion statement to allow CPOC to enter data into DCPDS.
- j. Evaluate local human resource development program against program goals & objectives and provide recommendations to management as appropriate.

7. TRAINING POLICY & GUIDANCE.

CPOC: Develop guidance for region-wide training for the CPACs.

CPAC: Disseminate region-wide policies/procedures that provide guidance/taskings from higher headquarters.

In coordination with the CPOC, develop guidance for local installation training procedures and forward to organizations.

8. ANNUAL TRAINING NEEDS SURVEY. The survey will precede budget forecast requirements (normally in March/April).

CPOC: Communicate/provide training needs survey procedures to the CPAC.
 Consolidate regional training requirements.
 Analyze/identify appropriate regional training modes.

CPAC: Consolidate/prioritize installation/activity training requirements & forward to CPOC.
 Provide guidance to managers.
 Analyze/identify appropriate training modes for the installation.

MANAGERS:

Assess employee training needs during annual/semi-annual reviews.
 Identify civilian and military supervisors of civilians.
 Identify training requirements.
 Prioritize training requirements.

Enter training requirement data in designated survey format.
Analyze/identify appropriate training modes for the organization.
Consolidate by command and forward training requirements to the CPAC.

9. ANNUAL TRAINING PLAN.

CPOC: Consolidate FY training requirements from the survey .
Review and determine training costs and resources for regional portion of training plan.
Provide an annual regional training plan to CPACs.

CPAC: Provide the CPOC input on training and development strategies to support mission accomplishment and achievement of organizational goals.
Consolidate and forward local training requirements to CPOC.
Review and determine training costs and resources for local portion of training plan.
Brief commanders and managers on training plans.
Disseminate notice of approved finalized training plan (on Modern System when deployed).



MANAGERS:

Ensure that all individual and organizational training needs are identified, prioritized, and documented.
Determine training costs and resources.
Communicate changes to the CPAC (or document in Modern System when deployed).

10. TRAINING PROGRAM ADMINISTRATION.

CPOC: In coordination with the MACOM and with input from CPACs, develop and disseminate a regional SOP to cover training procedures and processes.

CPAC: Develop SOPs unique to local command and disseminate to managers.
Establish/maintain a current list of training coordinators.
Provide advice on training policy/procedures to managers and training coordinators.
Establish and maintain a current list of Activity Career Program Managers.
Develop local portion of regional training plan.

MANAGERS:

Appoint organizational training coordinator.
Identify mandatory training and ensure training is scheduled and completed.
Prioritize and consolidate training requirements.
Fund and properly document identified training.

11. PURCHASING TRAINING.



CPOC: Obtain funding support for training identified as **regional**.
Assess the method of delivery and execution.
Utilize appropriate acquisition procedures to purchase training for the region. A contracting officer must be utilized for training purchases greater than \$25K.

CPAC: Obtain funding support for training identified as **local**.
Assess the method of delivery and execution.
Utilize appropriate acquisition procedures to purchase local training. A contracting officer must be utilized for training purchases greater than \$25K.

MANAGERS:

Provide funding support for individual and organizational training instances.
Assess the most efficient method of delivery.
Utilize appropriate acquisition procedures to purchase training.
Execute prompt payment for all completed training.
Forward documentation for completed training through CPAC to the CPOC for DCPDS entry.

ALL LEVELS: Maintain a file documenting competitive process for training instances with cost. In addition, include correspondence documenting competitive process for training costing over \$2,500 (individual or group training).

12. SCHEDULING/COORDINATING TRAINING.

CPOC: Publish the regional training calendar (using latest technology).
Publicize suspense and information when required for long-term training, leadership courses, and competitive professional development opportunities.
Notify CPAC of regional course changes/cancellations/deletions.

CPAC: Provide input to the regional training calendar (using Modern System when deployed).
Disseminate regional calendar to organizations; retain/update regional calendar.
Announce local training courses as needed.
Arrange for facilities and supporting equipment/training aids for on-site courses.
Administer all aspects of training courses sponsored by CPAC in accordance with paragraph 6i.

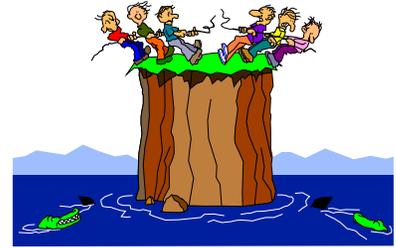
MANAGERS:

Identify individual and organizational training needs.
Conduct/facilitate or contract training unique to their organization.
Provide facilities and supporting equipment/training aids for scheduled training.
Furnish CPAC with completed DD Form 1556 for individual training and/or certified roster of attendees (for on-site classes) with cost and course data.

13. PROCESSING OF DD FORM 1556.

CPOC: Ensure regulatory guidance re: USARPAC's Delegation of Authority (DOA) package is provided to CPACs.

CPAC: Ensure managers are in receipt of DOA packages.



MANAGERS:

Delegate approval authority to selected personnel within the organization (managers at the division level and above).

Ensure completion of required training for managers who have DOA.

Initiate the DD Form 1556.

Ensure that regulatory training requirements are met (as specified in DOA packet).

Obtain a continued service agreement signature from the student for nonGovernment training exceeding 80 hours and retain a copy for audit purposes.

For training involving cost, route approved training request to RMO/DFAS to obligate/pay vendors.

As required, send procurement document to vendor for individual training instances.

Cancel/reschedule courses sponsored by the organization.

Cancel/substitute individual training instances.

Enter completed training data into Modern System OTA History.

14. MAINTENANCE OF TRAINING RECORDS.

CPOC: Maintain consolidated **regional** training statistics.

Maintain documentation of competitive process for regional instances of training costing \$2,500 or more.

CPAC: Maintain consolidated **local** training statistics.

Maintain documentation of competitive process for local instances of training costing \$2,500 or more.

Provide information and statistics to CPOC in response to reporting requirements.

MANAGERS:

Consolidate statistics on completed on-site training to include cost data, cost avoidance statistics (sample form at Appendix A) vendor, training location, dates, # of students, etc.

Ensure completion and maintenance of continued service agreement documents.

Maintain documentation of competitive process for all instances of training (individual or group) costing \$2,500 or more.

Maintain documentation of completed mandatory training instances.

Provide CPAC with any required documentation and/or reporting data.

Enter completed training data into Modern System OTA History.

15. SPECIAL TRAINING PROGRAMS.

CIVILIAN LEADER DEVELOPMENT PROGRAM



Intern Leadership Development Course (ILDC)

(Mandatory for Interns--DA & Local)

CPOC: Market and announce course information to CPACs using current technology.

CPAC: Transmit course announcement(s) to local activities.
Provide advice and assistance as needed.
Notify managers of nomination status as necessary.

MANAGERS:

Schedule employees to attend and complete required training.
Forward ILDC nominations (DD Form 1556s) as required.
Enter completed training data into Modern System OTA History.

Supervisory Development Correspondence Course (ST 5001/5002)

(Mandatory for new first-line supervisors of civilian employees)

Management Development Course (ST 6000)

(Mandatory for all new managers)

Action Officer Development Course (ST 7000)

(Mandatory for interns --both local and centrally funded and employees--in two-grade interval professional and administrative series prior to promotion to full performance level positions)
(DA highly encourages the course for any employee as a developmental opportunity)

CPOC: Market and announce course information to workforce using current technology.

CPAC: Transmit course announcement(s) to local activities as required.
Provide advice and assistance as needed.

MANAGERS:

Schedule employees to attend and complete required training.
Complete on-line registration. Current address is at www.cpol.army.mil.
Enter completed training data into Modern System OTA History.

Leadership Education and Development (LEAD)

(Mandatory for all new first-line supervisors of civilian employees)

CPOC: Provide overall course administration.

Market and announce course information to CPACs using current technology.

Coordinate the production of LEAD courses with CPACs to establish a partnership that ensures successful course presentation, e.g., reserving classroom and breakout facilities; procuring visual and other training aids; obtaining necessary LEAD materials and supplies from the Center for Army Leadership (CAL); issuing timely course announcements, and any other logistical support which promotes a first-class training experience for the student.

CPAC: Transmit LEAD course announcement(s) to local activities.

Coordinate logistical procedures with the CPOC (see above) for LEAD courses presented at the installation.

Establish and maintain a current list of LEAD facilitators within serviced organizations.

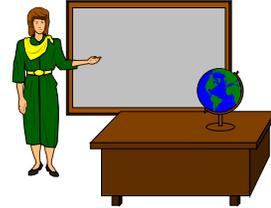
MANAGERS:

Ensure targeted employee(s) attends and completes LEAD.

Encourage other eligible employees to attend LEAD as a developmental opportunity.

LEAD Train-the-Trainer (LEAD TTT)

CPOC: Market and announce course information to CPACs using current technology.
Keep CPAC informed of nomination status of applicants.



CPAC: Transmit LEAD TTT course announcement(s) to local activities.
Submit completed applications to CPOC for forwarding to CAL.
Notify applicants of selection/nonselection for LEAD TTT course.

MANAGERS:

Encourage eligible employees to participate in LEAD TTT.
Schedule employees to attend and complete training.
Enter completed training data into Modern System OTA History.

Organizational Leadership for Executives

CPOC: Market and announce course information to CPACs using current technology.

CPAC: Market and announce course information to local activities.

MANAGERS:

Encourage eligible employees to participate in OLE.
Schedule employees to attend and complete training.
Enter completed training data into Modern System OTA History.

Personnel Management for Executives I and II

CPOC: Market and announce course information to CPACs using current technology.

CPAC: Market and announce course information to local activities.

MANAGERS:

Encourage eligible employees to participate in PME I and II.
Schedule employees to attend and complete training.
Enter completed training data into Modern System OTA History



Sustaining Base & Leadership Management

MACOM: Establish and publicize MACOM suspense; prioritize nominations to be sent to DA.

CPOC: Coordinate course information with CPACs/Training coordinators using current technology.

CPAC: Transmit SBLM course suspense dates sent from MACOM to local activities.
Ensure multiple nominations are staffed to commander (or designee) for prioritization and endorsement.
Ensure nomination packets are forwarded to respective MACOM.

MANAGERS:

Encourage eligible employees to participate in SBLM.
Schedule employees to attend and complete training.
Return nomination packets to CPAC in a timely manner to allow command endorsement prioritization (tenant activities must acquire necessary command endorsement prior to MACOM submission).
Enter completed training data into Modern System OTA History.

Long-Term Training (LTT) and Developmental Assignments.

CPOC: Market and announce LTT opportunities to CPACs using current technology.

CPAC: Transmit LTT course announcement sent from CPOC to local activities.
Review application/nomination packages as needed.
Route package to appropriate destination for ranking, endorsements, and further processing as required.
Ensure nomination packets are forwarded to respective MACOM or requesting agency.

MANAGERS:

Encourage eligible employees to participate in LTT.
Schedule employees to attend and complete required training
Generate SF 52 to initiate employee's LTT assignment and to return the employee to duty upon completion of the LTT assignment.
Submit nomination packets to CPAC in a timely manner to allow commander endorsement and prioritization (tenant activities must acquire necessary command endorsement prior to MACOM submission).
Enter completed training data into Modern System OTA History.

16. Special Employment Training Programs.

Veterans Readjustment Appointment



CPOC: Provide program updates to the CPAC as received by higher headquarters.

Provide advice and assistance to the CPAC.

CPAC: Review and forward signed RIP to CPOC Classification Team.
Provide advice and assistance to managers.

MANAGERS:

Comply with VRA program requirements

Prepare training plan for the VRA employee within 30 days of appointment.

Arrange for employee to accomplish training outlined in the training plan.

Certify and return to the CPAC updated RIPs (Report of Individual Person).

Establish and maintain VRA records.

CPOC STAFFING DIVISION:

Attach VRA Memo/Training Requirements Document to SF-50 VRA appointment and send to managers.

Forward DCPDS RIP to the employee's manager to certify completion of training requirements.

Updates to VRA appointments will be coordinated as follows:

- **Staffing:** Forward RIP to the manager to certify completion of training requirements.
- **CPAC:** Ensure DCPDS RIP is updated and forwarded to CPOC Classification.
- **Classification:** Change VRA's appointment shred from *Accepted* to *Competitive* service.
- **Classification:** Forward RIP to Staffing Division.
- **Staffing:** Process action.

DA & Local Intern Program

MACOM:

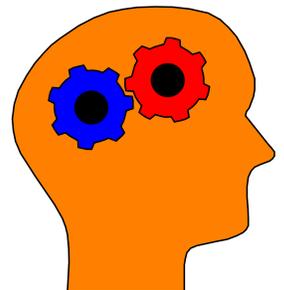
Provide overall administration of the DA Intern Program.

Coordinate intern intake requirements and allocations with DA, Career Program Managers (CPMs), Activity CPMs (ACPMs), CPACs and the CPOC.

Coordinate with and distribute intern funds to the appropriate Resource Management Office.

Prepare intern utilization reports.

Notify DA when excess interns are unable to be placed.



CPOC (Training Branch):

- Retain completed intern training files.
- Provide advice and assistance to CPACs.
- Coordinate Modern System corrections with the appropriate branch.
- Forward SF-50s to servicing CPAC.

CPOC (Other Branches):

- Provide the Training Branch with copies of ALL DA Intern 52s/50s (to include accessions, promotions, step increases, corrections, etc.).
- Ensure interns are properly coded and accurately entered into the Special Employment Program (SPEP).
- Make corrections to Modern System as necessary.
- Prepare reports for higher headquarters.

CPAC:

- Serve as liaison among supervisors, CPMs, ACPMs, and budget offices.
- Provide information on the DA Intern Program to serviced organizations, to include IDP development, OJT, and counseling & placement assistance.
- Coordinate intern-related issues with the CPOC Training Branch.
- Establish and maintain intern training file.
- Forward completed intern training file to CPOC.

ACTIVITY CAREER PROGRAM MANAGERS:

- Provide technical advice and assistance to the installation commander and CPACs.
- Provide career guidance to interns individually or collectively.
- Provide information on intern training and developmental opportunities/requirements.
- Monitor selection, management, and training of interns.
- Assist in determining annual intern resource needs.
- Approve IDP for interns in their respective career fields.
- Approve performance standards and act as approving official on intern appraisals.
- Sponsor and conduct periodic intern meetings.
- Monitor the intern's OJT.
- Certify interns for promotion and graduation. Ensure action is initiated to place intern into permanent position.

MANAGERS:

- Establish and maintain working intern training and administrative files.
- Monitor intern's training. Ensure compliance with IDPs.
- Assist supervisors in providing career program data to interns.
- Ensure supervisors have a copy of applicable regulations/guides.
- Participate in selection of interns.
- Monitor the intern's OJT.
- Certify interns for promotion and graduation. Initiate action to place intern into permanent position.

17. MANAGER AND EMPLOYEE GUIDANCE.

DA Career Programs

CPOC: See paragraph 5. above.

PROGRAM ADMINISTRATOR:

Responsible for the effective administration of career programs (CPs) on the installation.

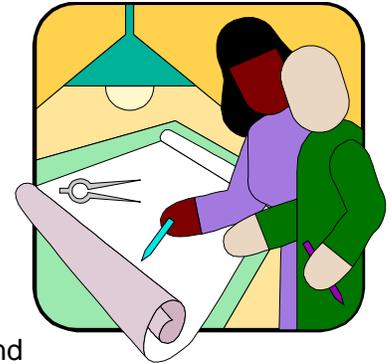
Administer CP procedures and requirements and provide support in program administration for the local commander.

Monitor compliance with regulatory, administrative, and procedural requirements for respective career program.

Advise supervisors on the requirements of intern appraisal and counseling responsibilities (See DA Pam 690-43)

Act as program administrators for intern and other ACTEDS resources--to include planning for and approving the use of central funds; coordinating with the resource manager in fund administration, assisting managers and ACPMs in the planning, programming, and budgeting for intern intake and training or other ACTEDS requirements.

Establish and maintain a current Activity Career Program Manager Listing.



MANAGERS:

Counsel employees on general career enhancement strategies and marketability.

Advise employees of specific career program opportunities and requirements.

Utilize the respective Activity Career Program Managers as a resource.

Provide on-the-job orientation for employees new to the organization.

ACTIVITY CAREER PROGRAM MANAGERS:

Provide technical advice and assistance to activity commanders and directors.

Serve as advisers.

Provide guidance and input to employees seeking civilian training, education and professional developmental opportunities.

Give career guidance and advice to interns.

Inform employees and supervisors on program scope and patterns.

Monitor management and training of interns.

Monitor the selection of interns.

Assist in determining annual career program staffing requirements and intern resource needs.

Approve intern performance standards, appraisals and Individual Development Plans (IDPs).

Monitor management of interns to ensure compliance with Master Intern Training Plans (MITPs) and IDPs.

APPENDIX A

COST AVOIDANCE WORKSHEET

CLASS TITLE:

DATE(S):

LOCATION:

VENDOR:

Had the course been offered in _____ :

(Per Person)

Air Fare:

Per Diem: _____ Days X \$ _____ = \$ _____

Tuition: \$ _____

Miscellaneous (Cab, etc.): \$ _____

SUBTOTAL P/ STUDENT: \$ _____

Students _____ **x Subtotal Cost** _____ **= \$** _____ **(Minus)**

ACTUAL COST: \$ _____

(Equals)

TOTAL COST AVOIDANCE: