

# Facilities Management Operating Policies and Procedures Manual

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**Effective Date: 06/14/2010**  
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**Policy Number: 04-50-007**  
**Section: Facilities and Services**  
**Subject: Training and Development**

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## **Purpose:**

To provide guidelines for the training and development program. These guidelines will allow the training needs of the departments to be fulfilled before the wants of the employee.

## **Facilities Management Training Mission:**

To provide quality professional development learning to enhance effective leadership and innovative development of individuals, teams, operational units and supervisors of the Facilities Management (FM) Department of Arkansas State University.

## **Types of Training:**

There are four types of training. Employees are encouraged to complete a recommended minimum of 40 hours per year, to a recommended maximum of 120 hours per year in any combination of the four training types. Employees should seek guidance and approval from their supervisor on the training types. The four types of training are listed below:

1. New Employee Orientation (NEO)
2. Mandatory Training established by Law/Policy (Federal, State, City or University)
3. Mandatory Training by Department
4. Elective/Optional Training

## **Responsibilities:**

### FM Training Committee

- Develop training standards and procedures for FM.
- Review, analyze and develop training requirements.
- Review and update needs assessment for each position on the training matrix.
- Serve as a problem solving forum for addressing training issues affecting the department's operations.
- Recommend and participate in the implementation of training activities.
- Conduct periodical reviews of training to identify potential training needs.

### FM Training Committee Chair

- Serves as facilitator of the FM Training Committee.
- Facilitate training committee meetings.
- Serves as the senior authority, in conjunction with FM Training/ Human Resource (HR) Coordinator, over departmental training issues.

### FM Training/ HR Coordinator

- FM Training/ HR Coordinator will serve as a member and an advisory resource to the FM Training Committee.
- Work with the supervisors directly on training needs and scheduling.
- Provide documentation to the supervisor when an employee fails to schedule and/or attend mandatory training.

### Individual Employee Responsibilities

- Complete training that is required to perform specific assigned tasks.
- Adhere to the training guidelines/protocols.
- Cooperate with the FM Training Committee and its members.
- Participate in the identification and correction of their training needs assessment by alerting their supervisor, a member of the FM Training Committee and/or FM Training/ HR Coordinator.
- Held accountable for completing their training requirements in a timely manner. Those who fail to adhere to training guidelines set forth may be subject to FMOP: Progressive Discipline Policy.

### Supervisor's Responsibilities

- Supervisors are those individuals that hold a position of Foreman (or equivalent) and above.
- Ensure employees are properly trained on any equipment, tools and safety process before they perform specific assigned tasks.

- Support and ensure employees receive training needed to perform specifically assigned tasks.
- Schedule, communicate and coordinate all internal and external training activities with FM Training/ HR Coordinator. Failure to schedule, communicate and coordinate training activities could result in employees not being properly credited for training they received.
- Schedule and communicate all internal and external training activities with employees.
- Communicate and coordinate new or updated training that needs to be changed to the training matrix on the FM Training/ HR Coordinator.
- Proof of documentation (included but not limited to certificate of completion, sign in sheet, [Training Verification form](#), email from supervisor stating the employee completed training) should be submitted to FM Training/ HR Coordinator in a timely manner.
- Held accountable for ensuring employees are indeed attending and successfully completing mandatory training. Those who fail to adhere to training guidelines set forth may be subject to FMOP: Progressive Discipline Policy.

#### AVC Responsibilities

- Appoint a department director to serve as FM Training Committee Chair.
- Held accountable for ensuring all department directors support the FM Training Program and in turn ensure that supervisors and employees are indeed attending and successfully completing mandatory training. Those who fail to adhere to training guidelines set forth may be subject to FMOP: Progressive Discipline Policy.

#### Proposed Training Committee

1. Recommend current FM Training Task Force members serve as the initial FM Training Committee:
  - FM Training Committee Chair
  - FM Training/HR Coordinator - Advisor
  - Skilled Trades Project Services (1 year)
  - Custodial (1 year)
  - Business/Construction/Administration (2 years)
  - Skilled Trades Building Maintenance (2 years)
  - Landscape (1 year)
  - (To be selected July 2010)- Engineering/Energy Management/ Planning Services (2 years)
2. As noted above, the AVC will assign a department director to serve a two year term as the FM Training Committee Chair with appointment to be rotated.
3. Three members will serve two year terms and three will serve a one year term to be replaced in July of 2010. Members selected will then serve a two year term on the training committee. (See above for term lengths as of July 2010).

4. The process for appointment to the FM Training Committee will be through selection by the current FM Training Committee Chair, the AVC, FM Training/ HR Coordinator and the department directors.
5. Employees who would like to serve on the FM Training Committee should contact the FM Training Committee Chair, the AVC, FM Training/ HR Coordinator or their department director.

# FM TRAINING VERIFICATION

I \_\_\_\_\_ have received  
\_\_\_\_\_ training. I understand that if I have  
any questions relating to this training, that it is my responsibility to ask  
my Supervisor or a member of the FM Training/Human Resource team  
for clarification. I also understand that I will be held accountable for  
compliance with this training.

\_\_\_\_\_  
Signature of employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Supervisor

\_\_\_\_\_  
Date