NEW EMPLOYEE AND CONTINUOUS IN-SERVICE TRAINING

Program Element
R2-10-207(1)

Each agency shall develop, implement, and monitor a new employee and continuous in-service training.

Successful safety and loss prevention education encompasses new employee orientation, job/task specific training programs, refresher training programs, and employee development training.

Definition:	New employee and/or continuous in-service training consist of programs that prevent or mitigate losses. These programs are designed to provide employees with knowledge and skills regarding property protection, liability exposures, workplace safety, and the knowledge and skills to respond to emergencies.
Why do I need this program?	In accordance to ARS 41-623, all agencies, boards and commissions are required to implement a risk management and loss control program. Many Occupational Safety and Health Administration (OSHA) standards explicitly require the employer to train, instruct, communicate, or inform employees in the safety and health aspects of their jobs.
How do I know if this program applies to my agency and my specific job hazards?	A resource identifying specific tasks or jobs with mandated training and expectations can be found at oshatraining.com. Assess your agency's locations, equipment, job functions, and work environments by conducting a systematic analysis such as a Job Hazard Analysis. Identify OSHA regulatory training requirements by reviewing applicable standards and job assignments requiring employees to be certified, competent, qualified, or a designated status. Consider your business, function, size, specialty operations or equipment, and number of locations that contain exposures to potential threats. For additional assistance see the OSHA document: Training Requirements in OSHA Standards

What are the minimum required elements and/ or best practices for Safety and Loss Prevention Education?	OSHA best practices for safety and loss prevention training include the following model guidelines: A. Determining if Training is Needed B. Identifying Training Needs C. Identifying Goals and Objectives D. Developing Learning Activities E. Conducting the Training F. Evaluating Program Effectiveness G. Improving the Program Loss prevention training curriculum development and delivery should include the following: instructor training, distribution of course materials, and direct student training. In addition, it should include: ● The duration of training, course content, and course schedules/agendas ● The different training requirements of the various target populations ● The process for the development of curriculum, which includes appropriate technical input, outside review, evaluation, and program presentation ● The adequate and appropriate inclusion of hands-on, demonstration, and instruction methods ● Adequate monitoring of student safety, progress, and performance during the training
Are there any mandatory training requirements or best practices that must be developed by the agency?	An ***excellent source*** for identifying mandatory training requirements can be found on the Department of Labor Occupational Safety and Health (OSHA) website under [Training](#). Often written programs are also an OSHA requirement; guidance on this process is located at OSHA's [Sample Programs](#) page.
Are there specific requirements for documenting the program, training, etc…?	Records should be maintained in accordance with Regulatory requirements, State retention requirements, and your Agency's specific retention schedules. Consult with those entities to determine how long to maintain records.

	The Secretary of State, State Library, [Archives and Public Records](#) website is a great resource for your agency's specified retention schedule.

All formal and informal training should be documented and include the following:

- Topic of training conducted
- Date of training
- Instructor
- Length of course or training presentation
- Topics covered in the training or presentation
- Name of the participant(s)
- Workplace location of the participant
- Signature of the participant (sign in-sheet)

All training should be documented either in paper format, electronic means or via the [State's Employee Learning Portal](#). |
| **Are there any resources available that can assist me in putting together a training program?** | Review your specific training policies to ensure compliance with your agency, board or commissions mandated training elements and procedures.

AZ State Risk Management offers training on a variety of safety and risk related topics through the [State's Employee Learning Portal](#) (search the Library using the keyword "Loss Prevention")

For additional assistance contact State Risk Management, Loss Prevention at rmdlossprevention@azdoa.gov. |