

Administrative Policy No. 18.34

Title: Employee Training and Development

Applies To: All DSHS employees and managers not covered by a Collective Bargaining Agreement

Authorizing Sources: [RCW 41.06.](#)
[WAC 357-34](#)

Effective Date: July 1, 2005

Revised: July 1, 2011

Approved By: original signed by Glen Christopherson
Senior Director, DSHS Human Resources

Purpose:

This policy outlines the responsibilities of Department of Social and Health Services (DSHS) employees and managers to ensure employees and managers receive the training necessary to be successful in their current job, and provide professional development opportunities.

Scope:

This policy applies to all Department of Social and Health Services employees who are not represented under a Collective Bargaining Agreement.

Policy:

A. Responsibilities

1. DSHS Human Resources

- a. Function as the DSHS Learning Center Business Steward.
- b. Create and maintain the DSHS Human Resource Development Plan, making it available to employees upon request.
- c. Ensure all agency-wide required training is available either as classroom training or on-line training.

- d. Evaluate DSHS agency-wide mandatory training courses and activities against the legal requirements for that mandatory training.
2. Appointing authorities or designees
 - a. Provide new employee an orientation.
 - b. Provide on-the-job training for employees' success in their current job.
 - c. Encourage employees to consider career options and develop a plan to become eligible for future opportunities.
 - d. Evaluate the effectiveness of program specific training provided by contracted sources.
 3. Supervisors
 - a. Assess each employee's training and development needs as part of the employee's annual Performance Development Plan.
 - b. Provide coaching and training throughout the year for the employee's success in his or her current position.
 4. Employees
 - a. Participate in all training assigned by his or her supervisor or manager.
 - b. Inform his or her supervisor of training or coaching needed for success in the current position.
 - c. Share career goals with supervisor for assistance creating a development plan that may allow future professional opportunities

B. Mandatory Training

1. All DSHS employees are required to attend and successfully complete mandatory training activities. Mandatory training includes:
 - a. [Agency-wide mandatory training](#) activities identified on the DSHS Human Resources website, in the [DSHS Human Resource Development Plan](#) or in [WAC 357-34-055](#) and [357-34-100](#).
 - b. Program based training activities.
 - c. Training activities tied to a specific job class.

2. The following types of training are considered time worked and compensated as such:
 - a. Agency-wide mandatory training activities
 - b. Program based mandatory training activities
 - c. Training activities tied to a specific job class.
 - d. Non-mandatory training activities from which the supervisor or manager believes the employee's performance in current or future positions will benefit.
3. An employee's work status when attending non-mandatory training activity solely at the employee's request is at the discretion of the appointing authority.
4. Appointing authorities may request a waiver for entry-level supervisor/manager training or sexual harassment training for an employee. The waiver request must be submitted using the process developed and maintained by DSHS Human Resources.

C. Education and Training Requests

1. The supervisor or manager delegated approval authority must approve or disapprove education and training requests within 30 calendar days of receiving the request.
2. If a training request is denied, the employee must be provided a written explanation of the denial.
3. An Educational Leave of Absence may be granted by the appointing authority when the employee wishes to enhance his or her education in an area that will enhance the employee's performance in the job, provided:
 - a. The requested leave does not exceed 24 months.
 - b. The employee is enrolled in an accredited educational institution.
 - c. The employee maintains a satisfactory standing meeting the approved education plan.
4. An employee on educational leave must return to state service within 30 days of completing the course(s) for which leave was taken and show satisfactory standing as originally agreed upon with the appointing authority.

D. Tuition Reimbursement

1. Appointing authorities may approve full or partial tuition reimbursement, based on available resources within his or her organization.
2. The employee must receive written approval for reimbursement before enrolling in the course(s).
3. The appointing authority must inform the employee of the following when initially approving the request for tuition reimbursement:
 - a. The appointing authority's definition of "satisfactory completion". This may include, but is not limited to, a grade or grade point, a completed project, or product that is brought back to the organization.
 - b. If the employee moves to another DSHS organization or state agency before completing the approved course of study, whether the original approving organization will continue to pay the reimbursement obligation.
4. A DSHS employee may request Tuition Reimbursement using the [Tuition Reimbursement Request Form](#). Any agreements between the employee and appointing authority must be attached to this form.
5. The employee must provide proof of satisfactory completion of the course(s), based on **D.3.a** above.

E. Developmental Opportunities

1. An appointing authority, in consultation with DSHS Human Resources, may approve [Developmental Job Assignments](#) for an employee's career development:
 - a. The assignment must be in writing and signed by the employee and appointing authority. A copy is placed in the employee's file.
 - b. The participating employee remains in his or her permanent position and retains the permanent salary
2. [In-Training Plans](#) must be submitted to DSHS Human Resources for approval.