



## Standard Operating Procedure

Title: CAPRA 4.6.1 Employee Training and Development Program

Issue Date: 06/03/25

Approved By: DLee Williams

Revision Date: \_\_\_\_\_

### Purpose

To establish a standardized approach for the continuous professional development and mandatory training of staff within Garland Parks and Recreation Department. This SOP ensures all employees receive the appropriate training to perform their duties effectively and stay compliant with organizational and regulatory requirements.

### Scope

This SOP applies to all PARD full-time, part-time, and seasonal employees.

### Definitions

Mandatory Training: Training required by city policy, legal regulation, or departmental standard.

Professional Development: Voluntary learning activities that improve individual capability and growth.

### Responsibilities

- Department Heads and Supervisors are responsible for identifying required training, tracking compliance, and supporting employee development efforts.
- Employees are responsible for completing assigned training within required timelines and participating in ongoing development opportunities.
- PARD shall maintain training records and assist with planning and logistics of department-wide training programs.

### Procedures

- **Training Identification**
  - Mandatory training topics include safety, ethics, customer service, and job-specific technical skills.
  - Development opportunities may include workshops, certifications, seminars, webinars, or mentorship.
- **Scheduling and Delivery**
  - Training may be delivered in person, online, or in hybrid formats.
  - Supervisors will notify staff of required training dates and deadlines.

### Documentation and Record-Keeping

- All training participation shall be documented using internal training logs or the City's Learning Management System.

- PARD will maintain copies of certificates or attendance records for verification and audits.

### **Compliance and Review**

- Supervisors will review compliance monthly and report incomplete training to HR.
- PARD will issue quarterly training compliance reports to department leadership.

### **Quarterly Review**

- The Parks Department will review this SOP and staff training compliance on a quarterly basis.
- Adjustments will be made based on updates to policy, operational needs, or lessons learned.
- A written summary of findings will be kept on file for internal review.

# 4.6.1 Employee Training and Development Program

Final Audit Report

2025-06-04

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