

**CIVILIAN PERSONNEL OPERATIONS CENTER (CPOC)
AND
CIVILIAN PERSONNEL ADVISORY CENTER (CPAC)
STANDARD OPERATING PROCEDURES (SOP)
(KOREA REGION)**



**Human Resources Development (HRD)
US Army Civilian Human Resources Agency (CHRA)
Korea Region
Unit #15746
APO AP 96218-5746**

KOREA REGION
CIVILIAN PERSONNEL OPERATIONS CENTER (CPOC)
AND CIVILIAN PERSONNEL ADVISORY CENTER (CPAC)
STANDARD OPERATING PROCEDURES
FOR HUMAN RESOURCES DEVELOPMENT
June 2004

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1. PROPONENT:

The Chief of Human Resources Development (HRD) of the Civilian Human Resources Agency (CHRA), Korea Region has overall responsibility for the administration and implementation of the HRD program.

2. GENERAL:

This Standard Operating Procedure (SOP) establishes responsibilities and prescribes procedures for the administration of the HRD program in the Korea Region. The CHRA will be responsible for those functions of the HRD program which do not require direct contact with management and the workforce. The Civilian Personnel Advisory Centers (CPACs) are responsible for those functions of the HRD program that require direct interface and coordination with management in the CPACs serviced areas.

3. CHRA, HRD AND CPAC FUNCTIONAL RESPONSIBILITIES:

A. Civilian Personnel Advisory Centers (CPACs) HRD functional responsibilities:

1. Managers and supervisors are responsible for determining organizational and individual training and development requirements and associated dollars needed to meet mission requirements. They are also responsible for advising employees on career development programs and nominating them for formal training incorporated with on-the-job training. Employees are responsible for assessing their needs for self-development. Managers, supervisors and employees will evaluate training instances and developmental programs for their value to job performance, recommended modifications, and/or continuing need.

2. Managers and supervisors are required to designate a unit civilian training coordinator. The unit training coordinator will:

- a. Disseminate information on training and development opportunities to employees.
- b. Assist managers with submission of training and development requests.
- c. Assist CPACs with on-site course administration.
- d. Ensure training and development requests and course evaluations are properly completed.

3. CPAC generalists will advise managers and supervisors on:

- a. Assessment of training needs.
- b. Training programs to improve organizational and individual performance to include HRD program planning to meet the mission of serviced organizations.
- c. Use of training needs assessment survey instruments developed by HRD, CHRA.
- d. Sources of training and other HRD marketing information.
- e. Training plan requirements, e.g., Army Civilian Training Education and Development System (ACTEDS) or Individual Development Plans (IDP) required by regulations.
- f. Career program or personnel proponency requirements.

- g. Validate local training requirements.
- h. Analyze the overall installation/activity annual training program plans and provide input to HRD, CHRA, for consolidation into Korea Region training requirements.
- i. Coordinate with HRD, CHRA regarding installation/activity training requirements, budget, and delivery of training courses.
- j. Coordinate all on-site training.
- k. Make arrangements for on-site training facilities, training materials and equipment when available and needed.
- l. Conduct local training classes if needed.

1. The HRD, CHRA is responsible for coordinating and contracting training to be delivered on a regional basis, e.g., training based on special needs or requirements for which regional planning would be more efficient and timely. It also includes training that is common to serviced organizations where standardized content and presentation is desirable. Examples of such training are the Civilian Personnel Management for U.S. Military Supervisors and Better Office Skills and Services. Delivery of HRD, CHRA sponsored courses may be arranged on a local basis if desired.

2. Specific HRD, CHRA responsibilities include:

- a. Develop administrative processes and procedures for the Korea Region HRD Program.
- b. Initiate training needs assessment surveys for serviced activities in the Korea Region. Consolidated regional training requirements will determine whether centralized management and delivery of training is warranted.
- c. Develop an annual training plan, including schedules for regional managed courses.
- d. Develop Korea Regional training requirements and budget-projections.
- e. Assess sources for Korea Regional training, determine delivery methodology, procure courses and instructors, where applicable, conduct, and evaluate each training course upon completion.
- f. Develop standardized courses which can be presented throughout the Korea Region.
- g. Establish, maintain and announce centralized training opportunities.
- h. Serve as the single source for the Army Training Requirements and Resources System (ATRRS) processing. Enter annual Total Army's Centralized Individual Training Solicitation (TACITS) survey results and individual training nominations, update centralized training schedules, and obtain and allocate training quotas.
- i. Organize cadres of trainers at the installation level.

4. TRAINING PROGRAM ADMINISTRATION:

A. Regional Training Needs Surveys:

Training should only occur when it meets an employee's and organizational needs. Supervisors will review training needs of their subordinate employees in conjunction with performance appraisal and training needs surveys. Annual training needs surveys for organizational, occupational and individual needs will be conducted as follows:

1. CPACs will:
 - a. Distribute annual training and other training needs survey packages to include annual surveys received from HRD, CHRA to serviced organizations.
 - b. Provide technical assistance to unit training coordinators and supervisors in determining training needs of their subordinate employees and supervisors' own training needs.
 - c. Receive survey reports from organizations.
 - d. Analyze and identify appropriate training mode for installations.
 - e. Submit consolidated training requirements to HRD, CHRA.
2. HRD, CHRA will:
 - a. Develop and forward the command's annual and special training needs surveys to serviced organizations through CPACs.
 - b. Provide necessary information on the training needs surveys to CPACs.
 - c. Review and validate training needs for completeness and eligibility.
 - d. Analyze and identify appropriate training mode for the region.
 - e. Consolidate survey results.

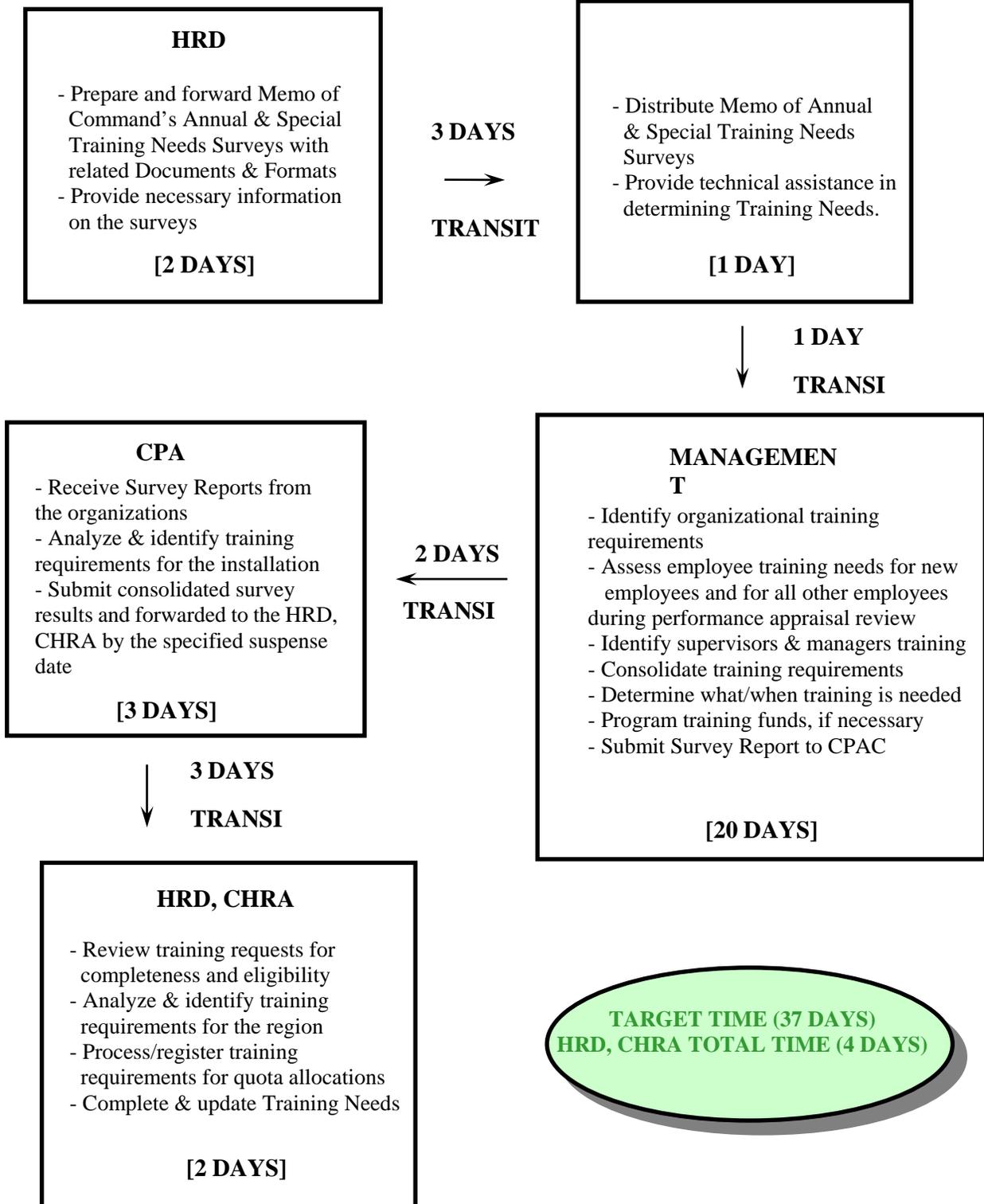
B. Local Training Needs Surveys

If the training cannot be accomplished on the job, the employee should be programmed, if possible, to attend appropriate CPAC or off-the-job training courses. Requests for training should be incorporated in the CPAC local training needs survey.

1. CPACs will:

- a. Conduct a local training needs survey in conjunction with the Regional Training Needs Survey.
- b. Make arrangements for the local activity training program to include quarterly training for family members on such topics as resumes, resumix/answer, interviewing for a job, etc.
- c. Receive survey reports from local organizations.
- d. Announce courses to organizations.
- e. Review submitted DD Form 1556s and select nominees.
- f. Assign instructors to the training course.
- g. Conduct and facilitate local training courses. If necessary, arrange for contract courses.
- h. Make arrangements for employees to attend CPAC, Army Community Services (ACS) or off-the-job training courses.
- i. Provide students rosters to serviced organizations for data entry into the Oracle Training Administration (OTA) Lite in DCPDS.
- J. Ensure training is scheduled for family members, i.e., Resumix, Resume writing etc. This training can be in coordination with local ACS.

TRAINING NEEDS SURVEYS

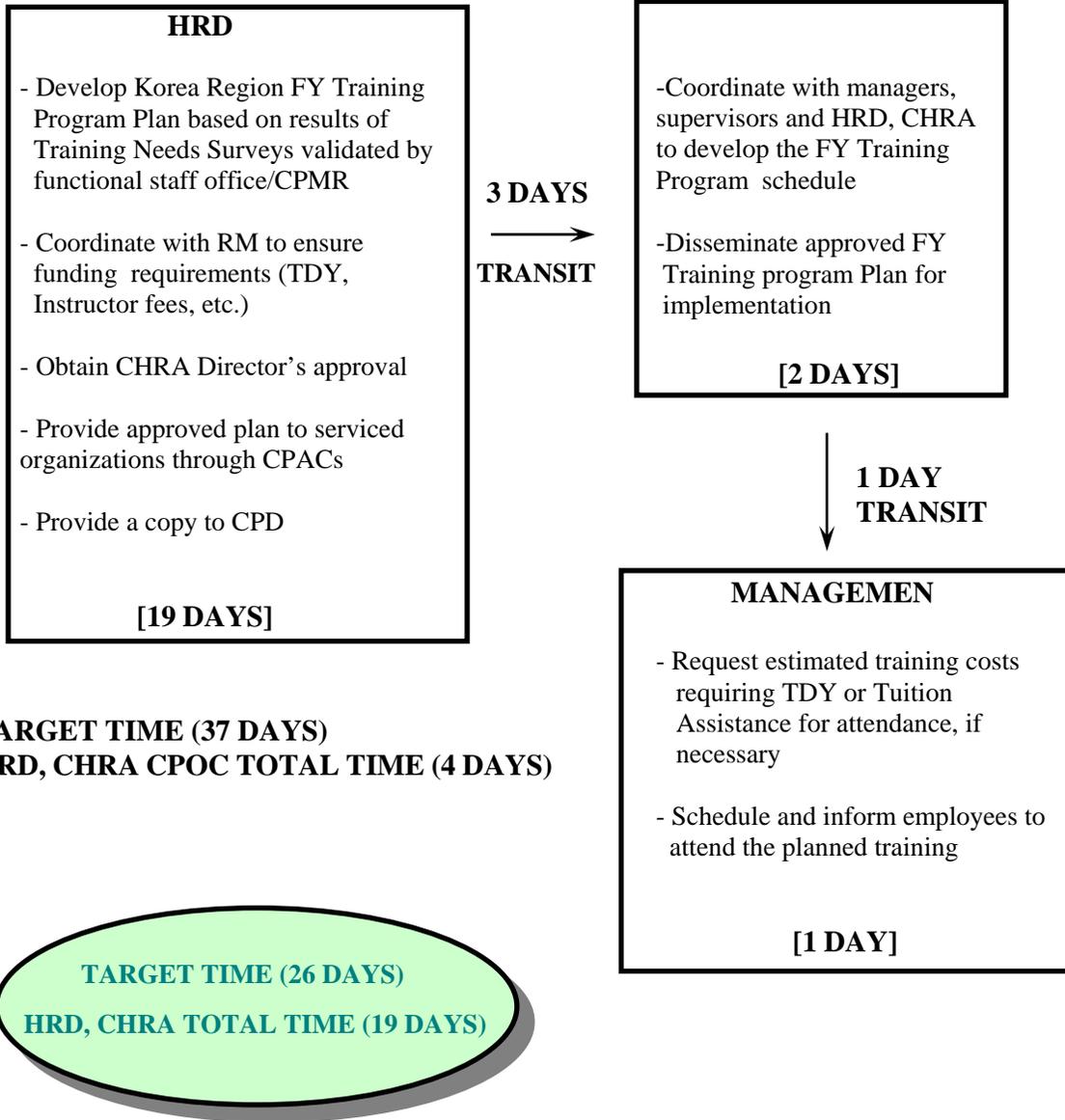


C. Fiscal Year (FY) Training Program Plan:

Training programs will be planned, programmed and budgeted to meet essential employee development and organizational needs.

1. CPACs will:
 - a. Coordinate with managers, supervisors and HRD, CHRA to develop a FY training schedule.
 - b. Disseminate approved FY Training Program Plan for implementation.
2. HRD, CHRA will:
 - a. Develop FY Korea Region Training Program Plan based on results of training needs surveys validated by functional staff offices or career program managers.
 - b. Coordinate with Resource Management to ensure funding requirements (TDY costs, instructor's fee, etc.)
 - c. Obtain CHRA Regional Director's approval.
 - d. Forward the approved training plan to serviced organizations through CPACs each fiscal year.
 - e. Forward a copy of FY Training Plan to the Civilian Personnel Division, Assistant Chief of Staff, G1, HQ, EUSA, ATTN: EAGA-CP-LPM.

FISCAL YEAR (FY) TRAINING PROGRAM PLAN



D. HRD, CHRA Regional Training Courses Conducted at the CHRA Regional Training Center:

Supervisors and HRD, CHRA staff must ensure the training agreed upon or identified is actually accomplished. If the training cannot be accomplished on the job, the employee should be programmed, if possible, to attend appropriate off-the-job training courses. Request for training (DD Form 1556) should be submitted to HR, CHRA staff through servicing CPAC.

1. CPACs will: Notify, through the training coordinators or directly, course nominees of their selections; e.g., training course dates, hours, location, and special requirements.

2. HRD, CHRA will:

a. Review and validate training requests for NAF employees, who do not have access to DCPDS data, by reviewing Official Personnel Folders (OPF).

b. Review and validate training requests for Appropriate Fund employees by reviewing Defense Civilian Personnel Data System data, training needs survey results, performance appraisals and ACTEDS plan.

c. Develop and prepare necessary training materials for the scheduled courses.

d. Reproduce training materials and handouts.

e. Procure audio-visual training aids and materials as needed.

f. Announce courses directly to serviced organizations (if necessary) or primarily through CPACs.

g. Review submitted DD Form 1556s and select nominees. (See attached checklist for selection of nominees)

h. Provide a list of nominees/selectees to CPACs prior to course start date.

i. Process voucher for contract payment.

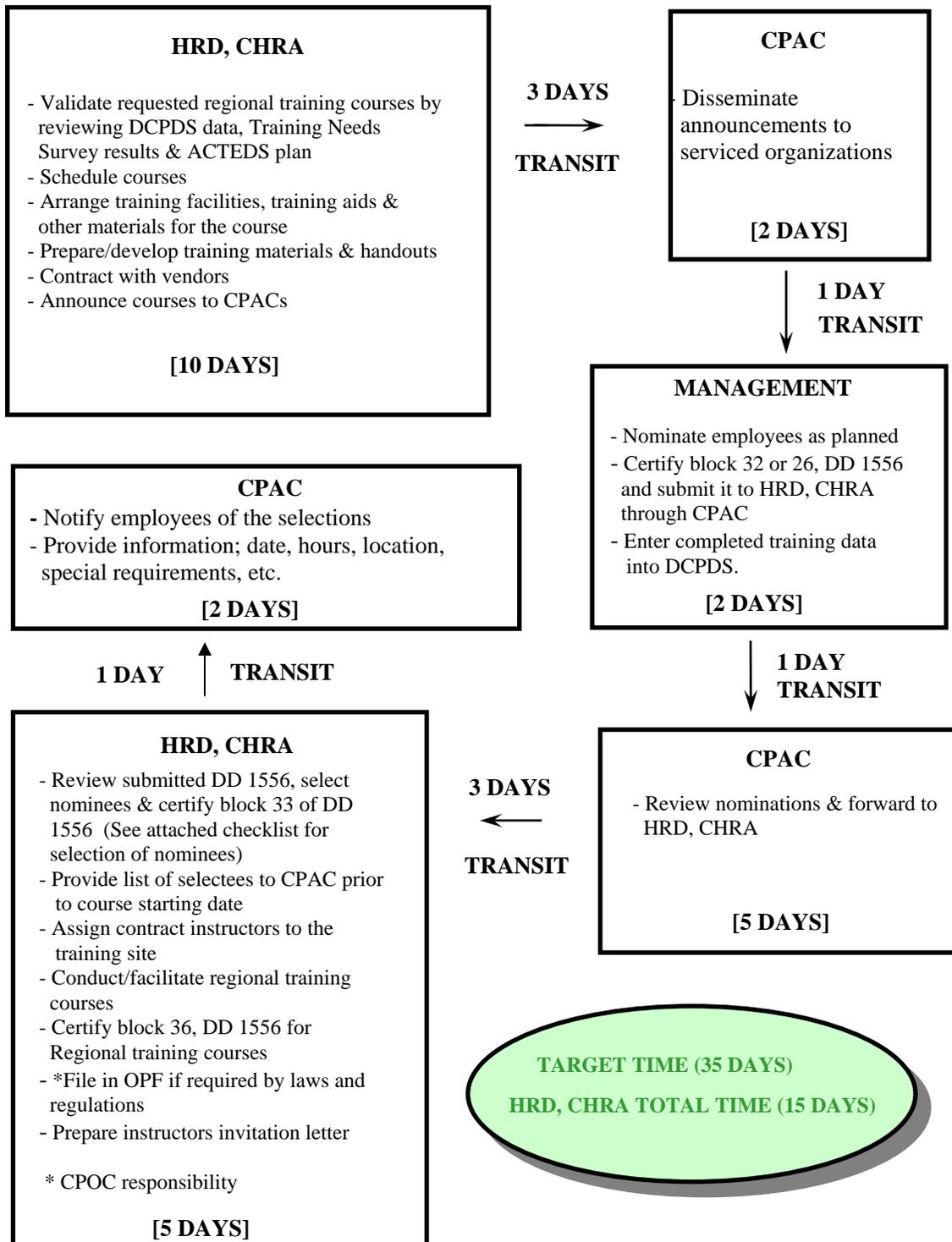
j. Conduct and facilitate regional training courses.

k. Certify blocks 33 and/or 36, DD Form 1556.

l. Prepare instructor's invitation letter.

3. The CPOC is responsible for filing a copy of DD Form 1556 or completed training records in employee's OPF, if required by laws and regulations.

CHRA Regional Training Courses Conducted at the CPOC Regional Training Center





Civilian Human Resources Agency, Korea
Human Resources Development
Unit # 15746
APO AP 96218-5746

CHECKLIST
SELECTION OF NOMINEES

COURSE TITLE & DATE: _____

APPLICANT'S NAME: _____ PHONE NO.: _____

JOB TITLE & GRADE: _____

ORGANIZATION: _____

PRIORITY FOR SELECTION IS AS FOLLOWS

- a. Mandatory course requirement for the employee.
- b. The training course is directly related to the job of the employee.
- c. The course is identified on the employees IDP.
- d. Current AF serviced workforce.
- e. Current NAF serviced workforce.

| | <u>YES</u> | <u>NO</u> | <u>N/A</u> |
|--|------------|-----------|------------|
| 1. Does the nominee meet the training criteria and prerequisites? | _____ | _____ | _____ |
| 2. Did you read the course description/contents to determine the selection based on “who can attend”? | _____ | _____ | _____ |
| 3. Is the training directly related to the nominee’s present or planned work? (If planned, how is the course been identified and justified by the supervisor as required?) | _____ | _____ | _____ |
| 4. Has the employee’s job description been reviewed and compared to the course content? | _____ | _____ | _____ |
| 5. Is the training identified in the attendee’s IDP? Has priority been given to training listed on the IDP? | _____ | _____ | _____ |
| 6. Did the nominee attend this course or a similar type of training before? If yes, put the date. _____ | _____ | _____ | _____ |
| 7. Has this employee completed any HRD, CHRA sponsored courses in the past? If yes, how many? _____ | _____ | _____ | _____ |
| 8. Is the attendee an appropriated fund employee? | _____ | _____ | _____ |
| 9. Is a copy of the employee’s training history attached to the checklist & DD Form 1556? | _____ | _____ | _____ |
| 10. Other | | | |

Course program manager’s
signature and date

Reviewer’s signature and date

E. HRD, CHRA Regional Training Courses Conducted at Local Areas:

Supervisors and HRD, CHRA staff must ensure the training agreed upon or identified is actually accomplished. If the training cannot be accomplished on the job, the employee should be programmed, if possible, to attend appropriate off-the-job training courses. Request for training (DD Form 1556) should be submitted to HRD, CHRA staff through CPACs.

1. CPACs will:

a. Notify, through the training coordinators or directly, course nominees of their selections; e.g., training course dates, hours, locations, and special requirements.

b. Notify employees of selections

c. Reserve classroom

d. Prepare instructor's temporary installation pass

e. Monitor training

f. Arrange for training facilities

g. Provide training equipments/aids

h. Reserve local hotel for instructors

2. HRD, CHRA will:

a. Review and validate training requests for NAF employees, who do not have access to DCPDS data, by reviewing their OPFs.

b. Review and validate training requests for AF employees by reviewing DCPDS data, training needs survey results, performance appraisals and ACTEDS plan.

c. Develop and prepare necessary training materials for scheduled courses.

d. Reproduce training materials and handouts.

e. Procure audio-visual training aids and materials as needed.

f. Announce courses directly to serviced organizations (if necessary) or primarily through CPACs.

g. Provide class sign-in sheet.

h. Review submitted DD Form 1556s and select nominees. (See attached checklist for selection of nominees)

i. Provide end-of-course evaluation of training.

j. Provide a list of nominees/selectees to CPACs prior to course start date.

k. Issue certificate of training.

l. Assign instructors to the training site.

m. Process voucher for contract payment.

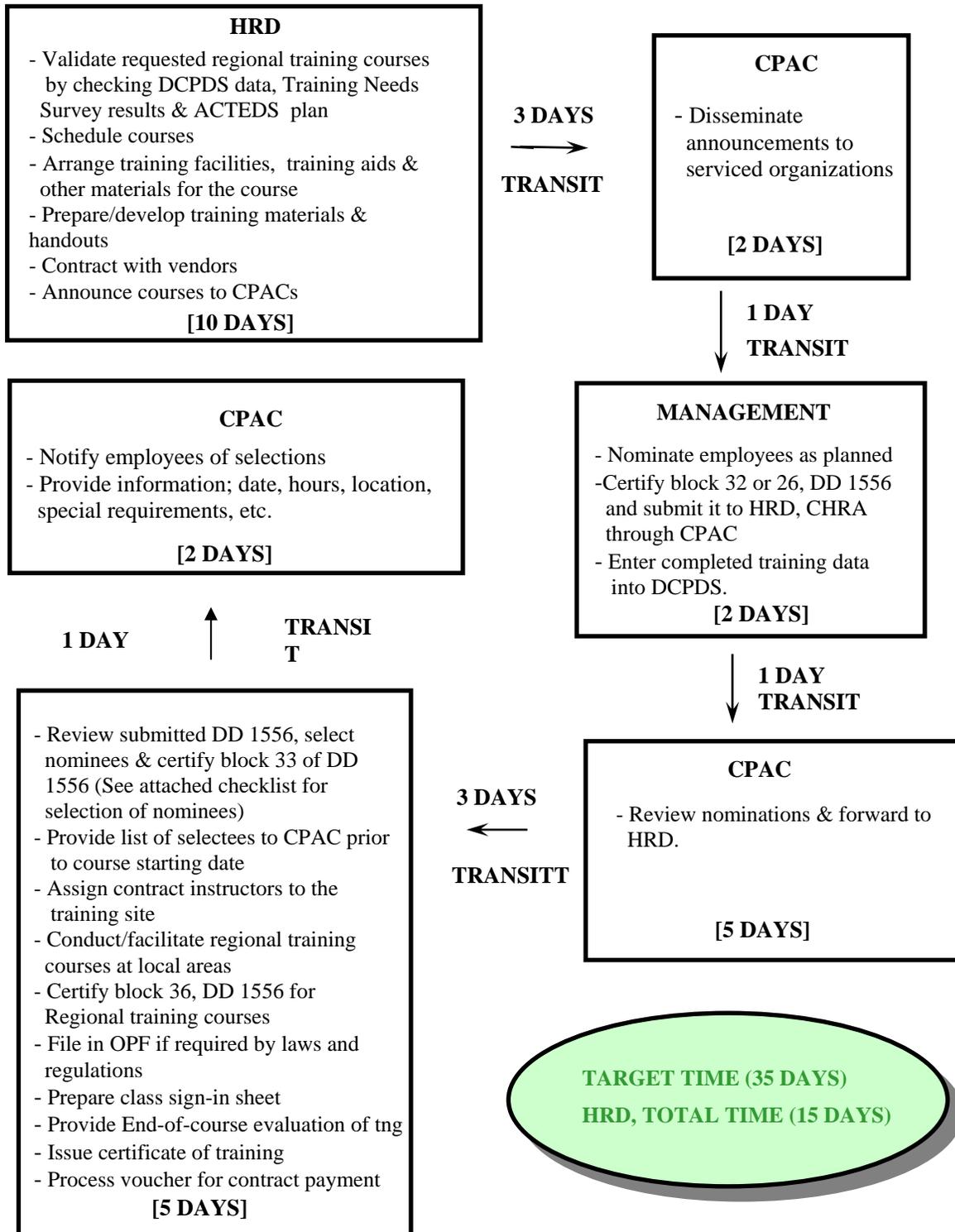
n. Conduct and facilitate regional training courses at local area.

o. Certify blocks 33 and/or 36, DD Form 1556.

p. Prepare instructor's invitation letter

3. The CPOC is responsible for filing a copy of DD Form 1556 or completed training records in employee's OPF, if required by laws and regulations.

HRD, CHRA Regional Training Courses Conducted at the CPOC Regional Training Center



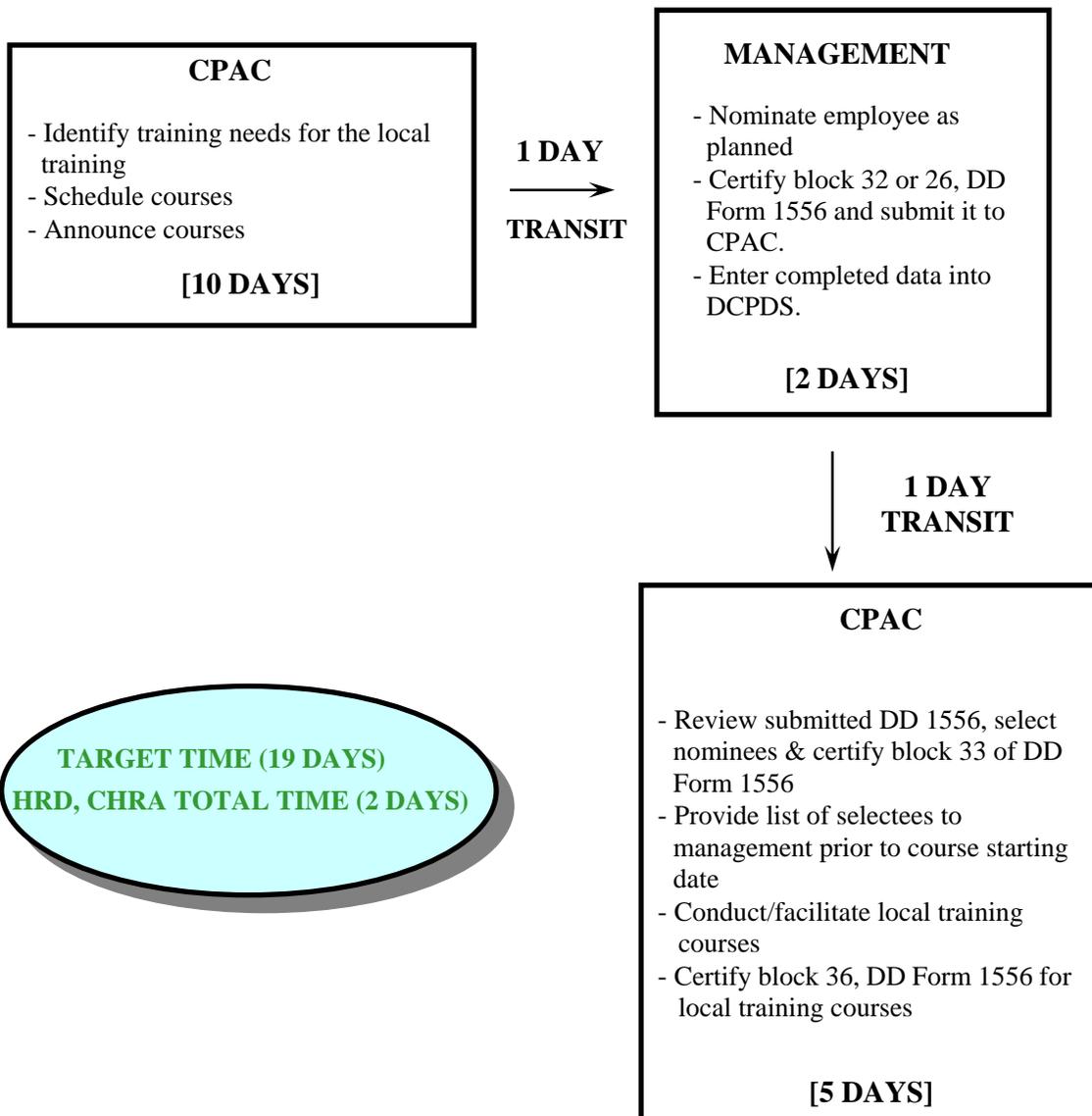
F. Preparing and Conducting Local Training:

If the training cannot be accomplished on the job, the employee should be programmed, if possible, to attend appropriate CPAC or off-the-job training courses. Request for training (DD Form 1556) should be submitted to CPAC.

CPACs will:

- a. Identify training needs for local training courses.
- b. Notify, through the training coordinators or directly, course nominees of their selections; e.g., training course dates, hours, location, and special requirements.
- c. Make arrangements for the local activity training program.
- d. Announce courses to organizations.
- e. Review submitted DD form 1556 and select nominees.
- f. Assign instructors to the training courses.
- g. Conduct and facilitate local training courses.
- h. Make arrangements for employees to attend CPAC or off-the-job training courses, if possible.
- i. Provide student rosters to the unit training coordinator for data entry into DCPDS.

PREPARING AND CONDUCTING LOCAL TRAINING



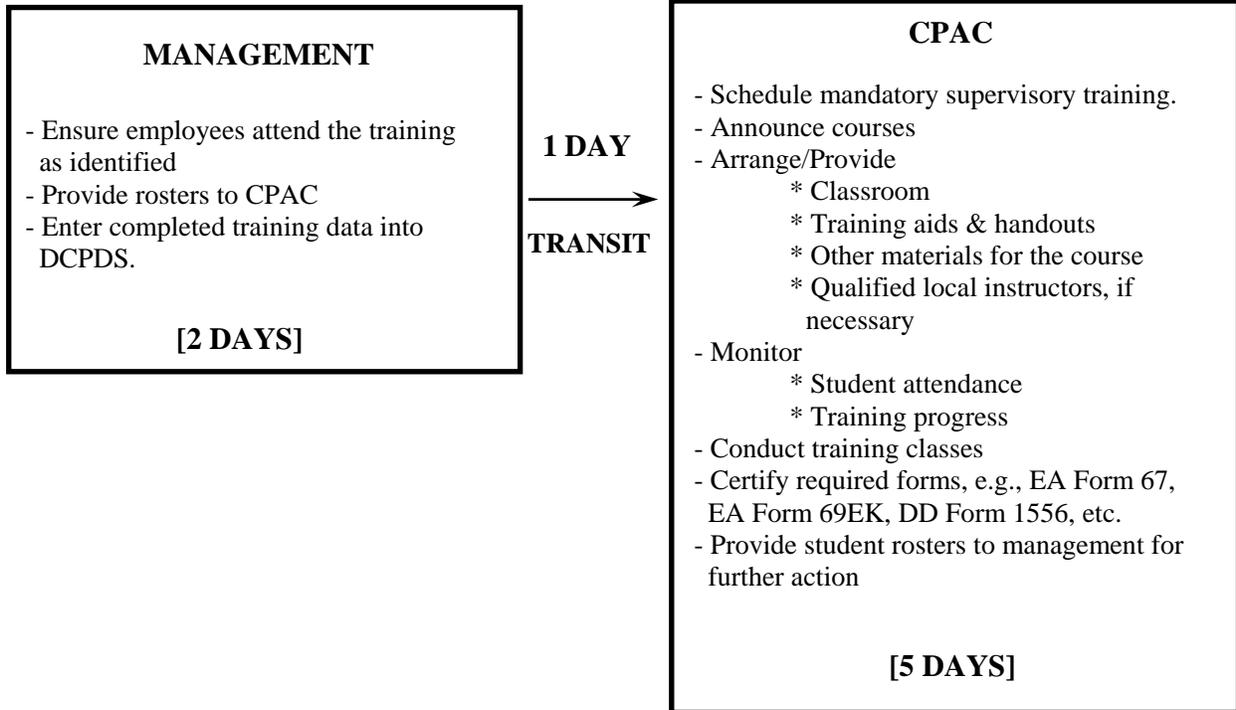
G. Required Local Training Programs:

Employees will receive required local training by CPACs at the time of employment or overseas assignments, mandatory supervisory training, etc. Other training courses required by laws or regulations will be conducted in the command through coordination with proponent organizations.

CPACs will:

- a. Announce courses to serviced organizations.
- b. Review submitted DD Form 1556 for completeness and eligibility for course attendance.
- c. Secure classroom facilities, training aids, and other materials for the course when available and feasible.
- d. Notify employees of their selection and provide information related to the course.
- e. Monitor student attendance and training progress.
- f. Conduct training classes, e.g., Introduction to Korean Supervision (IKS), etc.
- g. Maintain the student roster.
- h. Provide necessary assistance to speakers.
- i. Certify blocks 33 and/or 36, DD Form 1556, if needed.
- j. Identify training needs for supervisory training by checking DCPDS data or review of training needs survey results.
- k. Schedule courses, arrange training facilities, training aids, training handouts and other course materials.
- l. Issue memorandums to commanders advising them of requirements for their subordinate supervisors to complete mandatory supervisory training through correspondence programs, computer-based training and training by the servicing CPACs, i.e., Leadership and Development Course and Human Resources Supervisory Training.
- m. Select nominees and provide a list of selectees to management prior to course start date.
- n. Designate speakers, facilitators, and help them conduct training.

REQUIRED LOCAL TRAINING PROGRAMS



TARGET TIME (9 DAYS)
HRD, CHRA TOTAL TIME (0 DAY)

o. Provide feedback reports to commanders on the status of CPAC sponsored mandatory training accomplishments.

H. Department of the Army (DA) Mandatory Supervisory Development

1. U.S. civilian supervisors appointed after 1 January 1993 must complete the following two-phase training program within 6 months after, but no later than 12 months of their assignment to a supervisory position:

a. Phase I: 40-hour Supervisory Course. This is an on-ground course developed to teach/train new supervisors on human resources (HR) practices and automated tools to accomplish mission requirements. The course covers position classification, staffing, human resource development, management-employee/labor relations, Merit Systems Protection Board, unfair labor practices, automation tools, i.e., CPOL, ART, Gatekeeper and FASCLASS, etc.

b. Phase II: 40-hour Leadership Education and Development (LEAD) Course. The course consists of instruction in practical application on leadership doctrine and competency including professional ethics, counseling skills, communication, group development theory, team building, motivation, problem solving and decision making. The LEAD Course is required to be completed by new supervisors within six months after completion of the Supervisory Development on-line Correspondence Course.

c. Completion of this two-phase training program will be considered a factor in determining whether a supervisor has satisfactorily completed the required supervisory probationary period.

2. Korean National (KN) supervisors will complete a 8-hour Supervisory Development Program within 6 months after assumption of supervisory duties.

3. U.S. military personnel with supervisory responsibilities of U.S. civilian employees are required to attend the Civilian Personnel Management (CPM) course within 3 months after assuming supervisory duties.

4. U.S. civilian managers who directly supervise U.S. military personnel are required to attend the Military Personnel Management (MPM) course within 3 months after assuming supervisory duties.

5. U.S. military and civilian supervisors who directly supervise Korean employees are required to complete the Introduction to Korean Supervision (IKS) course within 3 months after assuming supervisory duties.

6. New civilian managers are required to complete the Manager Development Correspondence Course available through the Army Institute for Professional Development, Fort Eustis, VA using the online application (http://www.aimsrdl.atsc.army.mil/accp_top.htm). New managers are defined as a supervisor who supervises supervisors or managers program, resources and/or policy development. This course must be completed within 6 months after assuming these duties. This course may be waived for Sustaining Base Leadership and Management Program (SBLM) graduates.

7. Army civilians newly appointed or promoted to journeyman level positions should enroll within 30 days of appointment or promotion to the position and successfully complete the Action Officer Development Course (AODC) within 6 months of enrollment. This applies only to those employees in a two-grade interval professional and administrative series.

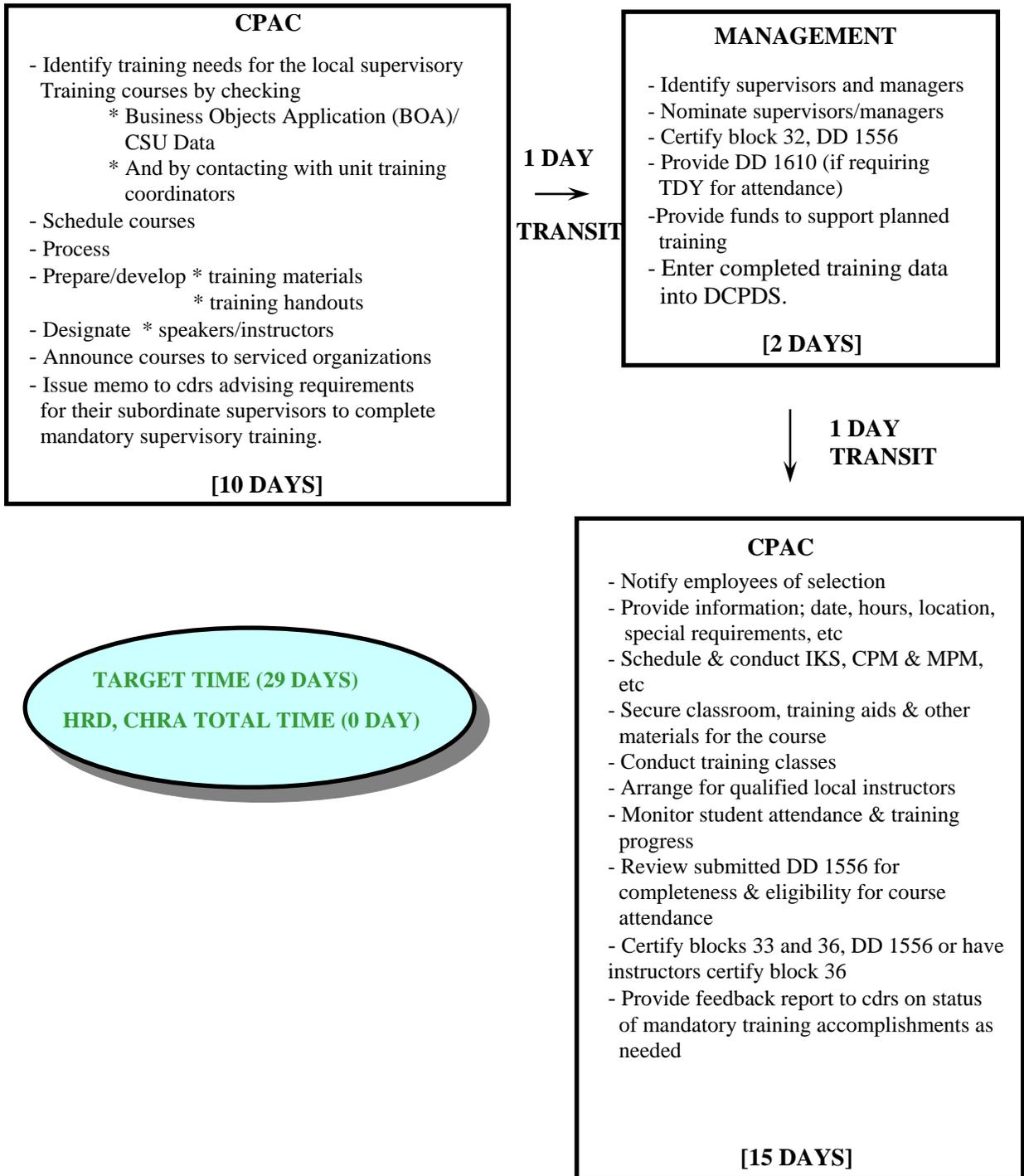
8. The Personnel Systems Managers of the CPAC will identify supervisors, new managers, and employees appointed or promoted to journeyman level positions by organization and location who need to attend mandatory supervisory, new manager development and action officer development training.

9. The servicing CPAC will issue a memorandum to commanders advising them of requirements for their subordinate supervisors to complete mandatory supervisory training, new managers to complete the Manager Development Correspondence Course, and journeyman level employees to complete the Action Officer Development Course.

10. The servicing CPAC will check training data every three months to track the status of completion of the mandatory courses.

11. The local servicing CPAC is the point of contact for scheduling mandatory training for personnel during their first year after assignment to a supervisory position. The courses will be announced by the servicing CPAC on a quarterly basis during the fiscal year.

MANDATORY SUPERVISORY/MANAGEMENT TRAINING



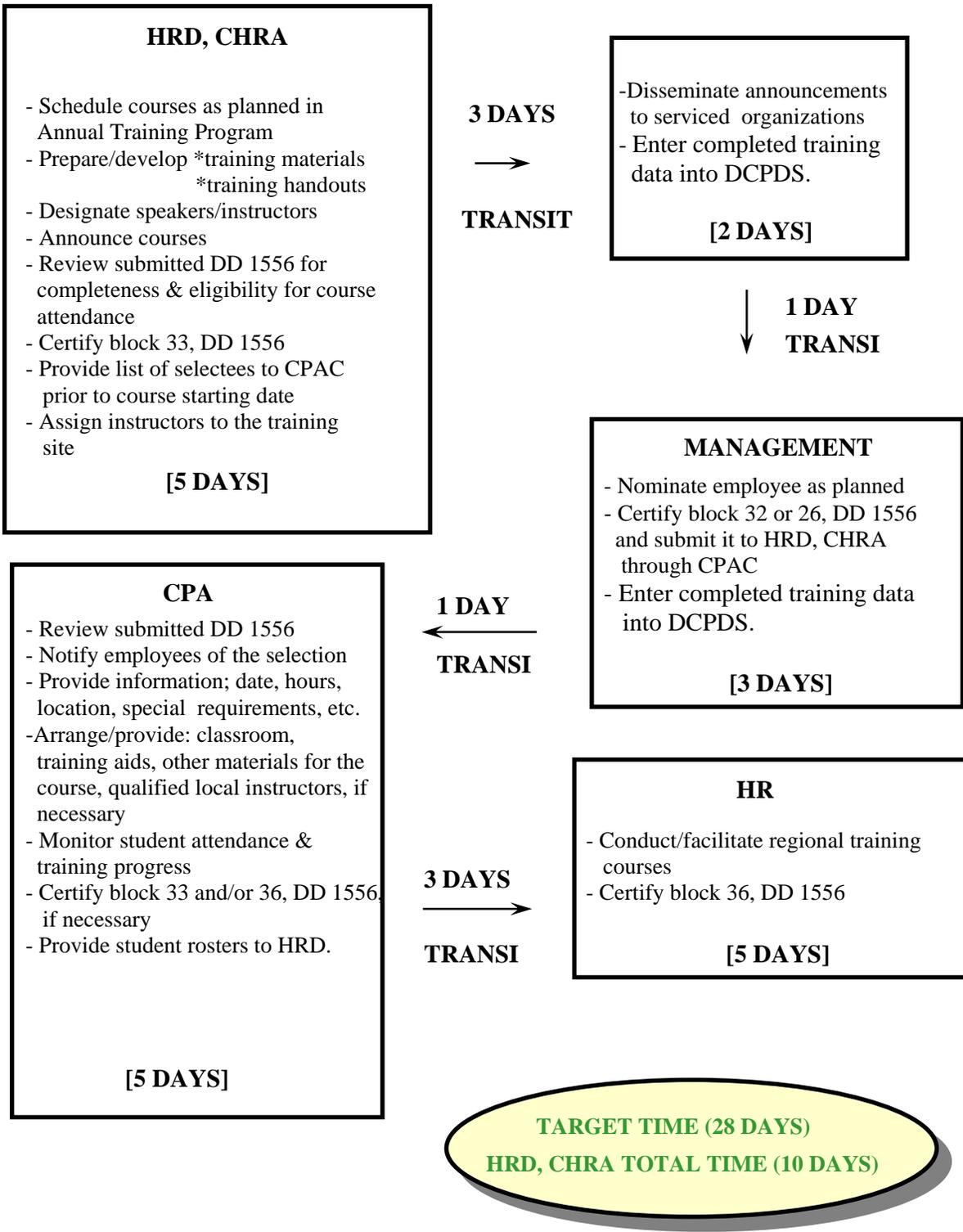
TARGET TIME (29 DAYS)
HRD, CHRA TOTAL TIME (0 DAY)

I. Regional Training Courses Developed by CHRA, HRDRA

In-country training courses developed by the Korea Region HRD, CHRA are provided utilizing available qualified in-house instructors from within Korea at no cost to the command when feasible.

1. HRD, CHRA will:
 - a. Schedule and announce courses to organizations through CPACs.
 - b. Prepare and develop training materials and training handouts.
 - c. Review training requests (DD Form 1556) submitted by organizations for completeness and eligibility of course attendance.
 - d. Select nominees and notify CPACs of selections.
 - e. Locate and solicit qualified in-house instructors to conduct CHRA Korea region sponsored courses.
 - f. Conduct CHRA, Korea Region sponsored courses.
 - g. Certify blocks 33 and 36, DD Form 1556 and issue a copy to attendees.
2. CPACs will:
 - a. Distribute HRD, CHRA's training announcements to organizations and coordinate with HRD in conducting courses at the local installations.
 - b. Review submitted DD Form 1556.
 - c. Notify employees of their selections and provide them with course information.
 - d. Locate training facilities, obtain training aids and make other necessary arrangements, if necessary.
 - e. Monitor student attendance and training progress.
 - f. Certify block 33 and/or 36, DD Form 1556, if needed.

REGIONAL TRAINING COURSES DEVELOPED BY CHRA, HRD



J. Out-of-Country Training Courses:

US and Korean civilian employees may attend short and long-term out-of-country Government and non-Government resident training courses. In reaching decisions to support such training, the necessity, timeliness, and cost of the training; the availability and appropriateness of sources of training; and the best interests of the Government will be considered. A DD Form 1556 must be submitted to CPAC through commanders or authorizing officials.

1. Short-Term Training:

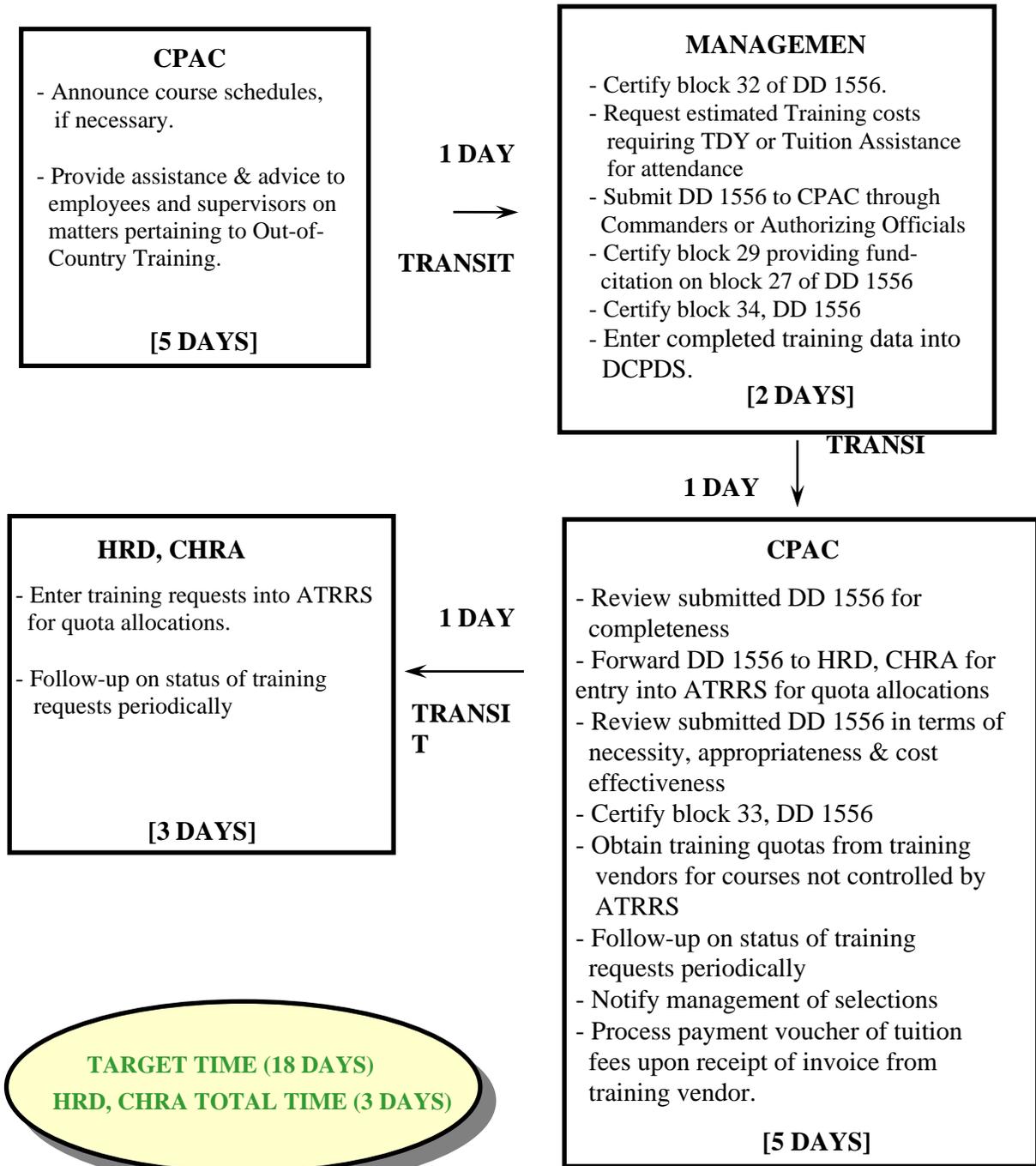
a. CPACs will:

- (1) Provide assistance and advice to employees and supervisors on matters pertaining to out-of-country training.
- (2) Review submitted DD Form 1556 for completeness.
- (3) Forward DD Form 1556 to HRD, CHRA into ATRRS for quota allocations.
- (4) Announce course schedules, if necessary.
- (5) Review out-of-country training requests (DD Form 1556) in terms of necessity, appropriateness, and cost effectiveness.
- (6) Log-in training requests.
- (7) Certify blocks 33 and 36 of DD Form 1556 and issue a copy to attendees.
- (8) Obtain training quotas from training vendors for courses not controlled by ATRRS.
- (9) Follow-up on the status of training requests.
- (10) Upon receipt of selections or quotas from schools, notify management.
- (11) Process payment vouchers of tuition fees by preparing SF 1034 and submitting them with other documents to the Finance Office for payment.

b. Chief, HRD, CHRA will:

- (1) Enter training requests into ATRRS for quota allocations.
- (2) Follow-up on the status of training requests entered into ATRRS.

OUT-OF-COUNTRY TRAINING COURSES



2. Long Term Training (LTT):

a. A variety of LTT opportunities are provided by Department of Defense, Headquarters Department of the Army, and other activities. The most popular recurring programs are as follows:

(1) Senior Service College (SSC) Programs:

- National War College (NWC)
- Industrial College of the Armed forces (ICAF)
- Army War College Resident Program (AWC)
- Army War College Distance Education Course (AWCDE)

(2) Competitive Professional Development Opportunities: This program includes four types of training: university training, developmental assignments, training with industry, and others.

(3) Other programs include: Army Comptrollership Program at Syracuse University, Graduate Cost Analysis Program, the Logistics Executive Development Course, Army Congressional Fellowship Program (ACFP), Secretary of the Army Research and Study Fellowship (SARSF), Commerce Science & Technology Fellowship Program (ComSci), DOD Executive Leadership Development Program (DELDP) Defense Leadership and Management Program (DLAMP), and Office of the Secretary of Defense (OSD) Energy Management Professional Enhancement Program (EMPEP).

(4) These programs are announced annually in the ACTEDS Training Catalog or by the separate program announcements. Detailed information on course description, eligibility requirements, selection procedures, and nomination suspense dates, etc. are contained in the Catalog.

b. G-1, CPD will:

(1) Announce selective LTT opportunities to installations through CHRA, Korea Regional Director to CPACs in response to announcements by HQDA or higher headquarters.

(2) Obtain command endorsement for training programs that requires Major Command's endorsement.

(3) Forward the approved nominations to HQDA for final selection.

(4) Upon receipt of notification of selections from HQDA or higher headquarters, notify management of selections CHRA, Korea Regional Director to CPACs.

(5) Assist selectees in preparing any necessary documents

(6) Provide information on course completion to CPACs.

c. CPACs will:

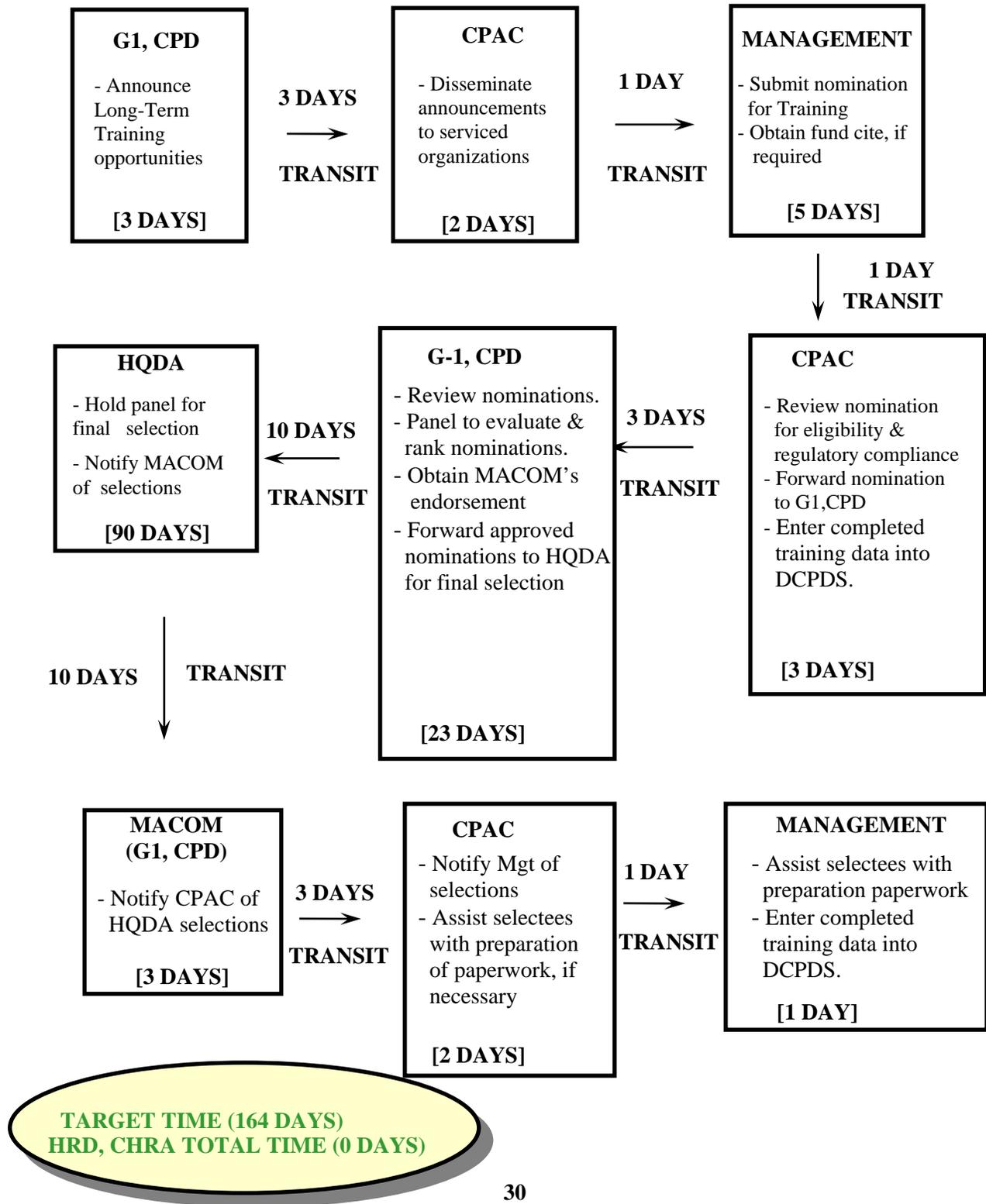
(1) Solicit nominations based on the announcement provided by G1, CPD.

(2) Review the nomination packets for eligibility and regulatory compliance, i.e., grade requirements, fund approval, and forward them to G1, CPD for further action.

(3) Notify management of selections when the results of selection are provided by G1, CPD through the Korea Regional Director, Korea Region.

(4) Provide assistance in preparing the necessary documents.

LONG TERM TRAINING



K. On-Site Training Courses:

Formal on-site training may be conducted by qualified personnel from the command or through a contract with an individual instructor or a training organization when an on-site presentation of a course is appropriate and desirable. Command career program managers will determine requirements for on-site training when completing the annual training needs survey. DD Form 1556 will be used for the on-site course nomination.

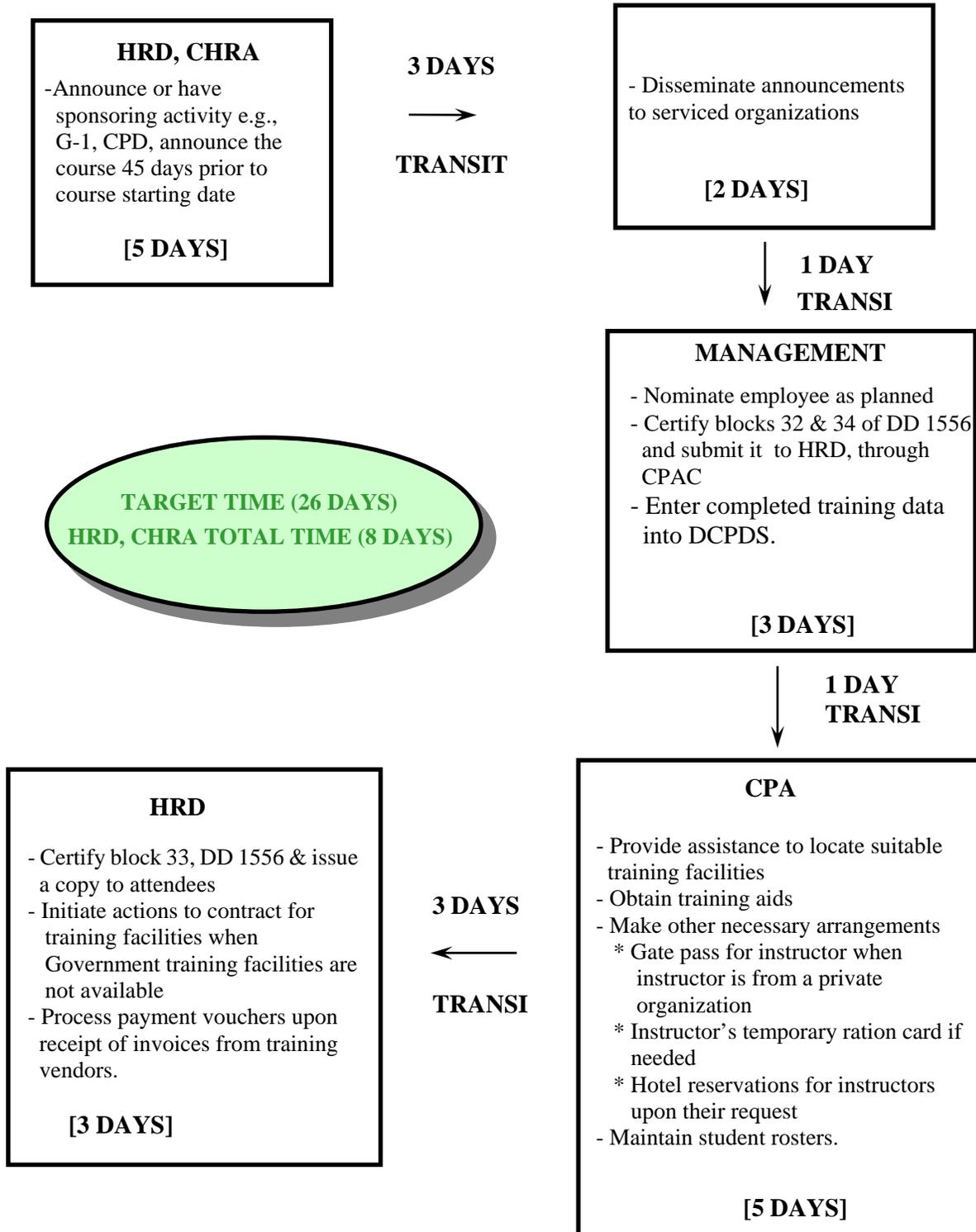
1. CPACs will:

- a. Disseminate course announcements received from HRD, CHRA or sponsored activities to organizations.
- b. Make necessary arrangements for conducting on-site training.
- c. Obtain gate passes for instructors when instructors are from private organizations. Assist in processing instructor's temporary ration card if needed.
- d. Make hotel reservations for instructors upon their request.
- e. Certify block 33 of DD Form 1556, if needed.
- f. Maintain student rosters.

2. HRD, CHRA will:

- a. Notify the sponsoring organization of the upcoming on-site schedules. Designate a point of contact within the sponsoring organization and provide the name of POC to schools.
- b. Announce courses at least 45 days prior to course starting date, in coordination with sponsoring organizations.
- c. Review submitted DD Form 1556 for completeness and eligibility.
- d. Certify blocks 33 and 36, DD Form 1556 and issue a copy to attendees.
- e. Initiate actions to contract for training facilities when Government training facilities are not available.
- f. Process payment vouchers upon receipt of invoices from training vendors.

ON-SITE TRAINING COURSES



L. Tuition Assistance Program (Non-Government Training):

When required training is not available from Government sources, employees may be trained in non-Government facilities. All costs of training in non-Government facilities may be borne by nominating activities when the training is justified in terms of improved skills, knowledge, and abilities in performance of official duties. Requests for training in non-Government facilities and for tuition assistance will be made on a DD Form 1556, signed by the supervisor, forwarded to RM for fund approval and will be submitted to the servicing CPAC not later than 20 working days prior to the course start date.

1. Non-Government Training Facility not Designated by the Ministry of Labor (MOL) Republic of Korea Government (ROKG):

CPACs will:

- (1) Ensure the non-government training facility is approved for use by G1, CPD, Eighth U.S. Army.
- (2) Provide technical assistance and guidance on preparation of DD Form 1556 to employees whose official duties require skills, knowledge and abilities that can be gained through non-Government training facilities.
- (3) Review training requests (DD Form 1556) for completeness, eligibility, valid fund citations and proper approval.
- (4) Before an employee is allowed to participate in training in a non-Government facility, written approval must be obtained from management when the approval authority is delegated to him/her.
- (5) Forward approved training applications to the school or the supervisor.
- (6) Upon completion of the course, the employee should submit to CPAC a copy of the certificate of satisfactory completion or grade record and the original and two copies of official receipt for payment of tuition costs.
- (7) Process payment vouchers (SF 1034) to the Finance Office for effecting reimbursement of training costs.
- (8) Certify blocks 33 and 38, DD form 1556 and issue a copy to attendees.

2. Non-Government Training Facility Designated by Ministry of Labor, Republic of Korea Government. As part of the Vocational Ability Development Program of the ROK Employment Insurance Plan, the MOL, ROK Government will reimburse United States Forces Korea for

training costs of USFK Korean employees at a non-Government facility designated by the MOL, ROK, upon successful completion of that course.

a. CPAC will:

(1) Ensure the MOL designated non-Government training facility is approved for use by G1, CPD, Eighth Army.

(2) Provide technical assistance and guidance on preparation of DD Form 1556 to employees whose official duties require skills, knowledge and abilities that can be gained through non-Government training facilities.

(3) Review training requests (DD Form 1556) for completeness, eligibility, valid fund citations, and proper approval.

(4) Certify blocks 33 and 36 of DD form 1556.

(5) Before an employee is allowed to participate in training in a non-Government facility, written approval must be obtained from management when the approval authority is delegated to him/her.

(6) Forward approved DD Form 1556 and SF 1034 to the servicing Finance Office for advanced payment of tuition.

(7) Upon completion of the course, the employee should submit to their servicing CPAC a copy of the certificate of satisfactory completion and the original and two copies of official receipt for payment of tuition costs issued by the school.

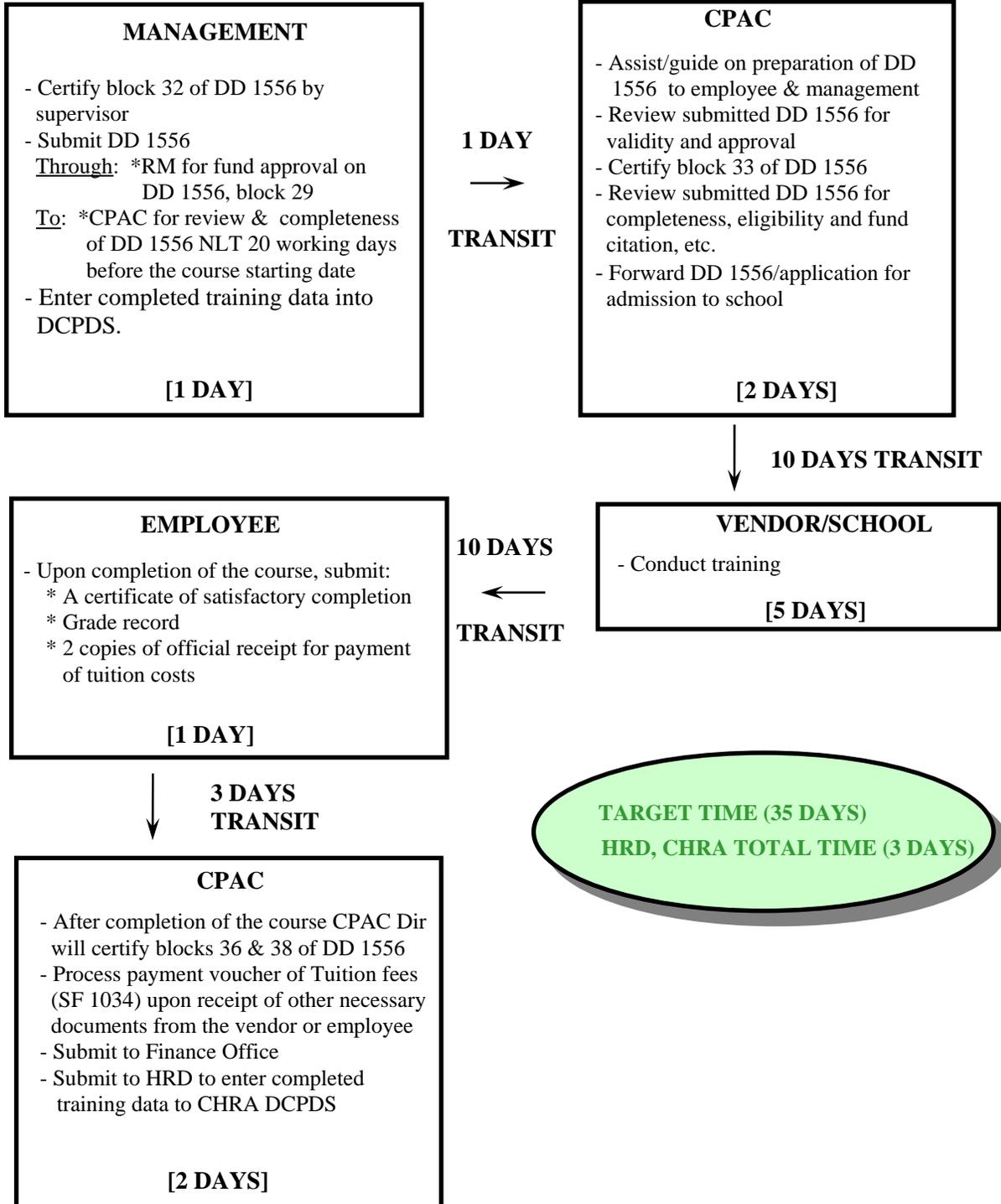
(8) Forward a copy of MOL Refund Request Form #6, completed DD Form 1556 and SF 1034, certification of completion, and receipts for tuition payment to G1, CPD, Eighth U.S. Army within 20 days after completion of the course.

b. G1, CPD will forward the documents to the Western Seoul Branch Office, MOL, ROK government, for reimbursement.

c. G1, CPD will forward a copy of the reimbursement request documents to the servicing finance office for information.

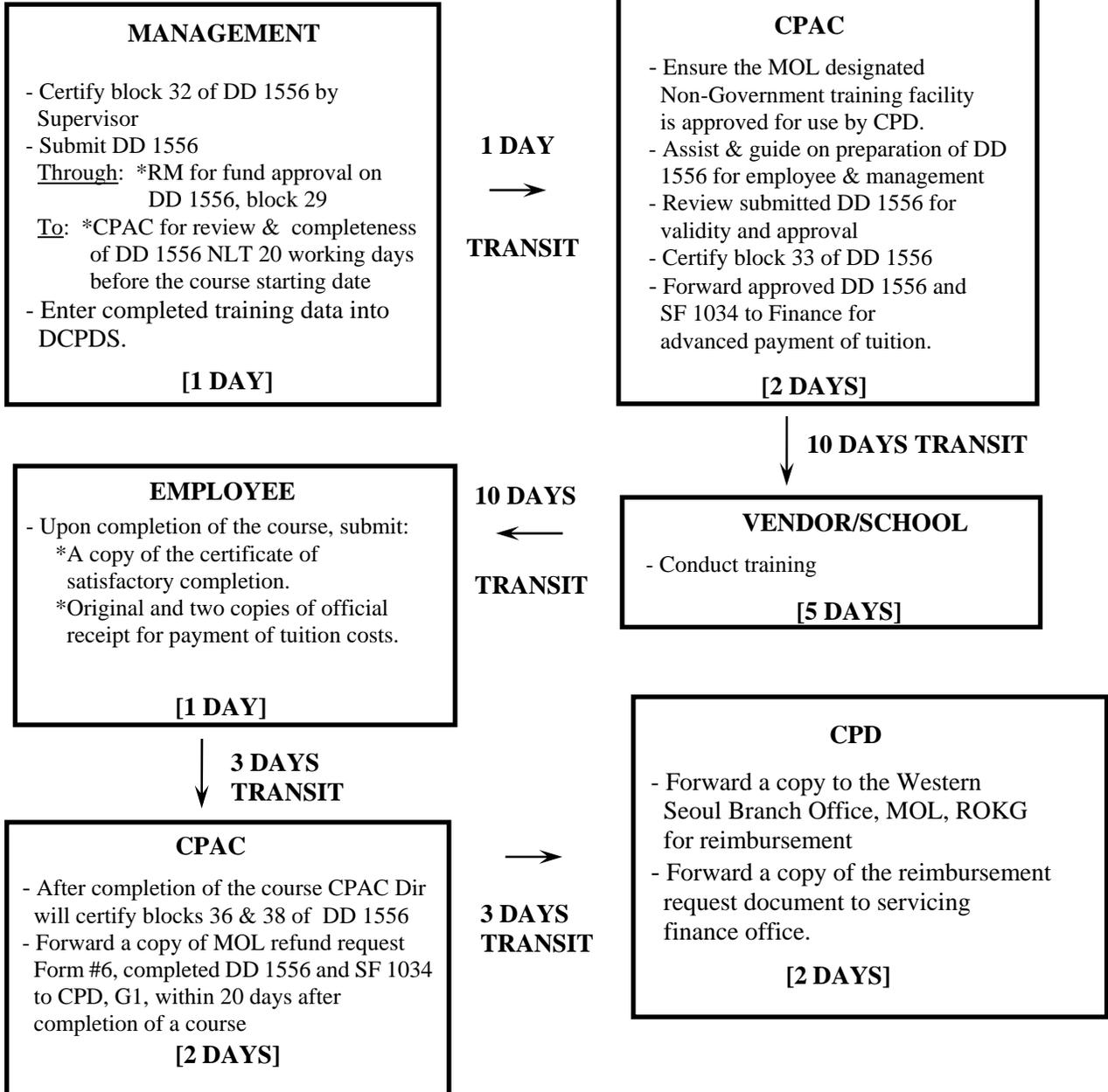
TUITION ASSISTANCE PROGRAM

(Non-Government training facility NOT designated by MOL, ROKG)



TUITION ASSISTANCE PROGRAM

Non-Government training facility designated by MOL, ROKG



TARGET TIME (40 DAYS)
HRD, CHRA TOTAL TIME (3 DAYS)

M. Army Correspondence Course Program:

DA Pam 350-59 (Army Correspondence Course Program Catalog) provides guidance on how to enroll in correspondence courses and lists training available to employees whose official duties or prospective duties require knowledge and abilities that can be gained through correspondence study. Some commercial correspondence schools and Government agencies offer job-related and professional training at a moderate cost. If justified under AR 690-400, Ch 410, subchapter 5, employees may be reimbursed for the cost of such training. Correspondence courses requiring training costs will be processed based on procedures explained in paragraph J, Tuition Assistance Program. US employees will register and enroll in correspondence courses through the Army Institute for Professional Development (AIPD)'s web site, http://www.aimsrdl.atsc.army.mil/accp_top.htm. Korean employees will complete DA Form 145 and forward it to the following address to enroll in correspondence courses:

The Army Institute for Professional Development
US Army Training Support Center
Newport News, VA 23628-9989

DD Form 1556 will be used for tuition charged correspondence courses.

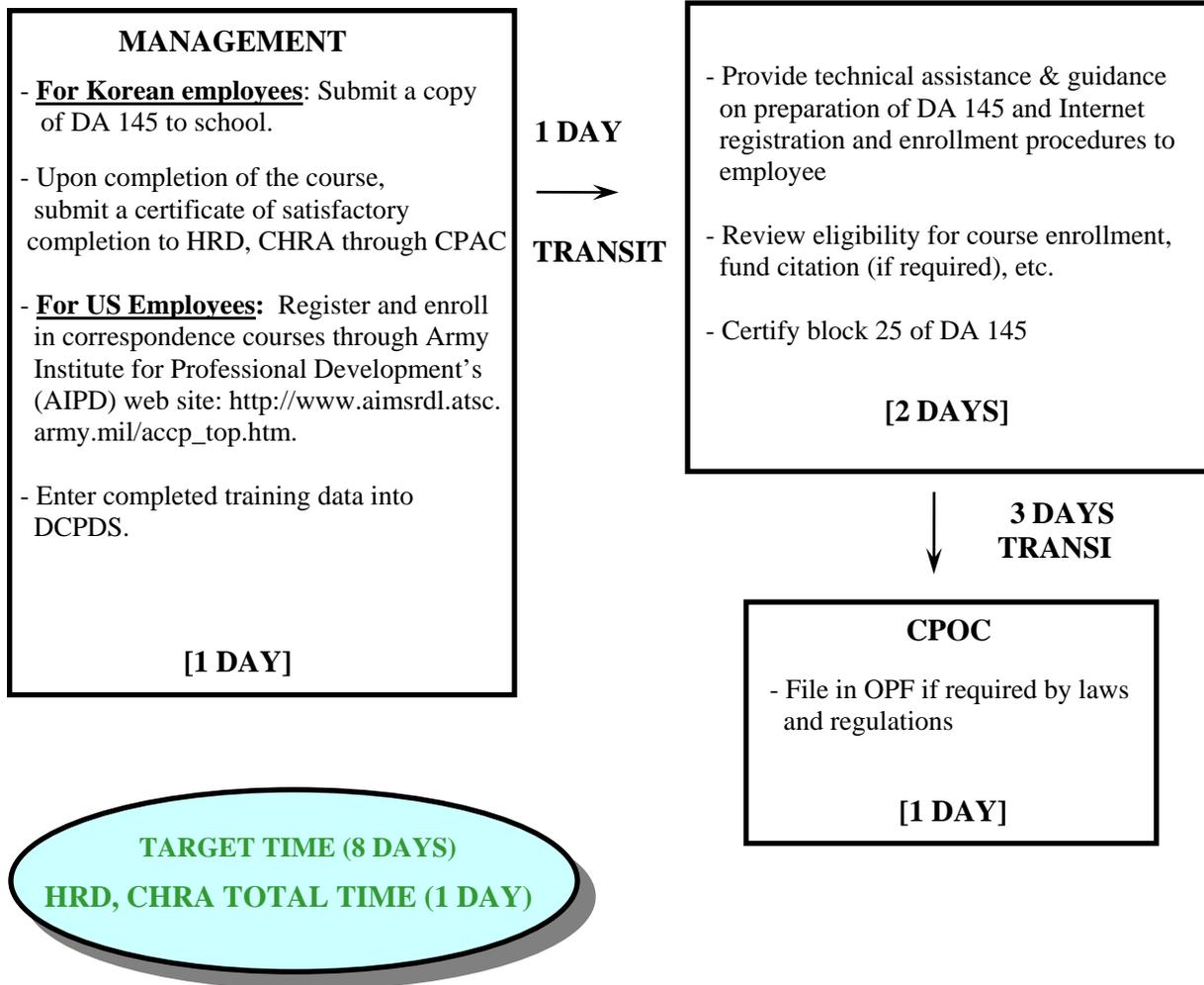
1. CPACs will:

- a. Provide technical assistance and guidance on preparation of DA Form 145 (Army Correspondence Course Enrollment Application) and internet registration and enrollment procedures to employees.
- b. Review applications for completeness and eligibility.
- c. Certify block 25 of DA Form 145 and forward completed DA Form 145 to the Army Institute for Professional Development (AIPD) Army Training Support Center.
- d. Obtain and forward training completion notice to HRD, CHRA for file in OPF if required by laws and regulations.

2. CPOC will:

File in OPF if required by laws and regulations.

ARMY CORRESPONDENCE COURSE PROGRAM



NOTE: Correspondence courses requiring training costs will be processed with the following procedures shown on the Tuition Assistance Program BPM.

N. Evaluation of Training:

Training courses conducted must be evaluated to determine if objectives were achieved. Evaluations must be communicated to the HRD, CHRA staff. An evaluation form is normally forwarded to the trained employees and their supervisor within 3 months after the training. Any other information that may be of interest to the school or the HRD, CHRA staff should be provided to improve the training.

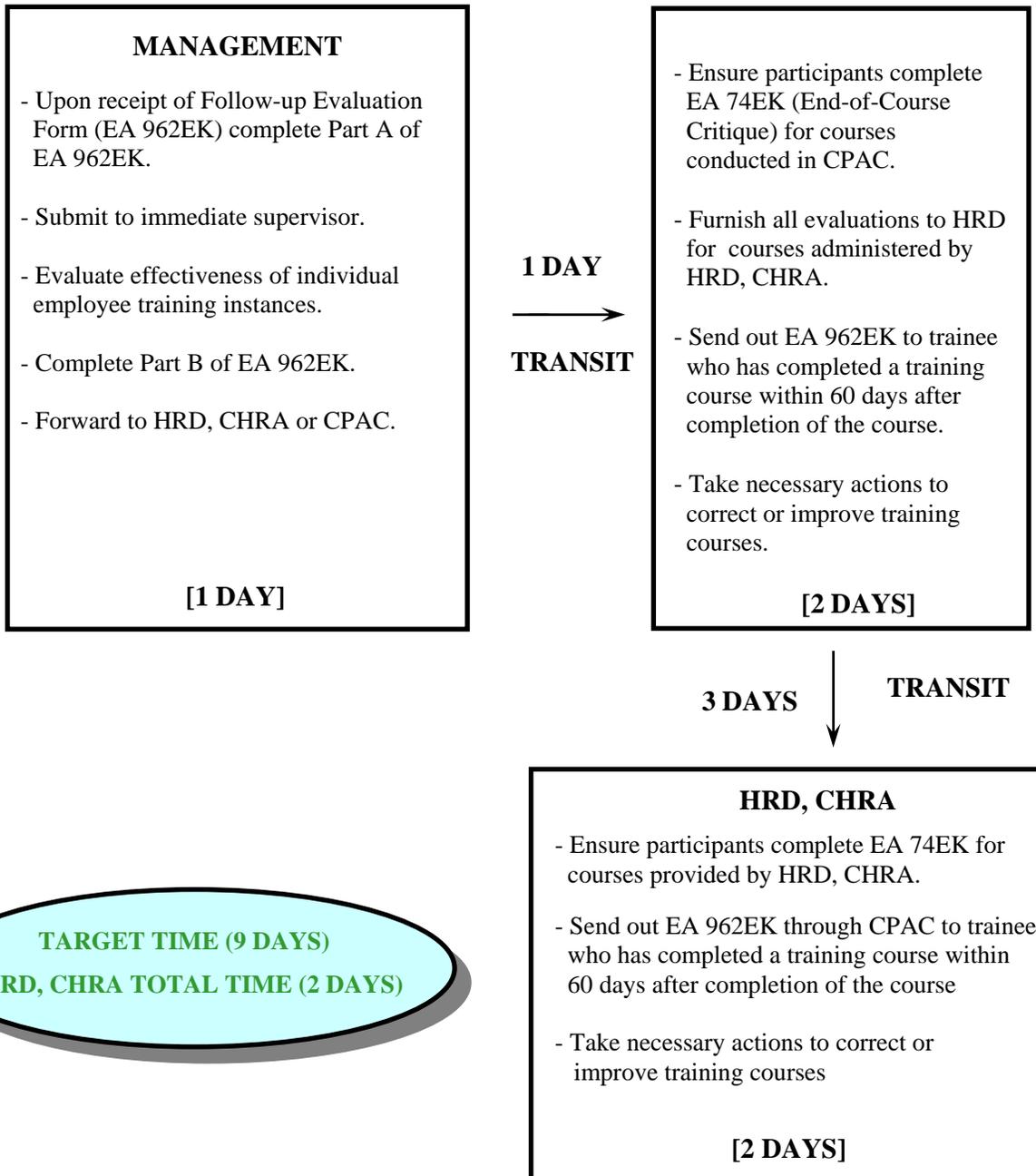
1. CPACs will:

- a. Ensure participants properly complete an evaluation for all courses 8 hours or more conducted in the CPAC.
- b. Furnish all course evaluations (EA Form 74EK) to HRD, CHRA for courses administered by HRD, CHRA.
- c. Forward a follow-up evaluation, EA Form 962EK, to the employee who has completed a training course 8 hours or more conducted in the CPAC. The follow-up evaluation completed by each participant and supervisor should be returned to CPAC within 60 days after completion of the training.
- d. Take necessary actions to correct or improve training courses based on information obtained through critiques, comments, or follow-up evaluations.

2. HRD, CHRA will:

- a. Ensure participants properly complete EA Form 74EK for all courses 8 hours or more presented by HRD, CHRA.
- b. Forward a follow-up evaluation, EA Form 962EK to an employee who has completed a training course 8 hours or more conducted in CPOC. The follow-up evaluation completed by each participant and supervisor should be returned to HRD, CHRA within 60 days after completion of the training.
- c. Take necessary actions to correct or improve training courses based on information obtained through critiques, comments, or follow-up evaluations.

EVALUATION OF TRAINING

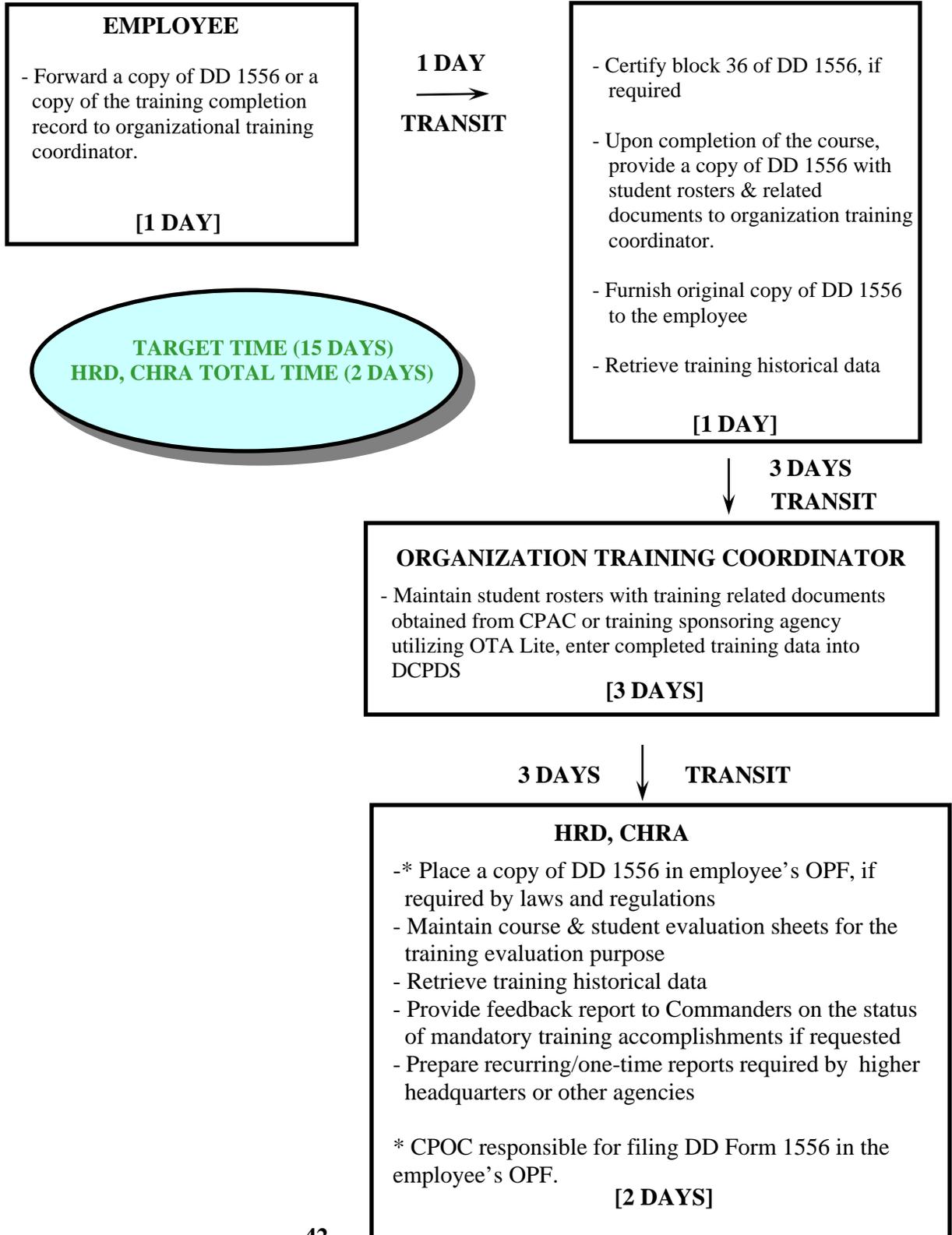


O. Training Records-ORACLE Training Administration (OTA) Lite and Reports

DD Form 1556, course completion certificates and training rosters serve as an individual record of training accomplished. When an employee completes training, a copy of DD Form 1556 should be forwarded to the organizational training coordinator.

1. Employees will: Upon completion of the course, provide a copy of DD Form 1556, with student rosters or certificates and related documents to the organizational Training Coordinator.
2. Organizational Training Coordinators will:
 - a. Maintain student rosters, DD Form 1556s or training related documents obtained from the employee or training sponsoring agency.
 - b. If necessary, upon completion of the course, forward DD Form 1556 to the organizational RM office for certification of block 36.
 - c. Utilizing OTA Lite, retrieve historical data from DCPDS.
 - d. Within the parameters of OTA Lite, enter completed training data into DCPDS.
3. CPOC will file a copy of DD Form 1556 or completed training records in employee's OPF if required by laws and regulations.
4. HRD, CHRA will:
 - a. Maintain course and student evaluation sheets for the training evaluation purpose.
 - b. Provide feedback reports to commanders on the status of mandatory training accomplishments, if requested.
 - c. Prepare recurring or one-time reports required by higher headquarters or other agencies.
5. CPACs will:
 - a. Certify block 36 of DD Form 1556, if required.
 - b. Upon completion of the course, provide a copy of DD Form 1556 with student rosters & related documents to organization training coordinator.
 - c. Furnish original copy of DD Form 1556 to the employee.
 - d. Retrieve training historical data.

TRAINING RECORDS - OTA LITE/REPORTS



TARGET TIME (15 DAYS)
HRD, CHRA TOTAL TIME (2 DAYS)

P. Proposed Processing for Career Program Registration Documents:

The CHRA Regional Director has overall responsibility for the administration of employment programs within the Korean Region. Within the CHRA, the Chief, HRD will be responsible for developing and implementing specific employment programs and procedures consistent with Eighth Army and Department of the Army policy and in accordance with the Code of Federal Regulations and Office of Personnel Management rules. Each CPAC Chief is responsible for providing advice and assistance to serviced managers on employment programs, policies, and procedures, and for processing personnel actions which require interface and coordination with management officials, the current work force and job applicants.

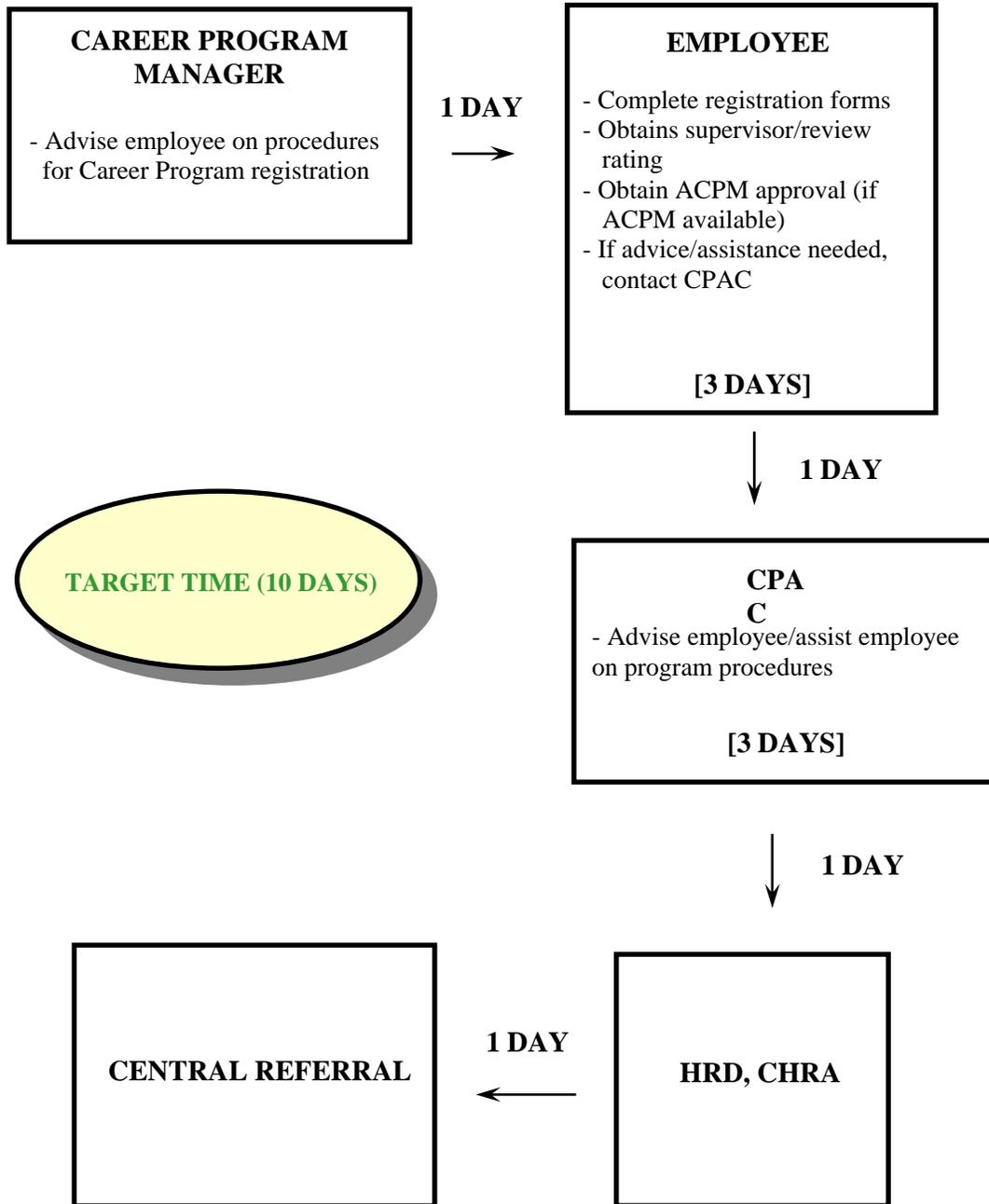
1. HRD, CHRA will:

- a. Administer program for conducting an internal audit of actions to ensure compliance with regulatory and legal requirements.
- b. Review and process requests for exception to policy or regulations related to employment through appropriate command channels.
- c. Administer the Career Management Program for career employees.
- d. Provide technical assistance to CPAC generalists on employment policies, regulations and procedures.
- e. Provide subject matter experts to participate in training workshops for customers.
- f. Respond to requests and inquiries for information such as Congressional inquiries, EEO inquiries, FOIA, and Privacy Act requests.

2. CPACs will:

- a. Develop and administer training and information workshops for managers and employees on employment programs and policies.
- b. Provide advisory services to employees.
- c. Provide employment report data to managers using standardized and unique reports from DCPDS.

PROPOSED PROCESSING FOR CAREER PROGRAM REGISTRATION DOCUMENTS



APPENDIX A

REFERENCES

- A. Title 5, United States Code (U.S.C.)
- B. Title 5, Code of Federal Regulations (CFR)
- C. AR 690-400, Chapter 410 (Training)
- D. AR 690-950 (Career Management)
- E. Joint Travel Regulations (JTR), Volume 2
- F. DA Pam 351-4 (US Army Formal Schools Catalog)
- G. DA Pam 351-59 (Army Correspondence Course Program Catalog)
- H. DOD 5010. 16-C (Defense Management Education and Training Catalog)
- I. Defense Acquisition University Course Catalog
- J. USFK Reg 690-1 (Regulations and Procedures - Korean Nationals)
- K. EUSA Reg 690-5 (Civilian Personnel Training and Development)
- L. Civilian Human Resources Agency (CHRA), Training Management Division Course Schedules.
- M. National Independent Study Center (NISC), United States Department of Agriculture (USDA) Graduate School

APPENDIX B

ACRONYMS

| | |
|--------|--|
| ACCESS | Army Civilian Career Evaluation System |
| ACPM | Area Career Program Manager |
| ACTEDS | Army Civilian Training Education and Development System |
| AF | Appropriate Fund |
| AIPD | Army Institute for Professional Development |
| AODC | Action Officer Development Correspondence Course |
| ATRRS | Army Training Requirements and Resources System |
| BOA | Business Objects Application |
| CPAC | Civilian Personnel Advisory Center |
| CPD | Civilian Personnel Division, ACoF S, G1 |
| CPM | Civilian Personnel Management Course for Military Supervisors of U.S. Civilian Employees |
| CPM | Career Program Manager |
| CPOC | Civilian Personnel Operations Center |
| CSU | Civilian Service Unit |
| DA | Department of the Army |
| DOD | Department of Defense |
| EDS | Employee Development Specialist |
| EEO | Equal Employment Opportunity |

ACRONYMS (CONT'D)

| | |
|-------|--|
| FY | Fiscal Year |
| HRD | Human Resources Development |
| HQDA | Headquarter Department of the Army |
| IDP | Individual Development Plan |
| IKS | Introduction to Korean Supervision Course |
| KN | Korean National |
| LTT | Long Term Training |
| LEAD | Leadership Education and Development Course |
| MACOM | Major Command |
| MDC | Manager Development Correspondence Course |
| DCPDS | Defense Civilian Personnel Data System |
| MOL | Ministry of Labor |
| MPM | Military Personnel Management Training for Civilians Who Supervise and Rate Military Personnel |
| NAF | Non-Appropriated Fund |
| OPF | Official Personnel Folder |
| OPM | Office of Personnel Management |
| POC | Point of Contact |
| PSM | Personnel Systems Manager |
| RM | Resource Management |
| ROKG | Republic of Korea Government |

ACRONYMS (CONT'D)

| | |
|--------|--|
| SDC | Supervisor Development Correspondence Course for U.S.Military and Civilian Supervisors |
| SDP | Supervisor Development Program for KN Supervisors |
| SOP | Standard Operating Procedures |
| TACITS | Total Army's Centralized Individual Training Solicitation |
| TAPES | Total Army Performance Evaluation System |
| TSC | Theater Support Command |
| TFC | Theater Finance Command |
| UTC | Unit Training Coordinator |

APPENDIX C

FORMS

| | |
|----------|--|
| DD 1556 | Request, Authorization, Agreement, Certification of Training and Reimbursement |
| DD 1610 | Request and Authorization for TDY Travel of DOD Personnel |
| DA 145 | Army Correspondence Course Enrollment Application |
| EA 67 | Orientation Checklist - U.S. Citizen Employees |
| EA 69EK | KN Orientation & Job Induction Checklist |
| EA 962EK | Evaluation of Training Course |
| EA 74EK | End-of-Course Critique of Training Course |
| SF 1034 | Public Voucher for Purchases and Services Other than Personal |