



Homeland Security Investigations

HSI Academy Staff Handbook

HSI HB 22-03 / March 11, 2022



U.S. Immigration
and Customs
Enforcement

Foreword

The HSI Academy Staff Handbook provides a central source of national policies, procedures, responsibilities, guidelines, and controls to be followed by Homeland Security Investigations (HSI) Academy Staff members at the Federal Law Enforcement Training Center (FLETC). Oversight of the provisions in this Handbook resides with the HSI Academy's Division Chief.

This Handbook supersedes the ICE Academy Glynco "Employee Guide," and the "Instructor Supplement," both dated October 2017.

The HSI Academy Staff Handbook is an internal policy of HSI. It is not intended to, does not, and may not be relied upon to create any right or benefit, substantive or procedural, enforceable at law by any party in any administrative, civil, or criminal matter, nor are any limitations hereby placed on otherwise lawful enforcement prerogatives of ICE. This Handbook is For Official Use Only (FOUO) – Law Enforcement Sensitive. It is to be controlled, stored, handled, transmitted, distributed, and disposed of in accordance with the U.S. Department of Homeland Security policy relating to FOUO information and the ICE Directive on Safeguarding Law Enforcement Sensitive Information. This information shall not be distributed beyond the original addressees without prior authorization of the originator. If disclosure of this Handbook or any portion of it is demanded in any judicial or administrative proceeding, the HSI Information Disclosure Unit, as well as the Office of the Principal Legal Advisor at Headquarters and/or U.S. Attorney's Office, are to be consulted so that appropriate measures can be taken to invoke privileges against disclosure. This Handbook contains information which may be exempt from disclosure to the public under the Freedom of Information Act, Title 5, United States Code, Section 552(b), and protected from disclosure pursuant to the law enforcement privilege. Any other requests for disclosure of this Handbook or information contained herein should be referred to the HSI Information Disclosure Unit.

The HSI Policy Unit is responsible for coordinating the development and issuance of HSI policy. All suggested changes or updates to this Handbook should be submitted to the HSI Policy Unit which will coordinate all needed revisions with the HSI Academy.



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HSI ACADEMY STAFF HANDBOOK

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HSI ACADEMY STAFF HANDBOOK

Chapter 1. PURPOSE AND SCOPE

The Homeland Security Investigations (HSI) Academy Staff Handbook is a policy and procedures document for all personnel at the HSI Academy, whether permanently assigned or detailed to the HSI Academy; guest instructors; or rehired annuitants.

Chapter 2. INTRODUCTION

The HSI Academy, located on the grounds of the Federal Law Enforcement Training Center (FLETC) in Glynco, Georgia, provides basic and advanced training to HSI Special Agents (SAs), task force officers (TFOs), and other law enforcement personnel. An assignment to the HSI Academy allows SAs and supporting staff to have a positive effect on the future of HSI not only by training and supporting future SAs and other U.S. Immigration and Customs Enforcement (ICE) and partner personnel with the knowledge, skills, and expertise to succeed in today's fast-paced, ever-changing environment of criminal investigations, but also to assist with shaping, maintaining, and improving basic and advanced training curricula and the administrative processes that provide essential support to training. In order to abide by law, policy, and accreditation, staff members' attention to the information provided in this Handbook will provide them with an understanding of the policies, procedures, requirements, and expectations of the HSI Academy staff.

Chapter 3. DEFINITIONS

The following definitions are provided for the purposes of this Handbook:

3.1 Administrative Staff

Non-General Schedule (GS)-1811 staff assigned to the HSI Academy who support its operations.

3.2 Advanced Training

Advanced training courses are specialized courses of instruction held at FLETC or other delivery points for more senior HSI SAs that typically focus on only one subject area and are designed to provide more in-depth knowledge than is offered during basic training.

3.3 Basic Instructor Course

The Basic Instructor Course (BIC) is a two-day basic instructional orientation course designed and delivered by the HSI Academy to Temporary Duty (TDY) instructional staff. During the course, HSI employees learn instructional techniques and adult learning principles and are

introduced to the ICE-approved lesson plan. (Note: See Chapter 9 of this Handbook for more information on the BIC.)

3.4 Basic Training Program

For HSI SAs, the Basic Training Program is composed of the FLETC Criminal Investigator Training Program (CITP) and HSI SA Training (HSISAT) program. Completion of both programs, unless granted a training waiver, is a condition of employment for HSI SAs in the GS-1811 occupational series.

3.5 Caretaker

HSI Academy staff who is assigned the responsibility for updating and maintaining specific training materials.

3.6 Criminal Investigator Training Program

CITP is a basic law enforcement course for GS-1811 criminal investigators that is conducted by FLETC. All HSI GS-1811 SAs must pass CITP unless granted a training waiver.

3.7 Federal Law Enforcement Training Accreditation

The Federal Law Enforcement Training Accreditation (FLETA) board enhances the quality of federal law enforcement by establishing and maintaining a body of standards to promote the effective and efficient use of resources for federal law enforcement training. Additionally, FLETA administers an accreditation process based on those standards. HSISAT is a FLETA-accredited program.

3.8 Guest Instructor

Guest instructors are individuals invited to instruct a specific topic due to their knowledge and expertise but who are not assigned to the HSI Academy. Guest instructors must meet subject matter expertise standards as documented in the training materials but may not be used as independent instructors in any HSI Academy training. Therefore, a qualified instructor must be present during the delivery of instruction by non-qualified instructors. (*See* Chapter 9 of this Handbook for more information on the role of guest instructors.)

3.9 HSI Academy

The HSI Academy, primarily located on the grounds of the FLETC Glynco Training Development Point, provides basic training, such as HSISAT, as well as advanced training programs, to HSI employees and law enforcement partners. The HSI Academy is in the Investigative Services Division (ISD) under HSI's Countering Transnational Organized Crime (CTOC).

3.10 HSI Special Agent Training Program

HSISAT is a law enforcement course designed for GS-1811 HSI SA trainees who have either passed CITP or have been granted a CITP training waiver. Typically, HSISAT is completed immediately after an SA trainee completes CITP.

3.11 Instructor Assessment and Qualification

The HSI Academy Instructor Assessment and Qualification (IAQ) program consists of completion of the applicable FLETA-accredited basic instructional skills course, recognition of HSI policies, developmental instructional assignments, and sustainment of annual requirements. (See Chapter 9 for additional details.)

3.12 Instructor Development Course

The Instructor Development Course (IDC) is a FLETA-accredited basic instructional skills course designed for ICE employees to learn how to design, develop, and deliver a program of instruction. IDC is a five-day training program that introduces ICE employees to the adult learning principles, methods, and techniques that are important to their success as HSI Academy instructors. (Note: See Chapter 9 of this Handbook for more information on the IDC.) The IDC is administered and taught by the ICE Office of Learning and Career Development (OLCD).

3.13 Law Enforcement Instructor Training Program

The Law Enforcement Instructor Training Program (LEITP) is a 2-week FLETA-accredited basic instructional skills course hosted by FLETC that provides instruction on designing, developing, and delivering a program of instruction.

3.14 Permanent Instructor

A Permanent Instructor is an instructional staff member who is a GS-1811-13/14 SA assigned to the HSI Academy through the official transfer process and who occupies an Individual Position Number. Permanent instructional staff members may lead HSI Academy training and lead practical exercises if they have completed the IAQ program. They may also act as caretakers of lesson plans and as class coordinators.

3.15 Qualified Instructor

A Qualified Instructor is a permanent, TDY, or rehired annuitant instructional staff member who has completed the HSI Academy IAQ process consisting of basic instructional skill training (IDC, BIC, or the FLETC LEITP, as applicable), the observation of an HSI qualified instructor, and a supervised teaching assignment by management or a designated HSI Academy-qualified instructor. (Note: See Chapter 9 of this Handbook for more information on instructor certifications and qualifications.)

3.16 Rehired Annuitant Staff

Rehired Annuitant Staff are individuals with specific expertise needed by the Academy who have retired from federal service and who have been rehired for a term-limited position. These staff members must have the necessary training certifications for any subject area taught and may function as support staff, or lead training if they have completed the IAQ process.

3.17 Temporary Duty Instructor

A TDY instructor is a GS-1811 SA temporarily detailed to the HSI Academy for no more than 365 days or for consecutive TDY assignments totaling no more than 365 days. TDY instructional staff may lead HSI training if they have completed the IAQ process. TDY instructional staff may also be required to meet additional standards related to ongoing training required of permanent instructors if they remain assigned to the HSI Academy beyond 365 days.

3.18 TDY Support Instructors

TDY support instructors are TDY staff designated to provide support during training of firearms, control tactics, building-entry tactics, or integrated labs and practical exercises, who are not normally required to complete IDC, BIC, or LEITP but who maintain current certifications for those specialties. TDY support instructors are not required to complete the IAQ process, but, as a result, they may not be lead instructors or instruct without a qualified instructor present. (Note: See Chapter 9 of this Handbook for more information on the role of support instructional staff.)

3.19 Trainee

A trainee is an individual in an HSI GS-1811 series position attending a Basic Training Program such as CITP or HSISAT.

3.20 (b) (7)(E)

The (b) (7)(E) (b) (7)(E) is an electronic system used by HSI and other agencies to maintain and document various training activities. (b) (7)(E) is ICE's system of record for employee training and preserves these records in accordance with ICE's training record retention requirements.

3.21 Training Review Board

The Training Review Board (TRB) reviews cases in which an employee is requesting a training waiver or seeking to address individual or unique training issues, in order to ensure that an impartial and consistent review process exists to address special training-related circumstances.

3.22 Use of Force Incident Review Board

The Use of Force Incident Review Board, comprised of certified firearms and tactics personnel, reviews questionable or egregious use of force incidents, including "failure to act" incidents, as

well as other trainee conduct and/or performance issues in firearms and tactical areas. (Note: This is different from the Firearms and Use of Force Incident Review Committee described in ICE Directive 19009.2, Firearms and Use of Force, and its accompanying Firearms and Use of Force Handbook, both dated August 2, 2021, or as updated.)

Chapter 4. AUTHORITIES/REFERENCES

- A. Public Law (Pub. L.) 95-521, 92 Statutes at Large (Stat.) 1824 - 1867, Ethics in Government Act of 1978, enacted October 26, 1978.
- B. Pub. L. 101-194, Ethics Reform Act of 1989, 103 Stat. 1717, enacted November 30, 1989.
- C. Pub. L. 113-283, Federal Information Security Modernization Act of 2014 (as codified under Title 44, United States Code (U.S.C.), Chapter 35, Subchapter II, §§ 3551 - 3559), or as amended.
- D. Executive Order (EO) 12674, Principles of Ethical Conduct for Government Officers and Employees, dated April 12, 1989, and as modified by EO 12731, dated October 17, 1998, or as further updated or modified.
- E. EO 13513, Federal Leadership on Reducing Text Messaging While Driving, dated October 1, 2009, or as updated.
- F. 17 U.S.C. §§107 and 108, Limitations on Exclusive Rights.
- G. Title 5, Code of Federal Regulations (C.F.R.), Part 2635, Standards of Ethical Conduct for Employees of the Executive Branch.
- H. 41 C.F.R. Part 300, Federal Travel Regulations.
- I. Department of Homeland Security (DHS) Policy 4300A, DHS Sensitive Systems Policy, dated July 27, 2017, or as updated.
- J. DHS Directive 11042.1, Safeguarding Sensitive But Unclassified (For Official Use Only) Information, dated January 6, 2005, as amended by DHS Instruction 121-01-014, Access to “For Official Use Only” (FOUO) Information by the Private Sector, Foreign Governments, International Organizations, and Foreign Non-Governmental Individuals, dated July 7, 2014.
- K. ICE Policy 1031.1, Financial Responsibility for Damage to ICE Academy Government Vehicles by ICE Academy Trainees or Detailees, dated November 1, 2012, or as updated.

- L. ICE Policy 19009.2, Firearms and Use of Force, and its accompanying Firearms and Use of Force Handbook, both dated August 2, 2021, or as updated.
- M. ICE Policy 2015.1, Evacuation-Related Procedures During Disasters or Other Emergencies, dated July 10, 2019 or as updated.
- N. ICE Directive 1038.1, Employee Exit Clearance Process, dated October 25, 2013, or as updated.
- O. ICE Directive 1022.1 (former number: 1-15.0), Table of Offenses and Penalties, dated December 8, 2006, or as updated, and its accompanying ICE Guidance to Offenses and Penalties – Guidelines and Instructions on Use of the Table of Offenses and Penalties.
- P. ICE Directive 4003.2, Safeguarding Law Enforcement Sensitive Information, dated May 20, 2014, or as updated.
- Q. ICE Purchase Card Procedures Manual, dated October 1, 2018, or as updated.
- R. HSI HB 20-02, Basic Training Handbook, dated April 20, 2020, or as updated.
- S. FLETC Directive and Manual (FD/FM) 67-31, Fraternalization Between Center Staff and Students, dated December 10, 2014, or as updated.
- T. FD/FM 67-92.A, Heat Stress Guidance, dated October 29, 2018, or as updated.
- U. FD/FM 70-09, Occupational Safety and Health Program, dated June 28, 2019, or as updated.
- V. FD/FM 70-09.C, Severe Weather Notification and Response, dated May 5, 2018, or as updated.
- W. FD/FM 70-09.F, Hurricane Response Plan, dated August 19, 2019, or as updated.
- X. FD/FM 71-01, Physical Access Controls, dated April 17, 2018 or as updated.
- Y. FD/FM 71-11, Building/Area Security and Access, dated December 28, 2012 or as updated.
- Z. FD/FM 71-13, Continuity of Operations Program, dated July 11, 2019 or as updated.
- AA. FD/FM 500-07, Chemical Agents, dated August 28, 2007 or as updated.
- BB. National Archives and Records Administration (NARA) Records Schedule DAA-0567-2015-0009, Disposition of ICE Training Records, approved December 1, 2016, or as updated or superseded.

CC. FLETA Procedures and Standards Manual, dated November 29, 2018, or as updated.

Chapter 5. RESPONSIBILITIES.

5.1 Executive Associate Director, Homeland Security Investigations

The Executive Associate Director of HSI is responsible for the oversight of the policy and procedures in this Handbook.

5.2 Assistant Director, Countering Transnational Organized Crime

The Assistant Director, CTOC, is responsible for overseeing the implementation of the provisions of this Handbook within HSI.

5.3 Deputy Assistant Director, Investigative Services Division

The Deputy Assistant Director (DAD), ISD, is responsible for the implementation of the provisions of this Handbook within HSI.

5.4 Division Chief, HSI Academy

The Division Chief, HSI Academy, is responsible for developing and disseminating this Handbook and monitoring compliance with the policies and procedures in it.

5.5 Unit Chiefs, HSI Academy

The Unit Chief, Basic and Advanced, Tactics and Physical Training Operations, and the Unit Chief, Firearms, Administration and International Training Operations, are responsible for the direction of all HSI Academy basic training in compliance with this Handbook.

5.6 Section Chiefs, HSI Academy

The Section Chiefs, HSI Academy, are responsible for first-line supervisory oversight of HSI Academy staff.

5.7 HSI Academy Staff

HSI Academy staff are responsible for complying with the provisions of this Handbook.

Chapter 6. HSI ACADEMY STRUCTURE

6.1 Introduction

The HSI Academy is responsible for meeting the training needs of HSI law enforcement employees through basic, advanced, in-service, and international training programs that serve the demands of a wide variety of occupational series, as well as foreign and domestic HSI TFOs.

6.2 HSI Academy Directives, Policies, and Procedures

This Handbook provides the policies, procedures, and requirements necessary for HSI Academy operations. New HSI Academy personnel must acknowledge, via the Acknowledgement of Receipt of Policy Documents (Appendix A), that they have reviewed this Handbook and other applicable policies within 30 calendar days of reporting to the HSI Academy. An HSI Academy manager will also sign the document, which will be provided to the responsible HSI Academy Program Manager. (Note: A validated copy of this Acknowledgment will be provided to the FLETA Coordinator who will be upload it to the employees' electronic files in (b) (7)(E)

6.3 DHS, ICE, and HSI Mission

DHS Mission
With honor and integrity, we will safeguard the American people,
our homeland, and our values.

ICE Mission
To Protect America from the cross-border crime and illegal
immigration that threaten national security and public safety.

HSI Mission
To investigate, disrupt, and dismantle terrorist, transnational, and
other criminal organizations that threaten or seek to exploit the
customs and immigration laws of the United States.

6.4 HSI Academy Mission, Vision, Core Values, and Goals

6.4.1 HSI Academy Mission

The Mission of the HSI Academy is to provide basic and advanced training to HSI SAs, TFOs, and other law enforcement personnel in order to provide HSI employees and their law enforcement partners with the knowledge, skills, and abilities essential to HSI's national security and law enforcement mission.

6.4.2 HSI Academy Vision

The Vision of the HSI Academy is to prepare agency personnel for the rigors of their duties by providing:

- A. A safe, respectful, and healthy working environment conducive to learning;
- B. Training that is conducted thoroughly, safely, legally, and professionally; and
- C. An atmosphere of fraternity, pride, and mission orientation.

6.4.3 HSI Academy Core Values

The Core Values of the HSI Academy are:

- A. Innovation;
- B. Commitment;
- C. Education; and
- D. Achievement.

6.4.4 HSI Academy Goals

The Goals of the HSI Academy are to:

- A. Establish and maintain standards for HSI Academy training programs and curricula;
- B. Achieve and maintain accreditation of training programs through the FLETA process; and
- C. Provide training and education that prepare graduates to efficiently and effectively perform their duties in the field.

Chapter 7. FLETC FACILITIES SECURITY AND ACCESS

7.1 Restricted Site Access

FLETC is closed to the public. Admission to FLETC is limited to authorized individuals with either DHS or approved FLETC identification. HSI Academy staff, visiting instructors, and Academy guests must display DHS or approved FLETC identification to access the facility or when requested by FLETC Security. Access to the FLETC facility is governed by FD/FM 71-01, Physical Access Controls, dated April 17, 2018, or as updated.

HSI employees permanently assigned to the HSI Academy, TDY employees, and HSI contractors with a valid Personal Identity Verification (PIV) card will be granted FLETC access for the duration of their assignment via an email, with an attached FLETC Access Request Worksheet, from an HSI Academy manager to the FLETC Office of Security and Professional Responsibility (OSPR).

Children and any other unauthorized visitors are prohibited from HSI Academy sites. The Division Chief, HSI Academy, or designee, can grant advance written permission in the following circumstances:

- A. Visitors on an approved tour of the HSI Academy and/or FLETC facilities; and
- B. Official visitors on U.S. Government business.

In the case of child care emergencies, the employee's assigned Section Chief must be notified immediately. Liberal leave can be authorized in such circumstances. Alternatively, permission for children to be at the HSI Academy may be granted for up to two hours while appropriate arrangements are made. The child is restricted to the employee's office space and must remain under the employee's direct supervision at all times.

Visitors who are not HSI employees or who are not law enforcement officers, even if employed by HSI, and children are not allowed in the following areas when trainees are present without approval from the Division Chief, HSI Academy:

- A. Firing ranges;
- B. Scenario-based training areas;
- C. Non-lethal training ammunition areas;
- D. Mat rooms;
- E. Practical exercise venues; and
- F. Driver training areas.

Visiting foreign nationals must always be escorted by a staff member of the HSI Academy who has completed FLETC foreign escort training, as foreign nationals have limited access to specific areas of the FLETC campus.

(Note: All staff, trainees, and visitors to the FLETC facility are subject to video and audio surveillance.)

7.2 ID Badges

HSI Academy employees who are new to the agency must obtain a PIV card prior to arrival or upon hire at the HSI Academy. Existing HSI employees should bring their PIV card with them when they report to the HSI Academy. All employees and contractors must present a valid PIV card to OSPR at the Visitor's Center to be granted access to FLETC. Any individual without a PIV card must complete a FLETC Form FTC-SEM-Z and is subject to a criminal background investigation prior to being granted access to FLETC.

7.3 Vehicles

Vehicles entering the facility must be properly registered with FLETC. Vehicles should not be parked in unauthorized locations. Vehicles are subject to search by FLETC Security.

7.4 Building Access

In accordance with FD/FM 71-11, Building/Area Security and Access, dated December 28, 2012, or as updated, building/area security is a responsibility of FLETC. HSI Academy employees are responsible for ensuring that assigned buildings, areas, and security interests are secured at the end of the day. The HSI Academy property custodian is accountable for all assigned keys and combinations to prevent unauthorized access.

Keys for HSI Academy buildings are issued by FLETC or by the HSI Academy property custodian and are recorded on employee property cards. Staff members generally are issued personal office keys and building keys/access. Supervisory permission is required for the issuance of some classroom keys/access.

Trainees are not permitted access to HSI Academy office buildings before 0700 hours and after 1900 hours during the work week unless escorted by a staff member. Staff members should ensure that they are present if trainees are required to be in the building outside of these hours. HSI Academy buildings are typically locked throughout the weekend and holidays. Trainees must also be escorted by staff during weekends and holidays if they are granted access to HSI Academy buildings.

7.5 Firearms

HSI Academy personnel shall comply with all FLETC and HSI Academy guidelines regarding firearms and other deadly weapons as appropriate. Unless authorized by FLETC, firearms and weapons shall not be brought on to the FLETC campus without prior written consent of the agency deciding official. FLETC reserves the right to ban personnel from the center who do not comply with FLETC guidelines.

Chapter 8. MANDATORY TRAINING FOR NEW ACADEMY PERSONNEL

8.1 Introduction

All HSI employees and contractors are required to complete a series of initial and annual training courses. This ensures a common, fundamental understanding of DHS, ICE, and HSI-specific missions, guiding principles, policies, and expectations of employees. Other training may be required by Federal law, ICE policy, or individual HSI programs.

8.2 New Employee Orientation

New Employee Orientation is a multi-tiered program that begins upon the employee's official selection and acceptance of a position (pre-arrival) and continues through the first month on the job. New Employee Orientation provides employees new to HSI with general information regarding HSI, Federal employment, employee benefits, and integrity awareness, among many other topics. If employees are new to ICE, they will complete the New Employee Orientation program within one month of entering on duty (EOD).

8.3 ICE General Ethics and Other New-Hire Training

All ICE employees must complete one hour of ethics training within three months of hire. The ICE New Employee Ethics Orientation course introduces Government ethics rules, also known as Standards of Conduct, and is available on the DHS (b) (7)(E) (b) (7)(E). This course meets the requirements of 5 C.F.R. § 2638.304, U.S. Office of Government Ethics regulations.

Employees new to ICE are also required to complete additional new-hire training courses, such as the Information Assurance Awareness Training Program and the Prevention of Sexual Harassment. These courses are also available in (b) (7)(E).

8.4 HSI Academy Orientation

Most employees who are assigned to the HSI Academy have been an HSI employee in a field office and/or Headquarters (HQ) element. This section focuses on employees new to the HSI Academy but not new to HSI. It will be assumed that these HSI Academy employees have participated in the general ICE New Employee Orientation and need to participate only in the HSI Academy Orientation.

Pre-Arrival: All personnel reporting to the HSI Academy will be provided an HSI Academy Welcome Packet prior to EOD. Welcome packets will be prepared and sent by the HSI Academy Mission Support Specialist upon receipt of new Academy employee information from HSI Academy managers. The packet, which may be sent either electronically or by mail, will include, but will not be limited to:

- A. A Welcome Letter from the Division Chief, HSI Academy;
- B. Information regarding the local area and FLETC;
- C. Information regarding obtaining access to FLETC;
- D. Instructions for obtaining new employee forms and information online on ICE's public website (b) (7)(E) under the "Before You Report" tab);
- E. A copy of this HSI Academy Staff Handbook; and
- F. A copy of the HSI Basic Training Handbook.

HSI employees transferring to the HSI Academy from another office will be required to update their employee address information through the National Finance Center (b) (7)(E) and ensure that administrative profiles for (b) (7)(E) and other systems are likewise transferred as applicable upon arrival.

First Week: New HSI Academy employees will report to their immediate supervisor on their first day at the Academy. Immediate supervisors will be responsible for ensuring that new HSI Academy employees complete all required activities. Supervisors will ensure that the administrative procedures included in the New Employee Checklist and the Instructor Qualification Program (if applicable) are completed. Income tax forms for the appropriate state, and required changes to the Federal Employees Health Benefits program, must be completed after EOD to the HSI Academy.

8.5 HSI Academy Orientation Topics

HSI Academy managers are responsible for ensuring that all new employees receive an orientation within one month after arrival. The HSI Academy Orientation is provided by the responsible Program Manager or another member of the management team. The HSI Academy Orientation includes a presentation and overview of required training documentation. The following information is provided to HSI Academy Orientation participants:

- A. Facility security access and identification badge requirements;
- B. The DHS, ICE, HSI, and HSI Academy missions;
- C. The HSI Academy vision and core values;
- D. Organizational structure including the chain of command and/or supervision;
- E. Training sites and building information;

- F. Code of conduct policies, identification of inappropriate behavior for training staff, trainees, and their visitors, and consequences of prohibited conduct or activities (Note: See Chapters 12-14 and 22 of this Handbook for conduct-related information.);
- G. Safety, fire, and emergency policies and procedures (Note: See Chapters 15-17 of this Handbook for safety and emergency information.); and
- H. Confidentiality.

New HSI Academy employees who have been selected as instructors will receive information on instructor-related topics such as the HSI IAQ process. Additional topics may be included at the direction of the Division Chief, HSI Academy, but, at a minimum, the orientation must include all topics listed on the New Employee Checklist.

Each Section Chief is responsible for ensuring that New Employee Checklists are completed, and that a copy is submitted to the responsible Program Manager. The documents will be uploaded to the employee's electronic file in (b) (7)(E)

Chapter 9. HSI ACADEMY INSTRUCTOR ASSESSMENT AND QUALIFICATION PROGRAM

9.1 Overview

The HSI Academy is responsible for providing the highest quality training to the HSI workforce. HSI instructional staff must possess the technical knowledge, experience, and developmental and instructional skills required to fulfill their assigned duties. Competence for full-time and part-time instructional staff is documented and maintained through the IAQ requirements. The purpose of the IAQ is to ensure that HSI Academy training is developed and delivered by high-quality instructors who meet the most current criteria for instructional excellence in their respective fields.

However, due to the needs of the HSI Academy, it is not financially or operationally feasible to require that all instructional staff complete the IAQ requirements. Therefore, instructional staff are broken down into five classifications:

- A. Permanent instructional staff will complete IDC or LEITP and the IAQ requirements. Failure to complete the IAQ process may result in reassignment to an HSI field office.
- B. TDY instructional staff will complete the BIC and the IAQ requirements before they may lead or instruct independently. Alternatively, TDY instructors may complete the IDC or another FLETA-accredited basic instructional skills course such as LEITP. Failure to complete the IAQ process may result in termination of the TDY.

- C. TDY support instructional staff should never lead instruction or independently provide instruction. These are TDY staff members designated to provide support during firearms, control tactics, entry level tactics, and/or integrated labs and practical exercises. During training activities, an HSI Academy qualified instructor must be present. Support instructors will complete the BIC, or an instructional course specific to their area of instruction (for example, the Firearms Instructor (FI), Defensive Tactics Instructor (DTI) or Special Response Team (SRT) training provided at Fort Benning), but do not have to complete the IAQ requirements. FI, DTI, and SRT support instructors must have current certifications.
- D. Guest instructors are individuals who possess subject matter expertise documented in the training materials and who provide instruction on specific material, but who may not teach independently. During training activities that are provided by the HSI Academy, an HSI Academy qualified instructor must be present.
- E. Rehired annuitant instructional staff are utilized to supplement needed skillsets. These staff members must have the necessary training certifications for any subject area taught and may function as support staff, or lead training if they have completed the IAQ process. Failure to meet requirements for the position may result in the position being revoked.

All instructors ***must be qualified prior to conducting independent instruction***. The following are the IAQ requirements that qualified instructors must successfully complete:

- A. The IDC or LEITP, for permanent instructional staff;
- OR
- B. The HSI BIC for temporary instructional staff not used in an exclusively support role;
- C. At least one teaching observation (documented on the Instructor Mentor Record); and
- D. At least one successful supervised teaching assignment (recorded on the HSI Academy Instructor Performance Checklist with the Initial Assessment box at the top of the page checked and documented on the Instructor Mentor Record).

9.2 Mentoring

All newly assigned HSI Academy permanent instructional staff, rehired annuitants, and TDY instructional staff will be paired with an experienced and qualified instructor who will serve as the new instructor's training mentor. The role of the mentors is to informally guide, support, and coach the new instructors in obtaining the technical knowledge, experience, and developmental and instructional skills required to fulfill their assigned duties during the instructors' early months as instructors. The mentors also may provide feedback on the new instructors' progress and may participate in the supervised teaching assignment(s) of the new instructors. Supervisors ensure that documentation of mentoring activities is completed using the Instructor Mentoring

Record. The mentor will sign the Instructor Mentoring Record when the permanent or temporary instructor has completed all the requirements for the HSI IAQ. A copy of the completed and signed Instructor Mentoring Record will be provided to the responsible Program Manager for archival and assignment of ^{(b) (7)(E)} certifications.

9.3 Teaching Observation

After successfully completing the IDC, LEITP, or BIC as applicable, and beginning work with the assigned mentor, an instructor must observe the teaching of a qualified instructor. This allows the new instructor to observe teaching styles and the application of subject matter expertise, and to gain a greater understanding of the curriculum.

New instructors must complete as many observations as is necessary to feel comfortable with the curriculum with at least one observation documented on the Instructor Mentoring Record. Supervisors may require additional observations if the new instructor will teach multiple subject areas or at the recommendation of the mentor.

9.4 Supervised Teaching

After completing the required teaching observations and completing appropriate rehearsals using lesson plans and applicable training materials/media, permanent and temporary instructors must satisfactorily complete at least one supervised teaching assignment documented on the HSI Academy Instructor Performance Checklist with the Initial Assessment box at the top of the page checked. The instruction must include all the major elements on the checklist, follow the established lesson plan, utilize the actual course materials prescribed for the course, and address the established objectives in the lesson plan(s). The teaching assignment may be supervised and documented by any GS-14, GS-15, the assigned mentor, or an IAQ qualified permanent instructor assigned to the HSI Academy for at least the prior six months. This initial supervised teaching must be documented using the HSI Academy Instructor Performance Checklist with the Initial Assessment box at the top of the page checked and recorded on the Instructor Mentoring Record.

The supervised teaching assignment can be accomplished in an actual instructional setting with trainees or as a unique event being held for the supervised teaching purpose. In all cases, the instructor must be observed and assessed while instructing a lesson that is a part of the program area in which the individual will be teaching. The observing staff must provide feedback and a review of the documentation immediately after the completion of each supervised instruction session in the presence of the immediate supervisor.

Additional observers may include the mentor, another IAQ qualified instructor, or an instructional systems designer. There should be no more than three people observing and/or documenting the supervised teaching assignment. If three people will observe and document, one evaluator will assess the instructor's adherence to the HSI-approved instructional format and lesson plan, the second will focus on the instructor's delivery elements, and the third will focus on the instructor's mastery of the subject matter.

The HSI Academy Instructor Performance Checklist, completed during the supervised teaching assignment, will be signed by the instructor being evaluated, the evaluator, and the instructor's immediate supervisor. The document will be provided to the responsible Program Manager for archival and assignment of ^{(b) (7)(E)} certifications. These informal assessments are not part of an employee's formal evaluation.

To be qualified as an HSI Academy Instructor, the instructor must receive a rating of Satisfactory or higher. A Needs Improvement (NI) rating on any single evaluation item will require a reevaluation within 90 calendar days of the instructor assessment. Failure to receive at least a Satisfactory rating may result in staff who have transferred to the HSI Academy being transferred to a field office, a rehired annuitant's position being revoked, or TDY instructors being returned to their home office.

9.5 Instructor Assignments

Prior to EOD or upon arrival at the HSI Academy, all instructors will complete the Instructor Assignment List (IAL) and note the HSI programmatic areas, specialty knowledge areas, and general knowledge areas that they feel qualified to instruct. Instructors will provide this document to their Section Chiefs and/or to designated Program Managers. Instructors must complete the IAL in full regardless of their assignment at the HSI Academy.

Based on the IAL selections and comments, the instructors' Section Chief or a Program Manager will determine which topics each instructor is qualified to teach. The topics assigned should be based on the instructors' expertise. Section Chiefs or Program Managers may recommend instructors for all lessons or topics that make up a program in which they will teach or recommend approval only for specific lessons or topics, based on the expertise of the instructors and the needs of the program. The Section Chief or Program Manager may elect to use a progressive process of topic approvals in which additional topics are added to the instructors' approved list as the instructors attain experience and confidence in the subject area.

9.6 Sustainment of Qualification

HSI Academy Instructor qualification remains in effect for one year. All permanent instructors and rehired annuitants will be observed and assessed by staff as noted in Section 9.4 in the classroom or in a similar setting annually. TDY instructors who have departed the Academy and returned after an absence of one year or more will be required to be observed and assessed by staff as noted in Section 9.4 in the classroom or a similar setting before being allowed to resume independent instruction.

The assessment will be documented on the HSI Academy Instructor Performance Checklist with the Annual Evaluation box at the top of the page checked. The supervisor may address the results of the assessment during a performance feedback session. To remain qualified as an HSI Academy Instructor, the instructor must receive a rating of Satisfactory or higher. As with an initial certification, a rating of NI on any single evaluation item will result in reevaluation within 90 calendar days of the instructor assessment. Failure to receive at least a Satisfactory rating

may result in staff who have transferred to the HSI Academy being transferred to a field office, or TDY instructors being returned to their home office.

A copy of each completed HSI Academy Instructor Performance Checklist will be signed by the instructor being evaluated, the evaluator, and the instructor's immediate supervisor and then forwarded to the responsible Program Manager for archival and (re)assignment of ^{(b) (7)(E)} certifications.

HSI instructors also may receive informal evaluations. These evaluations may be used to assess performance as well as to identify areas requiring improvement. An example of an informal evaluation would occur when a supervisor or manager drops in unexpectedly on an instructor. If deficiencies are observed, the instructor will be provided with feedback and a remediation plan will be developed and documented to correct the deficiency. Supervisors and management are responsible for regularly ensuring that instructors maintain established competencies.

9.7 Continued Training and Professional Development

All permanent HSI Academy instructors, rehired annuitants, and TDY instructors at the HSI Academy for more than 365 days or for consecutive details totaling more than 365 days must be provided with opportunities to enhance, improve, and develop their teaching/training skills as well as their subject matter expertise. These activities must be documented on the HSI Academy Instructor Training and Development Record.

HSI has a responsibility to provide appropriate professional development for its HSI Academy instructors to maintain current expertise in the subject matter. This can be achieved by documented operational participation, field operation, or specialized training relative to their law enforcement expertise. Supervisors must complete and file documentation for each instructor participating in or completing these activities and forward the documentation to the responsible Program Manager for archival and (re)assignment of ^{(b) (7)(E)} certifications.

Additionally, instructors are required to pursue professional development opportunities related to teaching, training, or leadership each year. Professional development opportunities can include attendance at conferences, workshops, or seminars; participation in a course-specific continuing education workshop; participation in an instructional skills workshop; and self-paced training, such as DHS ^{(b) (7)(E)} or Skillsoft courses; as well as many other opportunities. Professional development must be properly documented in the electronic Standard Form (SF)-182 Form, Authorization, Agreement and Certification of Training, when there is an expenditure of funds.

In addition to the opportunities described above, programs designed to either remediate identified weaknesses or those designed to assist the instructor to achieve excellence also are considered as professional development. Professional development opportunities should also be discussed during mid-year and annual performance reviews and are included in any required Individual Development Plans. Each of these annual requirements will be documented on the HSI Instructor Training and Development Record and approved by the applicable supervisor. A copy of the completed document will be forwarded, along with supporting certificates or other

documentation of completion/attendance, to the responsible Program Manager for archival and (re)assignment of (b) (7)(E) certifications.

9.8 Required Instructor Certifications

For certain types of instruction, the HSI Academy requires current certifications beyond the initial HSI Academy IAQ for instructors who teach specialized or high-risk training (for example, firearms, defensive tactics, and SRT tactics). FLETC may also require additional FLETC-provided instructor certifications for those who instruct specialized or high-risk training. All required instructor certifications are documented in (b) (7)(E)

The HSI Academy Firearms, Tactics and Physical Training Section provides basic and advanced use of force (firearms, subject control, and tactics), physical fitness, and tactical medical training. Only staff members who meet the required firearms and/or tactics training certifications for HSI and/or FLETC may lead instruction of these courses in the HSI Academy basic and advanced training programs.

All applicable firearms or tactics certifications must be documented in (b) (7)(E) FLETC FI certifications must also be documented in the (b) (7)(E) (b) (7)(E) Certifications that are not in (b) (7)(E) upon an instructor's EOD must be provided to the responsible Program Manager for upload into (b) (7)(E) prior to EOD. As of the date of issuance of this Handbook, the ICE Office of Firearms and Tactical Programs (OFTP) accepts FLETC FI certifications as acceptable to meet ICE FI recertification standards provided that the FI had a valid ICE FI certification at the beginning of the FLETC FI training and provided firearms instruction at FLETC for at least 30 calendar days following FLETC FI certification. FIs must provide a copy of their FLETC FI certificates to OFTP for upload to (b) (7)(E) prior to providing any firearms instruction to HSI personnel other than HSI SA Trainees. (Note: OFTP does not recognize the FLETC Law Enforcement Control Tactics Instructor Training certification as meeting ICE Defensive Tactics Instructor recertification standards.)

9.9 Instructors Detailed to FLETC

HSI Academy instructors detailed to FLETC are required to complete FLETC-mandated instructor training. This may include FLETC's LEITP and, depending on the instructional assignment(s), may require additional certifications such as Firearms Instructor Training, Law Enforcement Control Tactics Instructor Training, Cardiopulmonary Resuscitation and First Aid, Physical Techniques Instructor, and Use of Force Instructor Training.

FLETC-detailed HSI Academy instructors who return to the HSI Academy as instructors must meet HSI Academy instructor qualifications prior to unsupervised instruction of HSI Academy trainees.

9.10 TDY Support Instructors, Guest Lecturers, and Contract Instructors

Guest lecturers, supporting instructional staff, and contract instructors are not required to complete the IAQ process; however, they are expected to adhere to HSI Academy policies in the

same manner as instructional staff assigned to the Academy. Contract instructors must meet the instructional and subject matter expertise included in the Statement of Work or Interagency Agreement. Guest lecturers and supporting instructional staff must meet the subject matter expertise requirements documented in the training materials.

However, contract instructors, guest lecturers, supporting instructional staff, or temporary instructors not exempted by memorandum or policy, who have not completed the HSI IAQ cannot be used as independent instructors in any HSI Academy Training Program. Therefore, a qualified instructor must be present during the delivery of instruction by guest instructors, contract instructors, supporting instructional staff, temporary instructors, or permanent instructors who have not successfully completed the IAQ requirements. This requirement does not apply to training programs that are not provided by the HSI Academy such as advanced training programs sponsored by an HSI HQ program that are merely held on the FLETC campus.

Contract instructors and guest lecturers should be used only as a last resort. The use of contract instructors for larger blocks of instruction also requires FLETC-specific documentation and authorization.

9.11 Process and Documentation of Instructor Qualifications

To streamline the process of orientation and qualifying permanent and temporary instructors, the following process will take place:



Supervisors and Program Managers are responsible for maintaining and securing the following documentation for HSI Academy instructors. The following documentation must be maintained and secured in ^{(b) (7)(E)} for all HSI Academy instructors as applicable to their status as permanent, TDY, support, rehired, etc.:

- A. Completion of IDC, LEITP, BIC;
- B. New Employee Checklist (documents the HSI Academy Orientation);
- C. Acknowledgement of Receipt of Policy Documents;

- D. Instructor Mentoring Record;
 - 1) Evidence of teaching observation recorded on the Instructor Mentoring Record,
 - 2) Initial supervised teaching recording on the Instructor Mentoring Record,
 - 3) HSI Academy Instructor Performance Checklist,
 - 4) For initial qualification, check the Initial Assessment box at the top of the Instructor Performance Checklist, and
 - 5) For annual requalification, check the Annual Evaluation box at the top of the Instructor Performance Checklist;
- E. HSI Academy Instructor Training and Development Record and supporting attachments (permanent, TDY, and rehired annuitants); and
- F. Documentation of specialized or high-risk training qualifications.

9.12 Instructor Certification Records

In accordance with NARA Disposition Authority Numbers DAA-0567-2015-0009-0010 and DAA-0567-2015-0009-0011, annual instructor certifications must be retained for at least seven years after the successful or unsuccessful, respectively, completion of the certification. Uploading all pertinent information to (b) (7)(E) and to (b) (7)(E) where appropriate, will allow for automated retention of these records.

9.13 Reciprocity of Qualification

For the purposes of FLETA-accredited courses delivered by HSI Academy staff, a staff member's qualification to lead instruction of one program would qualify the same staff member to lead instruction in others. For example, qualification to lead instruction of an HSISAT class also counts as qualification to lead instruction of BIC.

Chapter 10. DISSEMINATION OF SENSITIVE OR NEED-TO-KNOW INFORMATION

The HSI Academy safeguards and restricts access to sensitive information in accordance with ICE Directive 4003.2, Safeguarding Law Enforcement Sensitive Information, dated May 20, 2014, or as updated, and DHS Directive 11042.1, Safeguarding Sensitive But Unclassified (For Official Use Only) Information, dated January 6, 2005, as amended by DHS Instruction 121-01-014, Access to "For Official Use Only" (FOUO) Information by the Private Sector, Foreign Governments, International Organizations, and Foreign Non-Governmental Individuals, dated July 7, 2014.

Information is designated as sensitive when the release of information could cause harm to a person's privacy or welfare, adversely impact economic or industrial institutions, or compromise programs or operations essential to the safeguarding of national interests.

HSI Academy personnel and trainees must ensure that sensitive information (e.g., Law Enforcement Sensitive (LES), FOUO, etc.) not be disseminated in any manner (i.e., orally, visually, or electronically) to unauthorized personnel. Access to sensitive information is granted on a need-to-know basis. Where there is uncertainty as to employees' need-to-know, the holders of the sensitive information will request dissemination instructions from their immediate supervisor.

10.1 Security of HSI Academy Training Materials

To maintain the integrity of training programs, HSI Academy training materials are not to be released outside of the HSI Academy or CTOC without documented permission from the Division Chief, HSI Academy. Unapproved release of materials could result in providing an unfair advantage to one or more trainees or the possible compromise of LES information.

Training materials include lesson plans, books, brochures, job aids, handouts, workbooks, instructor guides, assessment activities, practical exercises, exams, presentation slides, videos, audio files, songs, samples, forms, or anything else viewed or heard by participants of a course to enhance the learning experience.

HSI Academy training materials may be used only for training in the designated program at the HSI Academy. They may not be used for on-the-job training or training programs other than those listed in the lesson plan, briefing, or activity documentation.

NARA Disposition Authority Number DAA-0567-2015-0009-0001 requires the retention of all training materials for 40 years after the course has been terminated or superseded. The HSI Academy is the record holder for all HSI Academy-delivered training courses.

10.2 Release of Training Materials Outside of the HSI Academy

From time to time, Academy training materials are requested by organizations external to the HSI Academy. Each request is considered and weighed against factors such as the need to know. Another factor to consider is that training materials are sequential in nature and may not make sense outside the Academy context. Third, some groups have obtained training materials, edited them without removing references to the HSI Academy, and then given the materials to a member of the public or released the materials in a way that reflects negatively on the agency. Lastly, the HSI Academy's close hold of training materials allows HSI to keep track of what is taught at the Academy, thus reducing the likelihood of outdated or incorrect training materials available within the agency.

To obtain training materials, the individual must submit the request via email to the Division Chief, HSI Academy, or to the Division Chief's designee. Authorized access is for the requestor only; the requestor may not release, duplicate, or distribute the training materials.

Chapter 11. TRAINING RECORDS

11.1 Trainee Records

Trainee records serve as a basis for training management decisions, historical reference, personnel decisions, and reporting inspections and audits. The HSI Academy retains electronic and non-electronic records. All training employee data, electronic or non-electronic, are stored in a DHS Certified and Accredited system or approved facility. The electronic system for records is the web-based (b) (7)(E) system that manages program curricula, trainee data, and training records for in-residence training of more than two days.

(b) (7)(E) provides users multiple access levels depending on operational functions and according to duties. Users of the system include training technicians, instructors, managers, accreditation personnel, and system engineers. System access to (b) (7)(E) is granted on a need-to-know basis in accordance with established DHS and ICE/HSI security policies. Users needing system access must submit a (b) (7)(E) Account Request Form to the (b) (7)(E) senior support analyst who assigns roles approved by the (b) (7)(E) Program Manager. This form can be obtained from either the (b) (7)(E) senior support analyst or the (b) (7)(E) Program Manager. Academy staff members are provided access to system functionalities based on HSI Academy assigned roles.

The operations and maintenance of (b) (7)(E) is the responsibility of the ICE Office of the Chief Information Officer (OCIO) Information Technology (IT) Project Manager. The information assurance and security of the system data, including trainee records, is the responsibility of the (b) (7)(E) Program Manager.

Completed law enforcement and non-law enforcement course trainee record retention is governed by NARA Disposition Authority Numbers DAA-0567-2015-0009-0003 and DAA-0567-2015-0009-0004, respectively. Both require retention of trainee records that document completion of law enforcement courses for 40 years after the fiscal year (FY) during which the course was offered. These include course schedules, critiques, class rosters, test scores, and other documentation pertinent to each course. Non-completed law enforcement course trainee records, in accordance with NARA Disposition Authority Number DAA-0567-2015-0009-0009, also require retention for 40 years after the end of the FY during which the course was offered. Class training file retention falls under NARA Disposition Authority Number DAA-0567-2015-0009-0012. These files consist of all records documenting training conducted at the Academy, including class rosters, bio sheets, schedules, sign-in sheets, testing and score sheets, evaluations, class photos, training agreements, and other related material. The required retention period for these records is seven years after the end of the FY in which the training was conducted. Items that could be classified under either are subject to the longer retention period.

For each training program, the following data must be entered into (b) (7)(E) to comply with records retention requirements. Additional information can be included if it is available and fits into (b) (7)(E) data entry requirements.

- A. Dates on which the program is conducted and actual dates and times when each segment of training occurs;
- B. Roster of participants for each iteration;
- C. Practical evaluations (if electronically available) and/or written examinations and keys;
- D. Verification that the trainee met all prerequisites for attending the training course;
- E. Exceptions or waivers requested or granted to the trainee; and
- F. Verification that the trainee successfully completed the training course.

The HSI Academy requires documentation for each iteration of a training program. Non-electronic class folders must contain any trainee records that cannot be stored in (b) (7)(E). Training divisions may continue to collect paper-based versions of electronic records. However, documentation must be completed the same way for each iteration of a training program. For example, class schedules reflecting the actual instructor, topic, and venue can be stored in (b) (7)(E) and in the non-electronic folder.

The following items previously required in the non-electronic folder are no longer required as long as an equivalent is stored in (b) (7)(E)

Class or Trainee Documentation	Required in (b) (7)(E)	Required in Non-Electronic Class Folder
A. <u>Schedule</u> —includes final schedule received from FLETC for the specific class with dates and location(s). The schedule will list all instructional personnel who taught each block of instruction (including guest, adjunct, contractor, and TDY personnel).	Yes (Scan as document)	No (optional)
B. <u>Roster</u> —includes official class roster from the HSI Academy Registrar with attrition information.	Yes	Optional
C. <u>Bios</u> includes biographic verification forms, emergency contact information, etc.	Optional as scanned document	Yes

Class or Trainee Documentation	Required in ^{(b) (7)(E)}	Required in Non-Electronic Class Folder
D. <u>Signature Sheets</u> —includes ALL acknowledgement pages that trainees are required to sign, such as the ICE Basic Training Student Acknowledgement.	Optional as scanned document	Yes
E. <u>Property</u> —includes scans of original property cards with information if trainees are issued property recorded on a property card. Originals are typically forwarded to the duty station.	No	Yes
F. <u>Fitness/Health</u> —includes medical documentation for injury and illness that occur during training— ONLY if trainees are seen by the health unit for health/medical-related concerns.	Optional as scanned document (<u>Note</u> : Confidential medical records must be kept in a separate file and be password-protected, or in a locked storage if a physical document.)	Yes
G. <u>Academic Probation</u> —includes served academic probation letters for failure on a written exam or practical examination with a copy of a trainee’s answer sheet or practical exercise grade sheet.	Yes	Yes
H. <u>Conduct</u> —includes any conduct records and/or corrective actions, either formal or informal. If a trainee is terminated from training due to conduct, the documentation should be maintained with the departure packet in the Departure tab.	Optional as scanned document	Yes
I. <u>Departures</u> —includes all trainee departure packets with HSI Academy Record of Trainee	Yes	Yes

Class or Trainee Documentation	Required in ^{(b) (7)(E)}	Required in Non-Electronic Class Folder
Departure, a scan of the signed and served official memorandum, and any supporting documentation relevant to the reason for termination from the training program.		
J. <u>Physical Training</u> —includes all Physical Abilities Assessments, Physical Efficiency Batteries, Physical Fitness Tests, and other physical fitness records with evidence of remedial or after-hours training.	Yes (Scan as document)	No (optional)
K. <u>Results of Electronic or Written Exams, Practical Exercises, Firearms Qualifications</u> —includes Practical Exercises and keys, written tests and keys, Practical Exercise records, and firearms qualifications. All passing scores of 100% will be recorded only in ^{(b) (7)(E)} Records pertaining to certifications obtained during a course (e.g., FI, IDC, etc.) can be scanned into ^{(b) (7)(E)}	Yes	No, with the following exceptions which should be maintained in the Non-Electronic Folder: <ul style="list-style-type: none"> • Practical Exercise and Pass/Fail exercise score sheets; • Firearms Qualification score sheet; • Written test failures (should be brought to the Training Technician).
L. <u>Graduation Packet</u> —includes documents pertaining to the preparation of graduation and the actual graduation ceremonies, as well as class standing verifications, graduation program, graduation certificates, commendation letters, and awards, etc.	Optional as scanned document	Yes

Class or Trainee Documentation	Required in ^{(b) (7)(E)}	Required in Non-Electronic Class Folder
M. <u>Critique</u> —includes completed class Level I questionnaires and reports stored in another electronic system, ^{(b) (7)(E)} If paper-based critiques are used, class folders cannot be archived until the Level I questionnaires or reports have been placed in the folder.	No Electronic critiques are distributed and stored in ^{(b) (7)(E)}	No, unless trainees complete paper-based critiques
N. <u>Closeout</u> —includes scanned documents related to graduation of a class. It also may include the End of Class Report and reports to the employee's Special Agent in Charge or Field Training Manager.	Optional as scanned document	Only if not scanned
O. <u>Miscellaneous Correspondence</u> —includes any scanned miscellaneous correspondence pertaining to a class or specific trainees such as any exceptions or waivers requested or granted (TRB and Use of Force Incident Review Board decisions).	Yes	No
P. <u>Travel</u> —includes documents related to travel arrangements for a specific class or travel itineraries, which are stored in another electronic system, ^{(b) (7)(E)}	No Available in ^{(b) (7)(E)}	No
Q. <u>Class Photo</u> —includes a scanned class photo, with the class coordinator or an alternate for every HSI Academy class.	Optional as scanned document	Yes
R. <u>FLETC Records</u> —includes scanned FLETC transcripts or other FLETC records.	Optional as scanned document	Yes

If a course maintains additional records that do not fall within one of the categories included above, additional records may be added to ^{(b) (7)(E)} or in a paper folder by adding tab(s) after the

FLETC Records tab. Additional tabs must be noted on the HSI Academy Class Folder Certification. For example, additional tabs may include Training Risk Assessment Worksheets and Transcript Requests unless they are scanned and included in (b) (7)(E)

After a class graduates, the Training Technicians will complete any required closeout procedures for (b) (7)(E) and the class folder and forward the class folder to the appropriate Section Chief for review. The Section Chief will complete the HSI Academy Class Folder Certification, noting any file content that is not applicable to a particular course. The document must be signed by the Section Chief and scanned into (b) (7)(E) or placed in the paper folder prior to archiving.

In order to ensure the protection of personally identifiable information, class records other than an emergency roster and class schedule should not be maintained by Class Coordinators in their office. These documents should be placed in the class folder as soon as they are received rather than being turned in to the training technicians upon graduation.

11.2 Computerized Training Record System Security

(b) (7)(E) provides role-based security for user system access. The level of security access to the system depends on operational functions and needs according to HSI Academy duties. Users of the system include training technicians, instructors, instructional designers, managers, and system administrators. Users needing system access must submit a (b) (7)(E) Account Request Form to the (b) (7)(E) senior support analyst who assigns roles approved by the OLCD (b) (7)(E) Program Manager and will be provided access to system functionalities based on Academy-assigned roles.

11.3 Sensitive Property Inventory and Records

HSI uses (b) (7)(E) to track certain sensitive items such as firearms. Training weapons are serialized items which are to be treated no differently than weapons issued for duty use. The ICE Firearms and Use of Force Handbook, dated August 2, 2021, requires that “[a]ll specified law enforcement assets must have accountability and lifecycle data recorded in (b) (7)(E) including acquisition, issuance, repair, transfer, loss, and destruction.”

Upon receipt, training weapons will be transferred to HSI Academy trainees, TDY instructors, and staff in (b) (7)(E) for the purpose of satisfying this policy requirement. HSI Academy trainees, TDY instructors, and staff must accept the transfer of the firearm in (b) (7)(E) immediately upon physical receipt of the weapon.

In instances when the recipient of the firearm does not have immediate access to (b) (7)(E) the HSI Academy will assign the firearm to the trainee using ICE Form G-504, Report of Property Shipped/Received, while the weapon remains assigned in the firearms inventory control system to the class coordinator or firearms instructor. Once the trainee has access to (b) (7)(E) the firearm will be assigned to the trainee in that system. Upon departure from the HSI Academy, trainees, TDY instructors, and staff will transfer training firearms back to the class coordinator or the HSI Academy FI via (b) (7)(E). Only once the training firearm is physically in the possession of the receiving individual will the automated transfer be accepted. All firearms inventories

must be completed in (b) (7)(E) by the assigned user and verified by a supervisor. If firearms are issued via Form G-504 during an inventory, the class coordinator or FI to whom those firearms are assigned in (b) (7)(E) must physically verify each firearm by serial number and complete the inventory.

Similarly, upon receipt, issued body armor will be transferred to HSI Academy trainees, TDY instructors, and staff in (b) (7)(E) for the purpose of satisfying this policy requirement. HSI Academy trainees, TDY instructors, and staff must accept the transfer of the firearm in (b) (7)(E) immediately upon physical receipt of the item.

Chapter 12. MISCONDUCT

12.1 Reporting Allegations of Misconduct

All incidents of reportable misconduct by ICE employees must be conveyed to the Joint Intake Center (JIC) at 1-877-(b)(6) (7)(C) (b)(6) (7)(C)@dhs.gov. Examples of conduct that require reporting include, but are not limited to, the following:

- A. Bribery;
- B. False statements;
- C. Workplace and domestic violence;
- D. Inappropriate associations;
- E. Disclosure/(b) (7)(E) misuse;
- F. Misuse of Government-Owned Vehicle (GOV) or credit card;
- G. Misuse of badge/credentials;
- H. Misuse of weapon;
- I. Violation of civil rights;
- J. Retaliation;
- K. Harassment;
- L. Theft;
- M. Misuse of property;
- N. Embezzlement;

- O. Narcotics offenses;
- P. Personal arrest; and
- Q. ANY criminal misconduct.

Federal laws and regulations prohibit retaliation against employees for reporting misconduct. For questions such as what constitutes reportable misconduct, contact the JIC Hotline or a supervisor for clarification. Any incidents of trainee or employee misconduct are also to be reported immediately through the HSI Academy chain of command to the Division Chief, HSI Academy.

In addition to the standards of conduct required of all HSI employees, HSI Academy staff must adhere to HSI Academy and facility rules and regulations. Violations by HSI Academy staff will be addressed by the employee's supervisor and in accordance with applicable policy. Trainee violation of these rules will result in a corrective action ranging from a verbal caution, up to, and including, dismissal from training. Corrective actions are administrative measures, not disciplinary or adverse actions such as suspensions or removal from federal service. Any responsible HSI Academy instructor or supervisor can deliver corrective actions to trainees in oral or written form depending on severity; however, the instructor or supervisor should ensure that the involved trainee(s)' class coordinator, as well as the Basic Training Section Chief and/or Program Manager are briefed on corrective actions.

It is the policy of HSI to conduct an administrative inquiry into alleged non-criminal employee misconduct defined in ICE Directive 1022.1 (former number: 1-15.0), Table of Offenses and Penalties, dated December 8, 2006, or as updated, and its accompanying ICE Guidance to Offenses and Penalties – Guidelines and Instructions on Use of the Table of Offenses and Penalties. In the event that an incident or allegation of misconduct involving an ICE employee does not involve criminal behavior or serious misconduct, the Office of Professional Responsibility (OPR) forwards information regarding the incident or allegation directly to the HSI Academy Division Chief for resolution. If OPR or the Division Chief finds a violation of personal conduct requirements, the Trainee Honor Code, or other law, rule, or regulation, the trainee may be dismissed from training and/or subject to disciplinary or adverse action.

The ICE Employee and Labor Relations in the Office of Human Capital (OHC) is responsible for providing employees, trainees, and supervisors with information and guidance regarding disciplinary actions, employee grievances and appeals, and applicable regulations, legislation, and bargaining agreements.

12.2 Anti-Harassment Policy

HSI is committed to creating a positive work environment that promotes growth and allows all employees to perform their jobs free of harassment of any kind. HSI prohibits harassment based on race, color, religion, sex (including sexual orientation, pregnancy, gender identity and gender

expression), national origin, age, disability, reprisal, political affiliation, parental status, and protected genetic information.

Harassment is defined as unwelcome verbal or physical conduct based on one of the protected bases set forth above. Harassment includes, but is not limited to, repeated derogatory slurs, stereotypes, or generalities that lump one group together and denigrate them; racial or ethnic jokes; and displaying paraphernalia of racial hate groups. Conduct violates Federal law when:

- A. The conduct interferes with an individual's work performance or creates an intimidating, hostile, or abusive work environment; or
- B. An employment decision affecting the employees is based on the employees' acceptance or rejection of such conduct.

HSI prohibits any kind of harassment and considers it misconduct whether or not it amounts to a violation of Federal law. Employees who believe that they have witnessed or been subject to harassment of any kind or severity based on the protected bases set forth in the first paragraph must promptly report it to:

- A. The ICE OPR JIC by phone at (b)(6) (7)(C) (toll-free) or by e-mail at (b)(6) (7)(C)@dhs.gov; or
- B. The nearest ICE OPR Field Office; or
- C. The DHS Office of the Inspector General at 1-800-323-(b)(6) (7)(C)

In addition to, but not instead of, reporting the misconduct to these entities, employees also may file an Equal Employment Opportunity (EEO) complaint, if applicable. Those who elect to pursue an EEO complaint must contact the EEO Office within 45 calendar days of the alleged discriminatory event at (202) 732-(b)(6) (7)(C).

Employees who complain of harassment or provide information related to such complaints will be protected against retaliation. The confidentiality of harassment complaints will be protected in accordance with applicable rules and regulations. All allegations will be investigated promptly, thoroughly, and impartially. If it is determined that harassment has occurred, immediate corrective action will be taken.

12.3 Consequences of Prohibited Behavior

Misconduct will be handled in accordance with ICE policy, including, but not limited to, ICE Directive 30012.2, Disciplinary and Adverse Action, December 3, 2019, or as updated; ICE Directive 1022.1, Table of Offenses and Penalties, dated December 8, 2006, or as updated; and ICE Directive 1033.1, Employee Code of Conduct, August 7, 2012, or as updated.

Chapter 13. FRATERNIZATION

The public, staff, trainees, and contractors have the right to expect that decisions, in appearance and actuality, will be based on professionalism and impartiality. This includes personnel who are in a position to influence the evaluation of trainees or whose activities might present an appearance of impropriety reflecting on the HSI Academy.

13.1 Fraternization Policy

All DHS employees are responsible for adhering to DHS ethics. All employees and trainees located on the FLETC campus also must adhere to FD/FM 67-31, Fraternization Between Center Staff and Students, dated December 10, 2014, or as updated.

All personnel at the HSI Academy are responsible for maintaining high standards of integrity, impartiality, and conduct to ensure effective performance of the duties and responsibilities of the Academy and maintenance of public trust. Fraternization and other inappropriate trainee/staff relationships violate those standards. All incidents of fraternization or other inappropriate trainee/staff relationships must be reported to the Division Chief, HSI Academy, who will ensure that the matter is referred to the appropriate supervisory level for investigation, corrective action, and/or resolution.

Each manager, supervisor, and employee is responsible for ensuring that all employees and trainees know the HSI Academy policy regarding fraternization and inappropriate trainee/staff relationships, and that they also understand its application. Managers and supervisors are further responsible for taking appropriate administrative and/or disciplinary action upon determining that any trainee/staff relationship is contrary to the provisions of HSI Academy policy.

Persons involved in or contemplating trainee/staff relationships are strongly encouraged to seek counseling from their supervisory chain to resolve any potential conflict with this policy as quickly as possible. Personnel must, however, recognize their responsibility to avoid inappropriate trainee/staff relationships and be aware that the cessation or deferral of a personal relationship frequently will be the appropriate way to resolve a conflict with this policy. If covered relationships appear to be developing between staff members and trainees, the involved parties shall cease any behavior that continues or appears to continue the further development of an inappropriate relationship. The individuals must defer any personal relationships until after the trainees complete their training and depart the HSI Academy.

13.2 Reporting Incidents of Fraternization

All incidents of inappropriate fraternization will be reported to the appropriate officials (Supervisors/Program Managers/FLETC Program Specialists/Class Coordinators) as soon as possible for referral and corrective action/resolution. Any person notified of allegations of inappropriate fraternization must then report the allegation through the appropriate supervisory chain.

Managers, supervisors, or coworkers who are aware of, but fail to report, inappropriate fraternization may be subject to discipline.

13.3 Requesting Exceptions

Staff members occasionally encounter situations when family members, former co-workers, or close friends are attending training programs. In these situations, the HSI Academy will be as accommodating as possible without allowing the integrity of training to be compromised.

Supervisors should evaluate all requests for a limited special written exception on a case-by-case basis. Accordingly, the following procedures will apply when staff members seek to socialize with trainees they are instructing who are family members, former co-workers, or friends with whom they have a pre-existing relationship.

To receive a limited special written exception to socialize with a trainee, employees must make a written request (via email or memorandum) to their direct supervisor.

In the written request, employees must inform their supervisor of the following:

- A. The trainee's class number or another identifier;
- B. The employee's position in relation to the trainee's class (e.g., instructing in the class, practical exercise facilitator, Class Coordinator, etc.);
- C. The employee's past and current relationship with the trainee; and
- D. The specific occasion for which the employee is seeking the exception (e.g., to go out for dinner, etc.).

In response to the written request, supervisors will respond in writing to employees either approving the request or denying the request.

Chapter 14 DRESS CODE AND GROOMING STANDARDS FOR HSI ACADEMY PERSONNEL

The HSI Academy expects that employees will maintain the highest standards of personal conduct, decorum, and discipline. Accordingly, the following dress code and grooming standards are established to promote a positive image of the agency and its employees, clarify Academy policy, maintain discipline and esprit de corps among Academy personnel, and instill pride in oneself and the agency. The following standards set forth in this policy apply to all HSI Academy personnel including managers, course developers/instructors, and administrative staff. *The 'uniform of the day' is based on an individual staff member's daily assignment (except for the physical training uniform). Staff members who are not assigned to instruct should follow the approved classroom uniform. (See Section 14.1.)*

14.1 Approved Classroom Uniform

The following are approved for classroom instruction. Note that regardless of assignment at the HSI Academy, these are the approved classroom uniforms (i.e., an instructor primarily assigned to control tactics who is teaching, evaluating, or assisting in a classroom-only block of instruction will wear the approved classroom uniform).

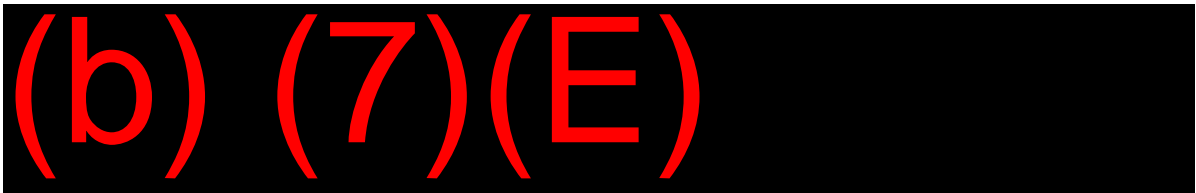
A. Business Dress:

- 1) Men: Suit or blazer and slacks with long sleeve dress shirt and tie. Conservative dress shoes and coordinating dress belt.
- 2) Women: Pant or skirt suit, dress and blazer, or skirt or slacks, blouse, blazer. Dress heels, peep-toe shoes, boots or dress flats.

B. Business Casual:

- 1) Men: Dress slacks or khaki pants, dress shirt, polo-type shirt, jackets, sweaters. Conservative dress shoes, loafers, or boots.
- 2) Women: Dress pants, dress capris, sweater, blouse, polo-type shirt, jacket, cardigan, skirts, and dresses. Dress heels, peep-toe shoes, boots, or dress flats.

C. Operational Dress:



14.2 Approved Tactical Uniform

Instructors assigned to non-classroom instruction or evaluation (labs, practical exercises, integrated practice, etc.) will wear the following uniform:



14.3 Physical Training Uniform

Instructors who are assigned to physical fitness training in the gym, demonstrating defensive tactics, or as role players in a tactical scenario wearing protective equipment may wear the following uniform:



The physical training uniform may be worn only in the FLETC gym or in a tactical venue. Instructors must change out of this uniform at the completion of the class and change into the approved classroom or tactical uniform depending on their remaining instructional assignments for the day.

14.4 Off-Center Uniform

Instructors assigned to roles off the FLETC campus, such as surveillance training, may wear plain clothes according to the following guidelines:

- A. Pants and hard-soled shoes. (Note: Shorts and/or sandals are not authorized.)
- B. Clothing must be void of any logos or language that may be deemed inappropriate, obscene, vulgar, offensive, or inflammatory, or that promote particular political, religious, personal, or other such opinions.
- C. Inappropriate clothing off the FLETC campus includes sweatpants, exercise pants, leggings, mini-skirts, dresses, tank tops, halter tops, spaghetti-strap tops, tops with bare shoulders, see-through tops or sheer clothing, midriff tops, earrings (males), or other visible piercings besides earrings (females).

14.5 General Appearance Standards

- A. Hair will be maintained in commonly accepted styles that do not detract from or interfere with employees' ability to perform their assigned tasks and the successful completion of the agency mission. Facial hair, such as beards and mustaches, shall be neatly trimmed and groomed at all times.
- B. Uniforms will appear neat and clean. Shirts and pants will be wrinkle-free.
- C. Shirts, regardless of uniform type, will always be worn tucked in and all but the top collar area button will be buttoned.

D. Headwear:

- 1) An HSI-issued/approved ball cap, or a ball cap in neutral colors, may be worn outside or during tactics or firearms-related training and must be free of non-HSI logos.
- 2) During cold weather (under 50 degrees Fahrenheit), staff members may wear a stocking cap that is dark blue, black, khaki, tundra, or brown in color and free of logos or insignia.
- 3) No hat of any kind is to be worn inside any FLETC buildings.
- 4) No other headwear is approved at any time. (Note: See Section 14.7 of this Handbook for the process of requesting an exemption based on religion or a disability.)

E. During heavy rain or cold weather, staff members may wear an HSI-issued or -approved jacket or a personally-owned jacket in a neutral color that is free of large logos/insignias.

F. Socks will be worn with shoes at all times.

All items that are referred to as “HSI-issued or -approved” must be purchased using government funds and/or approved by ICE Branding. Shirts, hats, and outwear may contain small, unobtrusive brand-specific logos (e.g., Nike swoosh, etc.) when worn during operations off the FLETC campus. Large non-HSI-related logos are not authorized.

14.6 Conduct in Uniform

While wearing the staff uniform, HSI Academy personnel must be cognizant that they represent the HSI Academy, the larger agency, and Federal law enforcement as a whole.

Accordingly, HSI Academy personnel may not consume alcoholic beverages of any kind at any location whether on or off the FLETC premises while dressed in the staff uniform. This prohibition includes consumption of alcohol in the FLETC Student Center.

Additionally, while dressed in the staff uniform, employees may not participate in any activity or be involved in any conduct potentially prejudicial to the Government or that brings discredit on the HSI Academy, the agency, or Federal law enforcement in general.

14.7 Dress Code Exemptions

HSI Academy management may institute “dress down” days on occasion. For example, employees may be allowed to wear jeans in support of Government-sponsored charitable activities that occasionally occur on the FLETC campus. However, if attire that is more formal is required for specific activities, it must be worn.

Employees and trainees may request an accommodation to dress code and appearance guidelines for religion or a disability. The request must be written and routed through the appropriate chain of command for approval by the Division Chief, HSI Academy. Such accommodations must not create an undue hardship or create safety hazards.

Chapter 15. EMERGENCY PROCEDURES

An accident is an unplanned occurrence that can result in injury to personnel, or damage to property, equipment, and/or the environment. All accidents must be reported promptly to allow for medical care for injured personnel and expeditious corrective actions for unsafe conditions. All fire, chemical, and medical emergencies also must be immediately reported to FLETC Security.

When reporting an accident, Academy staff and trainees must perform the following steps:

- A. State clearly that this is an emergency notification and state/describe the emergency;
- B. Provide the exact location of the emergency; and
- C. Supply their name; they should not hang up the telephone until FLETC Security has hung up the telephone first.

15.1 FLETC, Glynco, Emergency Phone Numbers

Dial “*9” in addition to the telephone number for phone calls outside FLETC.

- A. FLETC Ambulance/Police/Fire (From Center Phone): 2911
- B. Brunswick Area Ambulance/Police/Fire: 911
- C. FLETC Glynco Operational Status Information: (800) 793-(b)(6) (7)(C)
- D. Health Services: (912) 267-(b)(6) (7)(C)
- E. FLETC Security Dispatcher: (912) 267-(b)(6) (7)(C)
- F. FLETC Security Emergency Phone Number: (912) 267-(b)(6) (7)(C)
- G. Automated Switchboard: (912) 280-(b)(6) (7)(C)

15.2 Occupant Emergency Plan

The HSI Academy Occupant Emergency Plan is a short-term emergency response program which establishes procedures for safeguarding lives and property during emergencies in particular facilities.

All employees shall be advised by their supervisor of the basic program elements upon arrival, when their responsibilities or actions under the plan change, or whenever the plan changes. A copy of the Occupant Emergency Plan can be requested through the employee's supervisor.

15.3 Suspension of Training Activities Due to Hazardous Conditions

Ensuring the health and safety of trainees and staff is a high priority at the HSI Academy. In some circumstances, it may be necessary to suspend training activities that become hazardous due to inclement or adverse weather conditions or other events not associated to an evacuation order.

FD/FM 70-09.C, Severe Weather Notification and Response, dated May 5, 2018, or as updated, establishes responsibilities and procedures that will be implemented during severe weather conditions. FLETC Security provides round-the-clock monitoring of weather conditions. Upon declaration of a severe weather event by the National Weather Service or other source, FLETC Security initiates the appropriate notification to partner organizations located at each FLETC location.

Severe Thunderstorms: When the National Weather Service issues a Severe Thunderstorm Warning for the area, it often means lightning, high winds, rain, and/or hail that could threaten personnel or facilities. The Security Police Dispatcher will sound the warning signal—a siren wail, followed by a pre-recorded announcement that there is a Severe Thunderstorm Warning. Anyone who is outside when the signal sounds should immediately seek shelter (preferably indoors).

Tornados: When the National Weather Service issues a Tornado Warning (not a Tornado Watch) for the area, it means tornado activity has been identified in the immediate area and there is a distinct threat of a tornado. (A Tornado Watch means that conditions are favorable for tornado activity but that no specific tornado activity has yet been observed.) The Security Police Dispatcher will sound the warning signal—a siren fast wail, followed by a pre-recorded verbal announcement that there is a Tornado Warning. Anyone who is outside when the signal sounds should immediately seek shelter away from windows and protected from flying debris in an area such as a stairwell or a building constructed primarily of cinder blocks.

After the threat period is over, an “ALL CLEAR” signal will be activated on the public address feature of the Emergency Weather System to advise FLETC personnel that the weather threat period has ended and that training and other activities may resume.

Heat Stress: FD/FM 67-92.A, Heat Stress Guidance, dated October 12, 2018, or as updated, provides heat stress guidance and establishes heat stress categories limiting warm weather

training under certain conditions. The Wet Bulb Globe Temperature (WBGT) Index is monitored by the FLETC Athletic Trainers. When the WBGT reaches an established numerical reading, FLETC Security will be notified and a “Black Flag” notification is displayed. “Black Flag” notifies all instructors and trainees to cease outdoor physical training activities. Prior to the “Black Flag” issuance, limits may be placed on the length of outdoor training based on the WBGT readings.

All HSI Academy staff members are considered “safety officers” and should immediately inform the lead instructor of a class, lab, or practical exercise of any potential safety issues that are present or develop during the training evolution and that may affect trainees, staff, or other individuals. Lead instructors may immediately cease training or modify training to mitigate the identified safety issue and should subsequently contact their immediate supervisor. The suspension or modification of training due to an identified safety issue should be notated in an email or a memorandum to the lead instructor’s supervisor.

Pandemics and Other Unforeseen Events: In the event that training is suspended due to a pandemic or other event, permanent staff may be afforded telework options or temporary reassignment based on agency policy and the specific circumstances surrounding the reason for, and anticipated length of, the suspension.

Based on the specific circumstances of the suspension, such as the anticipated duration without training activity, TDY staff will generally be expected to follow procedures observed during hurricanes and declared evacuations as provided in Section 15.4.

Exceptions to these procedures may be granted on an individual and as-needed basis by the Division Chief, HSI Academy, or appropriate deciding authority.

15.4 Hurricanes

FLETC management carefully watches developing weather problems, including hurricanes. As a partner organization in Glynco, GA, the HSI Academy adheres to FD/FM 70.09.F, Hurricane Response Plan, dated August 19, 2019, or as updated, as well as ICE Policy 2003.1 “Evacuation-Related Procedures During Disasters or Other Emergencies,” dated July 10, 2019, or as updated, when evacuations are required due to hurricanes.

Additionally, the HSI Academy has hurricane evacuation standard operating procedures (SOPs) which have been approved by the DAD, ISD.

A. HSI Academy Permanent Staff Procedures

- 1) The Division Chief of the HSI Academy will coordinate with ISD and the Joint Intelligence Operations Center (JIOC), as deemed appropriate.
- 2) The Division Chief of the HSI Academy will be the Partner Organization Representative to FLETC for the HSI Academy regarding evacuation procedures.

- 3) An Evacuation Order, if issued, is for all permanent HSI Academy employees and staff stationed at Glynco, GA.
- 4) Reimbursement will only be for the period specified in the Evacuation Order.
- 5) Dependents living in the same residence as the employee will be reimbursed.
- 6) Employees are responsible for creating authorizations and vouchers for themselves and their dependents.
- 7) Employees who have a telework agreement will make themselves available to telework during the evacuation.

B. TDY HSI Academy Staff Procedures

- 1) Upon arrival, all TDY staff are oriented with important information about their TDY, including information on procedures for evacuation during a hurricane shut-down.
- 2) HSI Academy supervisors will provide notification to field offices and TDY staff of the FLETC departure to their home office and return dates to FLETC associated with events covered by the SOP.
- 3) TDY staff will contact their duty station supervisors to obtain instructions on the itinerary to return to their home office (not nested travel) and close out their existing travel authorization. The duty station supervisor will also provide instructions on how to proceed if the duty station is within the evacuation zone.
- 4) TDY staff members contact the duty station travel point of contact (POC) to provide notification of travel, request potential increase in travel card credit limit, receive instructions on supporting documentation needed, and receive instructions regarding emergency ticketing, if applicable. Travel document processing is completed by the permanent duty station.
- 5) Before returning to FLETC, a new Authorization is created with an explanation in the comments section clearly articulating that the TDY staff member is returning to FLETC to complete the TDY which was suspended due to a FLETC shut-down and hurricane evacuation.
- 6) TDY Per Diem Lodging ends the day on which the evacuation order starts and/or the HSI Academy Supervisor provides notification to depart FLETC.
- 7) Dual lodging is not authorized.

Exceptions to these procedures may be granted on an individual and an as-needed basis by the Division Chief, HSI Academy, or appropriate deciding authority.

15.5 Continuity of Operations Plan

The HSI Academy adheres to FLETC Directive 71-13, Continuity of Operations Program, dated July 11, 2019, or as updated, requiring that partner organizations follow the FLETC site-specific continuity of operations plan (COOP). In addition, the HSI Academy has a supplemental COOP to the FLETC COOP. A copy of both COOPs can be requested through one's supervisor.

Chapter 16. TRAINING RISK ASSESSMENT

Training risk assessment begins in the development stages of a training program and continues throughout its lifecycle. Risk assessment is the identification of potential training hazards and steps to mitigate the risks to acceptable levels based on the activity being performed. This is completed in accordance with existing procedures or policies of the facility where training takes place. As a partner organization of FLETC, the HSI Academy and its personnel will comply with the requirements of the FLETC Safety Program, described in FD/FM 70-09, Occupational Safety and Health Program, dated June 28, 2019, or as updated, and its supplemental annexes to the same extent and effect that is required of all FLETC personnel.

16.1 Safety and Prevention

During curriculum development and the subsequent curriculum reviews, the HSI Academy, OLCB instructional systems designers, subject matter experts (SMEs), and instructors experienced with the content and its delivery will identify all potential risks of injury to staff or trainees due to safety and environmental conditions, along with the steps required to reduce or eliminate the risk to acceptable levels. A variety of informal tools can be used in this process, including estimation by experienced SMEs or comparison to historical data. When risks are identified and cannot be eliminated, the lesson plan will be modified to ensure that the risk is at an acceptable level. Acceptable levels are calculated using the ICE Training Risk Worksheet (ITRW) and the ICE Training Risk Calculation Worksheets (ITRCW) provided by OLCB.

The ITRW is completed during the development of lesson plans, briefing plans, and lab/practical exercise plans. For programs with little to no risk, one worksheet may be completed for the entire program. When the ITRW shows that the program or individual lesson has a risk score of 24 or higher (prior to the implementation of safety procedures to mitigate the risk), an ICE Detailed Risk Analysis Addendum must be completed (page 2 of the ITRW) and signed by an HSI Academy Section Chief overseeing that area of instruction. The program or lesson will then be reevaluated (based on execution of the proposed safety procedures) with the newly calculated score used as the Total Risk Calculation.

The final lesson plans, briefing plans, and lab/practical exercise plans for each training program include a Risk Management Plan on the administration page that documents the risk, the associated activity, safety concerns, and any procedures or mechanisms required to mitigate the risk. Examples of information included in the Risk Management Plan include safety equipment,

instructors to serve as safety monitors, demonstrations that show the correct use of equipment or form for techniques and tactics, trained role players, safety briefings, medical screenings, etc.

The Risk Management Plan of the lesson plan, briefing plan, or lab/practical exercise plan is updated as new equipment is added and/or replaced or as the activity changes. To ensure that safety is given a high priority, all lesson plans, briefing plans, and lab/practical exercise plans are reviewed annually. This includes a reassessment of risk and verification or updating of the lesson's Risk Management Plan. Changes are documented on the control page of the lesson plan. All training program curricula risk management/mitigation protocols are to be followed as promulgated by the ICE OLCD Curriculum Development Guide.

When the Total Risk Calculation on the ITRW is 10 or higher (as determined during lesson development), the lead instructor or safety officer must complete an ITRCW immediately prior to the commencement of the training activity each time the training program is offered. This document is designed to be fluid in nature and is subjective in that determinations of pass/fail will be based on the observations of the instructor or officer completing the worksheet. If the additional risk is mitigated on-scene or as a result of manager or facility involvement, a score of "pass" for that element will be entered. The hazard and solution will be identified in the Comments section or on the back of the worksheet. For example, if there are not enough instructors and/or supporting staff present for the Low Light Shooting Course, maximum risk/fail would be assigned. This prohibits training from continuing. Supervision would be called, and a solution forwarded (e.g., an additional instructor being assigned). The final score for that element should be post-solution; however, the initial finding and the solution should be noted in the space provided or on the back of the worksheet.

16.2 Response to Safety Incidents or Injuries

The Federal Employees' Compensation Act (FECA) provides workers' compensation coverage to three million Federal and Postal workers around the world for employment-related injuries and occupational diseases.

The mission of the ICE Office of Workers' Compensation Program (OWCP) is to ensure that injured ICE employees receive information and counseling pertaining to benefits under FECA and to help facilitate their return to work. Additional information, including submission of electronic claims through the Employees' Compensation Operations and Management Portal (ECOMP), can be found at the ICE Workers' Compensation website (inSight):

(b) (7)(E)

When safety incidents or trainee injuries occur both on and off duty:

- A. Trainees must immediately report the incident/injury, no matter how minor, to their Class Coordinators, day or night.

B. Class Coordinators:

- 1) Must advise the Basic Training Section Chief as soon as possible of safety concerns or incidents (activities, facilities, etc.) and injury reports for trainees;
- 2) Will accompany or follow the trainee if a trainee is transported to a medical facility for any reason other than a routine appointment;
- 3) Will report the findings to the Section Chief, Basic Training, once the status/severity of injury/illness has been confirmed;
- 4) Will call the Injury Reporting Hotline when employees sustain a work-related injury or illness;
- 5) Will advise the trainee to use ECOMP to file claims for benefits under FECA online. Begin by registering with the ECOMP website:
(b) (7)(E)
- 6) Will complete the supervisor portion of any ECOMP claim filed by a trainee under their supervision;
- 7) The Basic Training Section Chief or designee must immediately notify the HSI Academy Chief of any trainee injury that results in transport off the FLETC campus, loss of more than one day of training time, risk of dismissal of the trainee, or any combination of these factors; and
- 8) If a trainee is ill, the Health Unit is obligated to notify both FLETC and/or the HSI Academy when a trainee is restricted to bed rest. For trainees in CITP, the HSI Academy should be notified of the restriction by the FLETC Program Specialist. Class Coordinators should notify the Section Chief, Basic Training, of the illness and follow-up on the trainee's condition.

C. HSI Academy staff members injured in the workplace must:

- 1) Report the incident to their first-line supervisor and the local worker's compensation POC as soon as possible. Supervisors are required to call the Injury Reporting Hotline (844) 347-**(b)(6) (7)(C)** when employees sustain a work-related injury or illness;
- 2) Obtain first aid or medical treatment even if the injury is minor;
- 3) Use ECOMP to file claims for benefits under FECA online. Begin by registering with the ECOMP website: **(b) (7)(E)** ;
- 4) Complete all required forms in a timely manner;

- 5) For traumatic work-related injuries, the employee should immediately contact the local worker's compensation POC for guidance on which forms to complete to provide notification of a traumatic injury and to submit a claim for continuation of pay; and
- 6) The local workers' compensation POC can provide additional forms as needed.

Chapter 17. GENERAL SAFETY

In accordance with FD/FM 70-09, Occupational Safety and Health Program, dated June 28, 2019, or as updated, the inspection of training facilities (to ensure compliance with environmental, fire, and occupational guidelines and regulations) is completed by the FLETC Environmental and Safety Division for the HSI Academy. HSI Academy staff members are required to notify their chain of command regarding issues of non-compliance. The Division Chief, HSI Academy, will work with the FLETC Environmental and Safety Division to resolve any issues.

17.1 Environmental Requirements

Environmental responsibilities are defined by statute, regulation, and executive order. Compliance is enforced through inspection. Failure to comply with Federal and State requirements may result in civil and criminal penalties.

17.2 Fire Prevention

All personnel shall strictly adhere to the following procedures of fire prevention requirements:

- A. All electrical portable cooking or heating equipment must be listed or approved by United Laboratories (UL) or Factory Mutual as promulgated by the ICE Office of Asset and Facilities Management, Safety and Sustainability Division;
- B. Installation, maintenance, and repair of electrical wiring and fixtures must conform to State Code and/or National Electrical Code/National Fire Protection Association (NFPA) and be performed by a qualified electrician;
- C. Heating equipment and appliances shall be removed from service when automatic temperature control devices do not function properly;
- D. Heating and/or cooking appliances (e.g., hot plates) rated at 1500 watts and above shall not be used in Academy outlets;
- E. Timers will not be used on coffee pots;
- F. Remove or control all ignition sources such as static electricity, smoking, and open flames;

- G. Flammable storage cabinets shall be labeled: “Flammable - Keep Fire Away”;
- H. Signs for flammable liquids shall state: “No Smoking within 50 Feet”; and
- I. Portable fire extinguishers shall be installed and serviced according to NFPA Standards. Non-serviceable and outdated fire extinguishers must be replaced as soon as possible.

17.3 Safety Practices

HSI Academy personnel are charged with adhering to safety guidelines which result in the elimination of most slipping, tripping, and falling hazards. Other safety practices include the following:

- A. Ensure that office lighting is adequate and available. Request that burned out light bulbs be replaced and have additional lighting installed as necessary;
- B. Ensure that electrical cords, telephone cords, and computer or peripheral equipment cables/cords do not cross walkways or otherwise pose a trip hazard. If a cord cannot be moved, request that a new outlet be installed or secure the cord to the floor with cord covering strips. Do not tape cords or run them underneath a carpet;
- C. Report or repair trip hazards such as defective tiles, boards, or carpets immediately;
- D. Clean spills and pick up fallen debris immediately;
- E. Keep office equipment, facilities, and machines in good condition;
- F. Store items in an approved storage space with correct labeling;
- G. Hazardous chemicals and materials shall not be stored in the general office;
- H. Office personnel are prohibited from painting office spaces; and
- I. All tobacco products and by-products are prohibited from office trashcans.

17.4 Vehicle Safety

All HSI Academy personnel who operate a motor vehicle for official business (whether a Government vehicle, rental vehicle, or personal vehicle) must possess a valid state driver’s license for their vehicle’s class.

FLETC Security is responsible for enforcing traffic laws for all moving vehicles on FLETC property.

ICE Policy 1031.1, Financial Responsibility for Damage to HSI Academy Government Vehicles by HSI Academy Trainees or Detailees, dated November 1, 2012, or as updated, designates financial responsibility for damage to HSI Academy Government vehicles by HSI Academy trainees or detailees.

EO 13513, Federal Leadership on Reducing Text Messaging While Driving, dated October 1, 2009, prohibits Federal employees from text messaging while driving a GOV or driving a private vehicle while on official government business, or using Government-supplied electronic equipment while driving.

17.5 Office Decorations

HSI Academy personnel can personalize their workspace if adhering to the following guidelines:

- A. Only UL-approved lights and decorations will be used;
- B. Open flames, including candles in buildings, are prohibited;
- C. Decorations shall not be placed near heat sources or sources of ignition; and
- D. Decorations and lights will be removed immediately after their intended use.

Chapter 18. GENERAL ADMINISTRATIVE AND OPERATING PROCEDURES

18.1 Agreements

Only the DAD, ISD, may enter into Memoranda of Agreement (MOA), Memoranda of Understanding (MOU), or approve contractual obligation expenses related to HSI Academy training, products, or services. ICE Contracting Officers are the only personnel authorized to enter into contractual obligations on behalf of ICE, including the HSI Academy, with the concurrence of the DAD, ISD.

18.2 Shared Training Documentation

When HSI shares responsibility for conducting training with other entities or at locations not owned and operated by DHS/ICE, the MOA or MOU must document the responsibilities and authority of each party and be signed and dated prior to any such training defined in the MOA or MOU being conducted.

18.3 Use of Licensed or Copyrighted Material

Literary, dramatic, music, and artistic works such as poetry, novels, movies, songs, computer software, and architecture are protected by copyright. Use of licensed or copyrighted works unrelated to a training activity always requires permission from the copyright holder or an authorized license for the intended use.

Copyrighted or licensed materials may be used only in HSI Training Programs if HSI has obtained a license or other permission from the copyright holder or if such use qualifies as “Fair Use” for educational purposes. Fair Use is determined by 17 U.S.C. §§ 107 and 108.

Employees wanting to use licensed or copyrighted materials in training or a derivative use (e.g., insert the work in a PowerPoint presentation) must determine if permission is already available or if Fair Use applies. If there is no documentation of an existing agreement, permission, or Fair Use determination, the employee must complete the Checklist for Conducting a Fair Use Analysis Before Using Copyrighted Materials (hereafter the “Fair Use Checklist” (Appendix B) and/or the Request Permission to Use Copyrighted Materials document and submit it to the responsible Program Manager who will consult with the OLCD Section Chief, Training Policy, Accreditation, and Systems.

If the product qualifies for Fair Use, the responsible Program Manager will notify the requestor and place the determining documentation, including the Fair Use Checklist and approval, on the HSI Academy SharePoint site. Requests for permission and licensing agreements will be submitted and tracked by designated HSI Academy and OLCD personnel. A library of copyright requests and licensing agreements and permissions will be maintained on the OLCD SharePoint site.

18.4 Curriculum Content Management

Program and curriculum content are securely stored in (b) (7)(E) contains folders for all training program artifacts, including the current syllabus, schedule template, and/or an electronic file that lists all topics within a training program (this file can be the schedule or Program Synopsis Guide, if one exists). Folders are organized by course and block of instruction. Each folder links to or includes folders with all the training materials (e.g., presentations, handouts, student guides, lesson plans, ITRWs, etc.). Performance measures are not included in these files for security reasons.

HSI Academy instructors or other personnel are provided access to content storage on an as-needed basis. Instructors of the content may keep hard copies of HSI Academy training materials in a secure container—if the materials are current. HSI Academy trainees are provided limited access to (b) (7)(E) in order to review, study, and download relevant student guides.

Maintaining and updating (b) (7)(E) curriculum content is the responsibility of the Accreditation and Curriculum Program Manager. Instructors and staff members who depart the HSI Academy will no longer have access to training program artifacts.

18.5 Prerequisites for Training Registration and Attendance

Training prerequisites are defined as skills, training, and/or experience that must be fulfilled before registration for training can be completed. Prerequisites are identified during the design phase of course development and are based on job tasks, ICE, and/or HSI policy, or Federal regulations. All prerequisites must be included in the syllabus and in the position descriptions

for basic training programs. OHC verifies all basic training prerequisites upon hiring. Field supervisors and HSI Academy managers are required to verify that employees in advanced or specialized training have met all course prerequisites. Verification must be recorded in ^{(b) (7)(E)} and/or the class folder.

18.6 Training Registration

The HSI Academy Registrar is the single POC between the HSI Academy and FLETC for all functions relating to training registration, roster submission, and class/course scheduling or cancellation. The HSI Academy is required to submit rosters for all classes in which it has confirmed seats, 45 calendar days for advanced classes and 30 calendar days for basic classes, prior to the first day of class.

When cancelling confirmed training allocations, FLETC must receive advance notice in writing. Failure to notify FLETC of cancelled training allocations may result in the Academy being charged for costs FLETC incurs.

The HSI Academy Registrar is also the POC for obtaining HSI training records (e.g., transcripts, etc.). FLETC training records must be requested directly from FLETC; direction is provided on the FLETC website ^{(b) (7)(E)}

18.7 Budgeting and Accounting Process

The HSI Academy budget includes training and operations. The HSI Academy is funded through the Financial Management and Logistics Unit (FMLU) for Basic and Advanced Training, and through International Operations for International Training.

The Operating budget is funded to cover general expenses for day-to-day operations at the HSI Academy. General expenses include staff travel and training, transportation, equipment maintenance, communication equipment and services, contracts, materials and supplies, equipment, and other general expenses for operating.

The HSI Academy Training Budget is comprised of funds received from FMLU for program-specific training delivered at HSI Academy locations in Glynco, GA and Charleston, SC. International training program-specific funding for trainee expenses to attend HSI Academy training is transferred to the HSI Academy from the applicable HQ unit. The estimates are based on trainee throughput and FLETC formulas for training offered at the HSI Academy location where training is delivered. The estimates include trainee tuition, lodging, meals, miscellaneous charges, and training supplies. Funding should be provided to HSI Academy no less than 30 calendar days prior to the start of training.

All HSI personnel are required to adhere to ICE policy and guidance regarding procurement and contracting, including the use of purchase cards. The HSI Academy Management and Administration Unit and ISD at HSI HQ provide support and assistance to Training Division Chiefs.

FLETC reimburses ICE for the overtime pay of HSI Academy instructors detailed to FLETC.

18.8 Projecting Training Needs

Each year in the 2nd Quarter, the HSI Academy requests training projections from the HSI HQ units with a presence at the HSI Academy in Glynco, GA and Charleston, SC. The projections are based on anticipated hiring, agency goals, unit-specific operations, and employee rotation within HSI.

Based on the training needs projections, the HSI Academy determines the facilities access and logistical support to request from FLETC, as well as the necessary instructor staffing levels.

18.9 Procurement, Contracting, and Purchase Cards

Only the DAD, ISD, may authorize expenses related to contracts or obligations for the HSI Academy, though only an ICE Contracting Officer may enter into (sign) a contract or obligation on behalf of the agency. Contracts or obligations within the HSI Academy will be routed through the HSI Academy Division Chief to the DAD, ISD. Additional routing will be contingent on the funding source/unit.

The ICE Purchase Card Resource Center provides comprehensive guidance on the ICE Purchase Card Program. All purchase card protocols will be strictly observed at the HSI Academy, including required supervisory training for card approvers. The Section Chief, Management and Administration, must nominate selected HSI Academy personnel to serve as ICE Purchase Cardholders for their respective sections. The Section Chief, Management and Administration, must ensure that all cardholders at the HSI Academy successfully complete required initial and refresher purchase card training.

The purchase card can be used only for authorized/approved purchases in accordance with the authorities delegated by the heads of contracting activities and organization program coordinators, within the limitations outlined in the ICE Purchase Card Procedures Manual. Requests for purchases using a purchase card must be made on the HSI Academy Purchase Request worksheet, with written Section Chief approval and a valid purchase quote attached.

18.10 Exit Clearance Procedures

All HSI Academy employees permanently resigning or retiring from ICE must complete the HSI Employee Exit Clearance Checklist and the online HSI Academy Exit Clearance Checklist. HSI employees who are transferring to a different location must complete only the HSI Academy Exit Clearance Checklist. This will ensure that all equipment has been accounted for and all administrative requirements have been completed. The document is routed electronically and should be signed by the appropriate personnel and returned to the Management and Administration Unit **prior** to the employee's departure from the ICE Academy. Additional guidance is available from ICE Directive 1038.1, Employee Exit Clearance Process, dated October 25, 2013, or as updated.

18.11 Training Equipment

Necessary training equipment will be identified in the design and/or development phase of curriculum development and documented in the training materials (as required in the ICE Curriculum Development Guide). Instructors must be trained in the proper use of training equipment and are responsible for ensuring that the required equipment is provided to trainees during training. Equipment must be cleaned and checked for damage (in good working order) prior to its return. In the event that any equipment becomes unserviceable, the instructors or staff members will immediately notify their supervisor for appropriate action.

Supervisors at the HSI Academy ensure that instructors are properly trained in the use, cleaning, and storage of high risk and specialized training equipment. The following FLETC Manuals provide further guidance on the use of certain training equipment: 70-09.J, Firearms and Ammunition, dated October 15, 2019, or as updated; 70-09.S and 500-07, Chemical Agents, dated August 28, 2017, or as updated. All HSI Academy employees who provide training in these areas must become familiar with these requirements. This is accomplished through the completion of FLETC instructor certification programs and OFTP instructor certification programs.

Chapter 19. CLASS COORDINATOR DUTIES AND RESPONSIBILITIES

19.1 Overview

Class Coordinators are the primary HSI Academy staff member responsible for the overall administrative operation of assigned classes. Class Coordinator duties include, but are not limited to, daily class operations, trainee accountability, other agency liaison, and providing solutions to trainee issues and concerns.

Class Coordinators are directed to follow the HSI Academy Class Coordinator Guide and Checklist maintained by the responsible Program Manager to ensure that all Class Coordination duties are completed. Class Coordinators are to ensure that the Checklist is signed by a Section Chief as indicated.

19.2 Classroom Set Up and Clean Up

Class Coordinators are responsible for ensuring that the classroom is properly prepared prior to the arrival of trainees and that all necessary materials are provided. Class Coordinators should refer to the Class Coordinator Guide for detailed responsibilities for requesting supplies, including trainee materials and other supplies, and for setting up a new class by submitting a supply request memo.

At the end of each class, Class Coordinators also are responsible for ensuring that the classroom is returned to its original condition. Any materials that trainees do not wish to keep should be boxed and returned to the FLETC Warehouse for shredding or placed in the blue shredding containers located in some classroom buildings. Due to their LES status, trainee materials

should never be thrown in regular trash cans. Class Coordinators must coordinate with the FLETC Warehouse for the pick-up of unused materials, trainee materials for shredding, and any other HSI Academy equipment.

19.3 Class Records

Academy staff members are responsible for maintaining class files. At the beginning of each class, training technicians or Class Coordinators will prepare a file for that class. Class files are stored in a central location, either in a locking file cabinet or locked room accessible only to management and Class Coordinators. To protect the personal information of trainees, no class folder will be maintained in any staff member's office.

To ensure that final class records are complete and include all required documents, all documents collected during the iteration of a class will be incorporated directly into the class file. This will include, but is not limited to, biographic forms, any signed acknowledgement documents, signed probation letters, and health unit documents. It is the responsibility of the Class Coordinator to ensure that documentation is placed in the class folder within 24 hours of receipt. This will prevent the loss of essential documents. Upon graduation, the complete class folder will be reviewed and approved by the Section Chief, Basic Training, using the Class File Certification. This form must be included in the folder prior to archiving. Specific details regarding class file content requirements and archiving procedures can be found under Section 11.1, Trainee Records.

19.4 Trainee Orientation

Class Coordinators will provide all trainees attending a basic training program at the HSI Academy with the HSI Academy Trainee Orientation briefing on the first day of a training program. Trainees enrolled in HSISAT will be provided with the Basic Training Handbook (HSI HB 20-02), dated April 20, 2020, or as updated, and with an in-depth orientation on the "pre-basic" day prior to the start of CITP as well as an HSISAT-specific orientation on the first day of HSISAT, or any successor basic training program. HSI employees attending any advanced training program receive an orientation with the same topics but with less detail.

The HSI Academy orientation briefings and the Basic Training Handbook address the following:

- A. HSI Academy mission;
- B. HSI Academy leadership structure/chain of command;
- C. Facilities and resources;
- D. Emergency/fire procedures;
- E. Safety rules and regulations;
- F. Code of conduct rules and requirements;

- G. Disciplinary procedures;
- H. Video and audio surveillance of all staff and trainees at all times;
- I. Dress code (if applicable);
- J. Student services;
- K. Schedule of training;
- L. Course goals and objectives;
- M. Performance expectations;
- N. Testing/practical exercise and remediation requirements;
- O. Graduation requirements;
- P. Crisis management support;
- Q. Employee Assistance Program information;
- R. EEO; and
- S. Sexual Harassment programs and procedures.

All trainees attending HSISAT receive an electronic copy of the HSI Basic Training Handbook to supplement the briefing at orientation and/or prior to arrival at the HSI Academy. All HSISAT trainees are required to read and sign the HSI Academy Training Agreement to acknowledge receiving and reading both the HSI Academy Basic Training and the FLETC Glynco Facility Student Handbook.

Chapter 20. CLASSROOM OPERATIONS

20.1 Instructor Preparation

Instructors should report to the classroom prior to the scheduled start time to ensure that all equipment is in working order and to prepare for lecture and/or other activities. A majority of preparation, however, should take place long before the instructor enters the classroom. It is the responsibility of the instructor to adequately prepare and rehearse teaching assignments. This may require observing other instructors teaching the same lesson or seeking out additional resources to further develop subject matter expertise.

20.2 Instructor Scheduling and Substitution

Instructors must grant permission to the lead and back-up HSI Academy schedulers as “publisher/editors” in their Outlook calendars so that instructional blocks can be assigned. To facilitate assignments without disruption, each instructor must notate in their Outlook Calendar when they are unavailable to instruct, such as leave or Class Coordinator duties. If there is an unexpected absence, such as illness, assigned instructors will immediately contact the HSI Academy scheduler and/or their supervisor to find a replacement instructor.

20.3 Instructor Etiquette

All HSI employees are expected to conduct themselves in accordance with all Federal policies and regulations outlined in “Principles of Ethical Conduct for Government Officers and Employees,” EO 12674, dated April 12, 1989, and the “Standards of Ethical Conduct for Employees of the Executive Branch,” 5 C.F.R. § 2635, dated August 7, 1992. Employees also are expected to conduct themselves in accordance with all ICE and HSI policies and procedures that govern the on- and off-duty conduct of ICE law enforcement personnel, including ICE Directive 1033.1, Employee Code of Conduct, dated August 7, 2012, or as updated.

Instructors will represent the HSI Academy by maintaining the highest standards of conduct and professionalism. Staff members should be mindful of their status as role models for trainees and visitors. Unprofessional conduct such as disrespectful comments, profanity, the use of tobacco in areas where it is not allowed (including classrooms), and/or inappropriate conduct by staff will not be tolerated. Staff members will perform all duties impartially, without favor, affection, or ill will and without regard to status, sex, race, religion, or political belief. Instructors should be respectful of other instructors and not interrupt during another instructor’s instruction.

20.4 Class Schedule

In order for the HSI Academy training program to operate efficiently and effectively, instructors are reminded that every effort must be made to adhere to the class time schedules. Instructors who deviate from the class schedules often affect the remainder of the training program.

Written class schedules should be adhered to, allowing trainees adequate time to reach their next scheduled class if it is scheduled for a different location. Schedule changes or any other schedule deviations must be approved through the proper chain of command. Classes being held beyond established dismissal time create congestion problems and interfere with the next scheduled classes.

20.5 Classroom Management

It is the responsibility of all instructors to manage the classroom behavior of trainees. Trainee discipline procedures can be found in the HSI Basic Training Handbook.

Chapter 21. TRAINING REQUIREMENTS

21.1 Overview

During the instructional system design process, training requirements are identified for each training program. During this process, trainee evaluation requirements are established. Trainees are evaluated by either written examination or graded practical examination. To ensure the integrity of the training program, written examinations and practical examinations must be properly secured and administered.

21.2 Exam Security

Access to the electronic files containing examination instruments, test banks, and practical exercises are restricted to those roles as documented in the ^{(b) (7)(E)} System and ^{(b) (7)(E)} ^{(b) (7)(E)}. The ^{(b) (7)(E)} senior support analyst assigns roles approved by the OLCD ^{(b) (7)(E)} program manager. HSI Academy staff members are provided access to system functionalities based on Academy assigned roles. Examinations, test banks, and practical exercises are prohibited from release to entities external to the HSI Academy and ISD.

The Division Chief, HSI Academy, has overall responsibility for safeguarding and accounting for assessment materials. After an examination or other written testing material (e.g., practical exercise scenario or practice exam) has been provided to an instructor, the security of the testing material before, during, and after examination remains with that staff member.

When used, examination booklets always will be stored utilizing a double-lock method. This requires that materials be stored in a locked container (safe, desk, or filing cabinet) within another locked location (office). Each instructor is responsible for ensuring the security of all examination materials in their possession from the time of receipt until the materials are turned in.

Electronic examinations and practical exercise scenarios are stored in the ^{(b) (7)(E)} and accessible only by those with approved account access to the system.

Not all testing materials need security. Some practical exercises are not compromised if trainees know the scenario or evaluation criteria in advance. However, these materials should be secured in keeping with procedures outlined above for standardization of procedures.

21.3 Administration of an Exam

There will be a minimum of one staff member present for the administration of any written comprehensive examination, one of whom may be a training technician. Examination proctors should be monitoring the class in order to address any questions that may arise. When responding to questions, instructors must ensure that they do not provide a response that will provide the trainee with an unfair advantage over any other trainee taking the exam.

21.4 Exam Integrity

Upon the completion of each examination, available printed materials must be turned in and accounted for. Instructors must ensure that reusable print materials are clean with no stray markings. All scratch paper must be collected and either destroyed or turned in. If exam booklets are used, they must be turned in along with the scratch paper.

The HSI Academy holds instructors, proctors, and other HSI Academy staff members responsible for exam integrity. Instructors must not intentionally or inadvertently release (verbally or in print) any tests or questions to trainees. Instructors will be held personally accountable if there is any question of prior knowledge of test contents. The HSI Academy monitors “pass/fail rates” very carefully. Consistent abnormally high pass rates give cause for suspicion. The HSI Academy counts on instructors not to violate the trust placed in them.

Instructors also are prohibited from reviewing actual tests or test items with entire classes whether during instruction, practice, or remediation. After administration and grading of exams, instructors remediate individual trainees to ensure that trainees learn what they missed. Instructors review concepts individually with trainees so that they will remember the concepts and why they missed what they missed. However, instructors cannot review actual tests or test items with trainees as part of instruction or remediation.

In order to reduce the possibility of test questions being inadvertently released, it is the policy of the HSI Academy that test questions will only be made available to HSI Academy managers, specified “caretakers” of individual lessons, and instructional designers. Instructors are expected to follow the lesson plan and related learning objectives, and trainees are expected to pay attention to the instructor and study the trainee guide in order for successful completion of all written and practical examinations.

21.5 Grading Exams

Electronic exams are automatically scored. If a bubble sheet is required due to (b) (7)(E) inaccessibility, bubble sheets will be given to the training technician to be scanned and scored immediately upon completion of a written examination. Training technicians will return exam results directly to the Class Coordinator or proctoring instructor.

21.6 Reporting Practical Exercise Results

HSI Academy instructors responsible for evaluating trainees in practical exercises, including, but not limited to, defensive tactics, arrest techniques, and firearms proficiency, are responsible for those grades being input into (b) (7)(E) within 24 hours or for providing the grades to the responsible administrative staff within 24 hours. After grades have been input, paper copies of grade sheets will immediately be forwarded to the class folder for data entry verification. Paper copies will be maintained in and archived with the class folder.

21.7 Posting Grades

Instructors must be cognizant of a trainee's right to privacy. Confidentiality is mandatory when dealing with test scores, critiques of trainees' performance, Conduct and Efficiency Reports, counseling of any kind, and performance in any practical exercise.

Before posting exam results, instructors must verify the accuracy of the scoring data. Instructors can post lists with test scores in public places, such as section bulletin boards, as long as the list contains only the last five digits of the trainee's Social Security number followed by the score. At no time will the instructor announce any score in public unless the announcement is to compliment or recognize exceptional/zero fault performance.

Staff instructors and/or detailed instructors who discuss scores with trainees will protect the privacy of the other trainees' information contained within the report.

21.8 Remediation Policy

It is the policy of the HSI Academy to allow remedial training before a remedial written examination or practical exercise is administered. All remediation activities that are conducted with a trainee will be captured in written form and documented in a memorandum for the trainee's file. The amount of remediation is specific to the topic area, but most topics within a training program provide for up to six hours of remediation. The trainee may request, in writing, a waiver of remedial training and elect to take the remedial examination earlier.

When performing after-hours remedial training, instructors will adhere to the same standards and etiquette guidelines established for daily classroom teaching. An instructor is required to be present for after-hours remedial training or administration of an examination.

21.9 Probation Notification

If a trainee fails a written examination, practical exercise or the Physical Fitness Test, a Probation Notification letter will be prepared and served on the trainee on the same day. The letter will provide information regarding training requirements and when the remedial examination will be administered. Trainees must sign the probation notification letter acknowledging receipt. They also may choose to waive the remedial training period by signing the bottom portion of the letter.

21.10 Reporting Problems with Course Material or Test Questions

If an instructor believes that there is a problem with lesson plan content or test questions, the instructor will contact the caretaker for the specific lesson, a Basic Training Program Manager, and/or the Section Chief, Basic Training. Instructors are not authorized to change classroom materials or examination questions without management approval.

21.11 Review of Training Materials

HSISAT is reviewed at least annually. More frequent reviews to address staffing, scheduling, logistics, demand for training, requirement changes based on legislation, national initiatives, agency initiatives, priorities, procedures, safety issues, new training methodologies, enhancement plans, and patterns or trends found in Level I, II, or III evaluation data may also be required. Program managers, instructors, program office representatives, OLCD, and other stakeholders participate in the annual review and document results on the HSI Academy Curriculum Review Record in accordance with the OLCD Curriculum Development Guide.

21.12 Revisions to Training Material

The OLCD Curriculum Development Guide outlines the process for addressing minor, major, and externally requested revisions.

Minor Revisions – Changes that do not impact learning objectives or their corresponding instructional elements (explanation, demonstration, practice, and/or tests) are considered minor. These can include grammatical changes, the addition of clarifying information, the removal of non-essential information, or policy/procedural guidance from respective HQ units. Such changes must be documented and approved on the Record of Changes page of the lesson plan or briefing plan. The text in this section must include enough information to indicate what was changed and why. All changes must be reviewed and approved by the Division Chief, HSI Academy, or the Division Chief's designee, and an OLCD representative who will also update the .pdf file for archiving.

Major Revisions – Changes that do affect learning objectives or their corresponding instructional elements are considered major. These can include the addition or deletion of assessed topics, significant changes to procedures or policies, or changes to the major elements of a lesson plan, briefing plan, or practical exercise plan. The responsible caretaker must coordinate major changes with a Basic Training Program Manager and an OLCD instructional designer. Changes must be reviewed and approved by the Division Chief, HSI Academy, or the Division Chief's designee. Major changes must be documented on the Record of Changes page of the lesson plan or an entirely new plan can be created, reviewed, and approved by designated authorities (see lesson plan signature page). The old lesson plan must be archived with dates of use in accordance with the approved NARA records retention schedule and disposition plan.

21.13 Training Risk Assessment

During the development of a training program, risk is assessed using the ITRW. The risk and any required risk mitigation are documented within the lesson plan, briefing plan, or lab/practical exercise plan.

If the initial risk in any training program or individual lesson is calculated to be 24 points or higher, the ICE Detailed Risk Analysis Addendum also must be completed. If the new calculation is 10 or higher, the ITRCW must be completed by the FLETC safety officer or the lead HSI Academy instructor immediately prior to executing the specified block of instruction.

If the observer notes one or more final determinations of “fail” on the ITRCW, verbal approval is required from the Section Chief or designee before training can continue. The person providing verbal approval must sign the ITRCW prior to completion of the After-Action Report that details the specific information that led to a determination of “fail.”

Additional Risk Assessment information is contained in the Development Phase chapter of the OLCD Curriculum Development Guide.

Chapter 22. TRAINEE MISCONDUCT AND DISCIPLINE

22.1 Cheating Allegations

The HSI Academy does not tolerate any instance of proven cheating. Any action deemed to be a violation of the testing guidelines will be referred, without delay, to an immediate supervisor. Cheating during a written examination or practical exercise requires immediate action in the form of terminating the examination for the accused trainee. Any examination answer sheets, scratch paper, and other materials deemed related to the alleged violation must be secured as evidence for evaluation in investigations.

After the alleged violation has been identified, the instructor(s) directly involved will submit a written memorandum through the proper channels to the Division Chief, HSI Academy, detailing every aspect of the alleged violation. While witnesses to the incident may be asked to provide a written statement, at no time will an accused trainee be requested to make a written or verbal statement to an instructor. Due to legal implications, trainees accused of cheating will be interviewed only by a management level staff member.

22.2 Trainee Conduct and Evaluation Notification

The purpose of the Trainee Conduct and Evaluation (C&E) Notification is to note any proficiencies or deficiencies in the trainee’s work performance throughout the course. The document may be completed for any trainee at any time (for significant incident, change in performance, etc.) by any instructor, and a signed copy will be placed in the class file.

An instructor completing a C&E Notification is required to notify the involved trainee’s Class Coordinator and either a Basic Training Program Manager and/or the Section Chief, Basic Training.

C&E Notifications are not limited to documenting deficiencies in trainee work. Positive reinforcement also can be provided to a trainee through this document.

22.2.1 Informal Counseling

Trainees may be informally corrected at any time throughout a training program. Trainees may be counseled during working hours for inappropriate conduct in or out of class, or for academic

concerns. If instructors counsel trainees not in their session, trainees' Class Coordinators should be notified.

22.2.2 Formal Counseling

Formal counseling should be preceded by a memorandum, prepared by the Class Coordinator or instructor, addressed to the Division Chief, HSI Academy, detailing the circumstances or facts of an incident or behavior. This will ensure that the Division Chief, HSI Academy, has been provided with necessary information prior to formally counseling a trainee. A copy will be placed in the class file. All formal counseling will be followed up with a memorandum to file regarding outcomes of the counseling.

Chapter 23. TRAINEE REMOVAL

When trainees do not complete training, regardless of reason, their departure from the HSI Academy will be processed by the trainee's Class Coordinator and records will be maintained in the class folder and in ^{(b) (7)(E)}. The Class Coordinator, or other designated staff, will prepare all necessary paperwork and documentation for the Section Chief, Basic Training, as noted in the HSI Academy Class Coordinator Guide.

Class Coordinators will be responsible for ensuring that any equipment that should be returned to the HSI Academy is collected prior to the trainee's departure from FLETC. This may include firearms, armor, and other law enforcement equipment, training materials, and FLETC training uniforms. Additional details can be found in the HSI Academy Class Coordinator Guide.

Chapter 24. GRADUATION

24.1 Graduation Ceremonies

Graduation ceremonies are an opportunity for family and friends to celebrate the accomplishments of trainees. In most graduation ceremonies, the Section Chief, Basic Training, and Class Coordinator will take an active role in the ceremony, make opening remarks, and introduce the members of the dais and the guest speaker. If the training schedule allows, HSI Academy staff are required to attend graduation ceremonies.

24.2 Graduation Parties

Academy staff may attend trainee-sponsored social events, including basic trainee end-of-class parties. However, Academy staff may not sponsor, recommend, or host recreational events for trainees.

24.3 Graduation Gifts

The ethical standards set forth in 5 C.F.R. § 2635, Subpart C, specifically address the issue of gifts between employees. This regulation prohibits giving a gift or soliciting contributions for a gift to an official superior. It also prohibits accepting a gift from a lower paid employee (e.g., trainee) unless there is a personal relationship between the two employees that would justify the gift and the two employees are not in a superior-subordinate relationship.

Exceptions to this regulation are as follows: on occasions when gifts are traditionally given or exchanged, employees may give and accept gifts totaling \$10.00 or less per occasion; there may be food and refreshment sharing in the office; and there may be personal hospitality at a residence. A gift appropriate to the occasion may be given to an official superior or accepted from a subordinate or other employee receiving less pay upon a special and infrequent occasion, as defined by 5 C.F.R. § 2635.304(b).

The gifts given at the Academy to celebrate a graduation should be less than \$10.00 in value or items with little intrinsic value such as plaques and certificates, which are intended primarily for presentation, as defined by 5 C.F.R. § 2635.203(b)(2).

ACKNOWLEDGEMENT OF RECEIPT OF POLICY DOCUMENTS

I have received and reviewed the following the documents or websites and am aware of the policies, procedures, and requirements contained within (check all that apply):

- [HSI Academy Staff Handbook](#)
- [HSI Basic Training Handbook](#)
- [ICE Directive on Safeguarding Law Enforcement Sensitive Information](#)
- [ICE Table of Offenses and Penalties](#)
- [ICE Directive on the Employee Code of Conduct](#)

I understand that, if I have questions concerning the policy documents listed above, it is my responsibility to ask HSI Academy managers for clarification of any questions I may have related to these policies.

Employee's Name (Print)

Employee's Signature

Date

Supervisor's/Manager's Signature

Date

Advisory: This page shall be signed annually by the personnel identified on this document.

Note: A validated copy of this Acknowledgment will be provided to the Federal Law Enforcement Training Accreditation (FLETA) Coordinator to update the (b) (7)(E) (b) (7)(E)

CHECKLIST FOR CONDUCTING A FAIR USE ANALYSIS BEFORE USING COPYRIGHTED MATERIALS

This checklist is a tool to assist you and the ICE Office of Leadership and Career Development, Instructional Management Unit (IMU) based on the four factors of fair use: purpose, nature, amount, and effect. Completion of the checklist helps determine the likelihood that the work qualifies for Fair Use, thus allowing use and/or distribution of the work in a training environment without having to obtain permission of the copyright holder. This tool provides an important means for recording your fair use analysis, which is critical to establishing "reasonable and good-faith" attempts to apply fair use.

Instructions: Check all boxes that apply. After completing the checklist, save the document to your computer and send it to the HSI Academy Program Manager responsible for maintaining accreditation records.

Name: _____

Lesson or Program Title: _____

Title and/or description of copyrighted work: _____

Portion of work to be used: _____

<i>Purpose of Use</i>	
<i>Favoring Fair Use</i>	<i>Opposing Fair Use</i>
<input type="checkbox"/> Teaching (including classroom use copies) <input type="checkbox"/> Research <input type="checkbox"/> Scholarship <input type="checkbox"/> Criticism <input type="checkbox"/> Comment <input type="checkbox"/> Transformative (changes work to serve a new purpose) <input type="checkbox"/> Nonprofit use	<input type="checkbox"/> Commercial activity <input type="checkbox"/> Entertainment <input type="checkbox"/> Non-transformative, verbatim, exact copy <input type="checkbox"/> Profiting from the use

<i>Nature of work</i>	
<i>Favoring Fair Use</i>	<i>Opposing Fair Use</i>
<input type="checkbox"/> Published work <input type="checkbox"/> Factual or Nonfiction based <input type="checkbox"/> Related to performance objectives	<input type="checkbox"/> Unpublished work <input type="checkbox"/> Highly creative work (art, music, plays, etc.) <input type="checkbox"/> Fiction

<i>Amount Used</i>	
<i>Favoring Fair Use</i>	<i>Opposing Fair Use</i>
<input type="checkbox"/> Small Quantity <input type="checkbox"/> Portion used is not central to entire work <input type="checkbox"/> Appropriate portions for educational purpose	<input type="checkbox"/> Large portion or whole work used <input type="checkbox"/> Portion used is central to work <input type="checkbox"/> Includes more than necessary for educational purpose
<i>Market Effect on Original</i>	
<i>Favoring Fair Use</i>	<i>Opposing Fair Use</i>
<input type="checkbox"/> No significant effect on market or potential market <input type="checkbox"/> Restricted access (limited to students) <input type="checkbox"/> One or few copies made or distributed <input type="checkbox"/> One-time use <input type="checkbox"/> Lack of licensing mechanism	<input type="checkbox"/> Impairs market or potential market for copyrighted work or derivatives <input type="checkbox"/> Use substitutes need for purchase of the copyrighted work <input type="checkbox"/> Licensing mechanism is reasonably available <input type="checkbox"/> Permission is available <input type="checkbox"/> Numerous copies made <input type="checkbox"/> Work will be made publicly available on Web or other means of broad dissemination <input type="checkbox"/> Repeated or long-term use

IMU Determination for Fair Use Qualification

Based on the information supplied by the requestor:

[] The work qualifies for Fair Use in the specified lesson or training program.

[] The work may not qualify for Fair Use. Permission must be obtained from the copyright holder or a license procured.

IMU Representative's signature

Name: _____ Title: _____ Date: _____

ACRONYMS

BIC	Basic Instructor Course
C&E	Conduct and Evaluation
C.F.R.	Code of Federal Regulations
CITP	Criminal Investigator Training Program
COOP	Continuity of Operations Plan
CTOC	Countering Transnational Organized Crime
DAD	Deputy Assistant Director
DHS	Department of Homeland Security
DTI	Defensive Tactics Instructor
ECOMP	Employees' Compensation Operations and Management Portal
EEO	Equal Employment Opportunity
EO	Executive Order
EOD	Entering on Duty
(b) (7)(E)	(b) (7)(E)
FD/FM	FLETC Directive
FECA	Federal Employees' Compensation Act
FI	Firearms Instructor
FLETA	Federal Law Enforcement Training Accreditation
FLETC	Federal Law Enforcement Training Center
FM	FLETC Manual
FMLU	Financial Management and Logistics Unit
FOUO	For Official Use Only
FY	Fiscal Year
GOV	Government-Owned Vehicle
GS	General Schedule
HB	Handbook
HQ	Headquarters
HSI	Homeland Security Investigations
HSISAT	Homeland Security Investigations Special Agent Training
IAL	Instructor Assignment List
IAQ	Instructor Assessment and Qualification
ICE	U.S. Immigration and Customs Enforcement
(b) (7)(E)	(b) (7)(E)
IDC	Instructor Development Course
ISD	Investigative Services Division
IT	Information Technology
ITRCW	ICE Training Risk Calculation Worksheet
ITRW	ICE Training Risk Worksheet
JIC	Joint Intake Center
JIOC	Joint Intelligence Operations Center
LEITP	Law Enforcement Instructor Training Program

LES	Law Enforcement Sensitive
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
NARA	National Archives and Records Administration
NFPA	National Fire Protection Association
NI	Needs Improvement
OCIO	Office of the Chief Information Officer
OFTP	Office of Firearms and Tactical Programs
OHC	Office of Human Capital
OLCD	Office of Leadership and Career Development
OPR	Office of Professional Responsibility
OSPR	Office of Security and Professional Responsibility
OWCP	Office of Workers' Compensation Program
(b) (7)(E)	(b) (7)(E)
PIV	Personal Identity Verification
POC	Point of Contact
Pub. L.	Public Law
SA	Special Agent
SF	Standard Form
SME	Subject Matter Expert
SOP	Standard Operating Procedure
SRT	Special Response Team
TDY	Temporary Duty
TFO	Task Force Officer
(b) (7)(E)	(b) (7)(E)
TRB	Training Review Board
UL	United Laboratories
U.S.	United States
U.S.C.	United States Code
WBG	Wet Bulb Globe Temperature