|  |
| --- |
| SPB Rules introduction for supervisors and managers |
| **Course Title**  | SPB Rules Introduction for Supervisors and Managers |
| **Course Description** | This course is developed to help CDOT supervisors and managers gain basic understanding of the State Personnel Board Rules |
| **Target Audience** (Total #) | CDOT Supervisors and Managers |
| **Process** | HR Administrative Rules  |
| **Process Touch Points** | N/A |
| **Sections** | List the sections or topics of the course:* *Learning Logistics*
* *Course Introduction*
* Organizational Responsibilities
* *Job, Position, and Employment*
* *Employee Status*
* *Pay and Compensation*
* *Time and Leave*
* *Performance Management, Corrective and Disciplinary Actions*
* *Separation*
* *Dispute Resolution*
* *Fair Employment Practices*
* *Personal Services Agreement*
* *State Benefit Plans*
* *Conclusion*
 |
| **Course Duration (Est.)** | 3 to 4 hours |
| **Delivery Method(s)** | eLearning |
| **Prerequisites** | N/A |
| **SME(s)** | Beverly Wyatt, …  |
| **Training Developer(s)** | TBD |
| **Training Evaluator** | Beverly Wyatt |
| **Instructor(s)** | eLearning |
| **Frequency** | Depends on the supervisors and managers’ learning needs |
| **Course Content Reviewer(s) and Approver** | Beverly Wyatt, Morgan Murphy |
| **Location** | * CDOT LMS
 |
| **List of Training Materials Required to Support Course Delivery** | * Compensation for Overtime, On-call, Call-back, Shift Differential, and Compensatory time – CDOT PD (<http://intranet.dot.state.co.us/resources/policy-procedure/12-personnel>)
* Corrective and Disciplinary Actions – DHR Technical Guidance (<https://www.colorado.gov/pacific/dhr/technical-guidance-employees>)
* [Dental Insurance](https://www.colorado.gov/pacific/dhr/dental) – DHR (<https://www.colorado.gov/pacific/dhr/benefits>)
* [Disability Insurance](https://www.colorado.gov/pacific/dhr/disability) – DHR (<https://www.colorado.gov/pacific/dhr/benefits>)
* Employee Organization Access – CDOT PD (<http://intranet.dot.state.co.us/resources/policy-procedure/12-personnel>)
* Employee participation in Political Activities – DHR Technical Guidance (<https://www.colorado.gov/pacific/dhr/technical-guidance-employees>)
* Employee Status within the State Personnel System – DHR Technical Guidance (<https://www.colorado.gov/pacific/dhr/technical-guidance-employees>)
* Employment Reference Checking CDOT Guide (<http://intranet.dot.state.co.us/business/center-for-human-resources-management/HR-documents/reference-checking-guide>)
* Employment Screening CDOT PD (<http://intranet.dot.state.co.us/resources/policy-procedure/12-personnel>)
* Family Medical Leave Program – CDOT PD (<http://intranet.dot.state.co.us/resources/policy-procedure/12-personnel>)
* [Flexible Spending Accounts](https://www.colorado.gov/pacific/dhr/fsa) – DHR (<https://www.colorado.gov/pacific/dhr/benefits>)
* Flextime Agreements – CDOT PD (<http://intranet.dot.state.co.us/resources/policy-procedure/12-personnel>)
* [FY 2015-16 Employee Benefits Guide](https://www.colorado.gov/pacific/sites/default/files/FY%202015-16%20Employee%20Benefits%20Guide.pdf) – DHR (<https://www.colorado.gov/pacific/dhr/benefits>)
* General Leave – CDOT PD (<http://intranet.dot.state.co.us/resources/policy-procedure/12-personnel>)
* Grants from the Leave Bank and the Military Leave Bank – CDOT PD (<http://intranet.dot.state.co.us/resources/policy-procedure/12-personnel>)
* [Grievance Process Flow Chart](http://coloradoc2.prod.acquia-sites.com/sites/default/files/Grievance%20Process%20Flow%20Chart.pdf) – DHR Technical Guidance (<https://www.colorado.gov/pacific/dhr/technical-guidance-employees>)
* Hiring Guide for Managers – DHR Technical Guidance (<https://www.colorado.gov/pacific/dhr/technical-guidance-employees>)
* [Hours of Work and Overtime Compensation](http://intranet.dot.state.co.us/resources/policy-procedure/documents/1230-0/view) – CDOT PD (<http://intranet.dot.state.co.us/resources/policy-procedure/12-personnel>)
* [Internal Discrimination Complaint Procedures – CDOT PD](http://intranet.dot.state.co.us/resources/policy-procedure/documents/0600-6/view)(<http://intranet.dot.state.co.us/resources/policy-procedure/12-personnel>)
* [Life Insurance](https://www.colorado.gov/pacific/dhr/life) – DHR (<https://www.colorado.gov/pacific/dhr/benefits>)
* Managing Employee Separation – CDOT Intranet (<http://intranet/business/center-for-human-resources-management/hr-manager-toolkit/employee-separations-1/employee-separations>)
* [Medical & Vision Insurance](https://www.colorado.gov/pacific/dhr/medical) – DHR (<https://www.colorado.gov/pacific/dhr/benefits>)
* Methods to Fill Vacancies – DHR Technical Guidance (<https://www.colorado.gov/pacific/dhr/technical-guidance-employees>)
* Outside Employment and Outside Business Interests – CDOT Procedural Directives (hereafter PD) (<http://intranet.dot.state.co.us/resources/policy-procedure/12-personnel>)
* Payroll Deduction Authorization Process – DHR Technical Guidance (<https://www.colorado.gov/pacific/dhr/technical-guidance-employees>)
* PDQ Form
* Personal Services Agreement Training Presentation – CDOT Intranet ( <http://intranet.dot.state.co.us/business/center-for-human-resources-management/hr-manager-toolkit/personal-services/PSA_presentation>)
* [Policy on Non-Discrimination](http://intranet.dot.state.co.us/resources/policy-procedure/documents/0604-0/view) – CDOT PD (<http://intranet.dot.state.co.us/resources/policy-procedure/12-personnel>)
* Post-Referral Assessment – DHR Technical Guidance (<https://www.colorado.gov/pacific/dhr/technical-guidance-employees>)
* Reference Checks – DHR Technical Guidance (<https://www.colorado.gov/pacific/dhr/technical-guidance-employees>)
* Separation Reasons and Their Definitions – CDOT Intranet (<http://intranet.dot.state.co.us/employees/howdoi/articles/how-do-i-sap-mss/Separation-reasons/view>)
* SPB Rules (<https://www.colorado.gov/pacific/spb/rules-0>)
* Time and Leave Approval eLearning Course on SAP (<http://vupweb.dot.state.co.us/gm/folder-1.11.39973?originalContext=1.11.39647>)
* [Veterans, Active Military and National Disaster Response Personnel](https://www.colorado.gov/pacific/sites/default/files/Technical%20Guidance%20-%20Veterans%201-2014.pdf) – DHR Technical Guidance (<https://www.colorado.gov/pacific/dhr/technical-guidance-employees>)
 |

|  |
| --- |
|  **Course Purpose**  |
| *This course is designed to give CDOT supervisors and managers an overview of the SPB Rules, help them understand the purpose and function of the SPB Rules, identify key roles and responsibilities in each personnel management area, and the available resources for in-depth information*. |
| **Course Objectives**  |
| Upon completing this course, participants should be able to: |

|  |  |
| --- | --- |
| **Section: Learning Logistics** | **Time:** eLearning |
| **Section Objectives:** | Upon completing this section, participants should be able to:* *Introduce the course agenda*
* *Introduce the learning objectives of the course*
* *Describe the eLearning Navigation and participant contributions*
 |
| **Terms and Concepts** | * *None*
 |
| **Supporting Documents** | **Forms** | **Policy** | **Other** | **Demo** | **Exercise** |

|  |  |
| --- | --- |
| **Section 1 –** Course Introduction | **Time:** eLearning |
| **Section Objectives** | Upon completing this section, participants should be able to: |
| **Terms and Concepts** | * **SPB Rules** – State Personnel Board Rules and Personnel Director’s Administrative Procedures
 |
| **Supporting Documents** | **Forms** | **Policy** | **Other** | **Demo** | **Exercise** |
| Terms and Concepts |  |  | X |  |  |
| SPB Rules |  | x |  |  |  |

|  |  |
| --- | --- |
| **Section** 2 **– Organizational Responsibilities** | **Time:** eLearning |
| **Section Objectives** | Upon completing this section, participants should be able to:* *Understand terms and concepts*
* *Describe the purpose and intention of the SPB Rules*
* *Understand certified employee’s rights on SPB member election and the contestation of the election*
* *Understand what is Appointing Authority, its power/authority and responsibility, and identify the appointing authorities within CDOT and of own work unit/ division/ department*
* *Understand supervisor’s responsibility on SPB rules administration*
* *Understand what is outside employment, who approves it, and why is it important*
* *Understand what is dual employment, who approves it, and the interrelation with “Compensation”*
* *Understand what is political activities, who approves it, and why is it important*
* *Identify what records shall be kept as required by rules*
* *Identify possible issues with organizational responsibilities and the available resources if help is needed*
 |
| **Terms and Concepts** | * **Employee** – individual who occupies a full-time or part-time position in the state personnel system
* **Manager** – Second level supervisor in CDOT
* **Position** – individual job, as defined by an appointing authority, within the state personnel system
* **Procedure** – process or method used to accomplish a particular task
* **Rule** – prescribed guide for conduct or action
* **Supervisor** – One who oversees other people as they work, or has charge and direction of a program
 |
| **Supporting Documents** | **Forms** | **Policy** | **Other** | **Demo** | **Exercise** |
| SPB Rules |  | x |  |  |  |
| Employee Dual and/or Outside Employment – DHR Technical Guidance |  | x |  |  |  |
| Employee participation in Political Activities – DHR Technical Guidance |  | X |  |  |  |
| Employee Organization Access – CDOT PD |  | X |  |  |  |

|  |  |
| --- | --- |
| **Section** 3 **–** Job, Position, and Employment | **Time:** eLearning |
| **Section Objectives** | Upon completing this section, participants should be able to:* *Describe terms and concepts*
* *Understand what is Job Evaluation system, identify who is responsible for it, and describe the process flow*
* *Understand what is Individual Position Review, identify who is responsible for it, describe the process flow, identify supervisor’s responsibility on PDQ, and recognize the results if not follow the rules*
* Identify the steps in the employment process
* Understand what is Job Announcement, identify who is responsible for it, describe the process flow, and identify supervisor’s responsibility
* Understand what is Comparative Analysis, identify who is responsible for it, describe the process flow, identify supervisor’s responsibility, and its interrelation with “Dispute Resolution”
* Understand what is employment list, identify the type of lists, who is responsible for it (the SME), and describe the process flow
* Understand what is referral, identify who is responsible for it, describe the process flow, and identify supervisor’s responsibility on post referral interview
* Understand what is appointment, identify who make decisions
* *Identify possible issues with job, position, and employment and the available resources if help is needed*
 |
| **Terms and Concepts** | * ***Allocation*** *– Assignment of an individual position to the proper class*
* ***Announcement*** *– The published notice for a position or class that will be filled on the basis of merit and fitness*
* ***Appointment*** *– putting a person into a position*
* ***Class*** *– A group of positions whose essential character warrants the same pay grade, title, and similar qualifications for entry into the class*
* ***Class Placement*** *– Portion of a system maintenance study in which all affected positions are individually placed in the proper new class*
* ***Comparative Analysis*** *– A process that utilizes professionally accepted standards that compares specific job-related knowledge, skills, abilities, behaviors and other competencies*
* **Comparative Analysis** – *A process that utilizes professionally accepted standards that compares specific job-related knowledge, skills, abilities, behaviors and other competencies*
* ***Eligible list*** *– A list of persons who passed through comparative analysis and may be considered for appointment*
* ***Employment*** *– giving someone a job; synonymous with Employee Screening, Selection* ***Employment lists*** *– Lists of person in consideration for appointment, include promotional and open-competitive eligible lists and reemployment lists*
* ***Examination*** *– A numerical assessment of job-related competencies, knowledge, skills, abilities and job fit to screen applicants*
* ***Exceptional candidates*** *– applicants who surpass what is expected*
* ***Job Evaluation System*** *– System of classes and assigned pay grades developed*
* ***Job qualification*** *– attribute that must be met or complied with in order to do work on a job*
* ***Non-disciplinary demotion*** *– An appointment which is a voluntary change to a class with a lower pay range maximum*
* ***Open Competitive List*** *– A list of individuals who have successfully completed any applicable comparative analysis process resulting from a job announcement that was not restricted to current state employees*
* ***Pay Grade*** *– Reflects the minimum and maximum base salary rates for work in a specific class*
* ***PDQ*** *– Position Description Questionnaire, the official document summarizing the primary duties and responsibilities assigned to a position*
* ***Promotional List*** *– A list of individuals who have successfully completed any applicable comparative analysis process resulting from a job announcement restricted to current state employees or former state employees separated from employment due to layoff*
* ***Reemployment List*** *– A list of certified employees who were involuntarily terminated or demoted due to layoff*
* ***Referral*** *– HR specialist recommends eligible applicants to the hiring manager*
* ***Referral list*** *– A list of top individuals drawn from the eligible list who are to be considered for appointment*
* ***Reinstatement*** *– restoring someone to a previous position*
* ***System Maintenance Study*** *– The process used to determine classes and/or pay grades and to properly place all affected positions into new classes. In includes class placement*
* ***Transfer*** *– An appointment of a qualified and current employee to a different position in the same class or to a class with the same pay grade*
 |
| **Supporting Documents** | **Forms** | **Policy** | **Other** | **Demo** | **Exercise** |
| SPB Rules |  | x |  |  |  |
| PDQ Form |  |  | x |  |  |
| Employment Reference Checking CDOT Guide |  |  | x |  |  |
| Employment Screening CDOT PD |  | x |  |  |  |
| Reference Checks – DHR Technical Guidance  |  |  | x |  |  |
| Hiring Guide for Managers – DHR Technical Guidance |  |  | x |  |  |
| Methods to Fill Vacancies – DHR Technical Guidance |  |  | X |  |  |
| Post-Referral Assessment – DHR Technical Guidance |  |  | x |  |  |
| [Veterans, Active Military and National Disaster Response Personnel](https://www.colorado.gov/pacific/sites/default/files/Technical%20Guidance%20-%20Veterans%201-2014.pdf) – DHR Technical Guidance |  |  | x |  |  |

|  |  |
| --- | --- |
| **Section** 4 **–** Employee Status | **Time:** eLearning |
| **Section Objectives** | Upon completing this section, participants should be able to:* Describe terms and concepts
* Understand what is probationary service, identify to who does it apply, and limitations on employee rights
* Understand what is trial service, identify to who does it apply, and limitations on employee rights
* Understand what is temporary appointment, identify to who does it apply, the types of temporary appointment, and limitations on employee rights of each type
* *Identify possible issues with employee status and the available resources if help is needed*
 |
| **Terms and Concepts** | * **Certified** – The status of an employee who has successfully completed a probationary period or a trial service period
* **Conditional Appointment** – A qualified certified employee who temporarily promotes into a permanent vacancy for which no eligible list exists
* **Conditional Status**  – Qualified certified employee who temporarily promotes into a permanent
* **Permanent Employee** – Employee who is on a permanent position which is carried on the staffing pattern in exceed 9 months or on an annual, seasonal basis
* **Probationary Service** – Status of *a person has been selected for a permanent position but not yet certified*
* **Provisional Appointment** – A qualified person outside of the state personnel system who is temporarily appointed to a permanent vacancy for which no eligible list exists
* **Status** – *Categories that determine the rights of an employee under the state personnel system*
* **Substitute Appointment** – A qualified certified employee who temporarily perform the duties of a filled position during a leave or for training purposes
* **Substitute Appointment** – A temporary appointment that is made to perform the duties of a filled position during a leave or for training purposes
* **Temporary Appointment** – A qualified person who is appointed to a position for a period *not exceed nine months in any 12-month period*
* **Trial Service** – *Status of a certified employee or reemployment applicant who is promoted or transferred*
 |
| **Supporting Documents** | **Forms** | **Policy** | **Other** | **Demo** | **Exercise** |
| SPB Rules |  | x |  |  |  |
| Employee Status within the State Personnel System – DHR Technical Guidance |  | x |  |  |  |
| Temporary Employees – DHR Guidance |  | X |  |  |  |

|  |  |
| --- | --- |
| **Section** 5 **– Pay and Compensation** | **Time:** eLearning |
| **Section Objectives** | Upon completing this section, participants should be able to:* *Describe terms and concepts*
* *Understand what is Annual Compensation Survey,* identify to who does it apply, *when does it happen, and what happens with the survey results*
* *Understand what is compensation rates, describe the process flow, identify the factors to consider when deciding the rates*
* *Understand what is downward movement, identify the types of downward movements and their impact on base pay*
* *Understand what is upward movement, identify the types of upward movements and their impact on base pay*
* *Understand what is lateral movement and in-range salary movement, identify the types of in-range salary movements (including Counteroffer Pay, Delayed Promotional Increase, New Hires Delayed Salary Increase) , describe when to use each of them, identify their process flow*
* *Understand what is merit pay, identify the process flow (Roles and responsibility, and steps when administrating merit pay)*
* *Understand what is Medical Pay Plan, identify limitations on pay adjustment of employees in the medical pay plan*
* *Understand what is FLSA, what is FLSA overtime, identify who is eligible for it and what is the overtime pay rate*
* *Identify the types of other premium pay that applied by CDOT (including shift differential, on call, discretionary pay differential)*
* *Recognize the interrelation between overtime, shift differential, and on-call with Work Hours in “Time and Leave Approval eLearning Course”*
* *Identify possible issues with pay and compensation (such as: how to respond in the case of fiscal emergency, etc.) and the available resources if help is needed*
 |
| **Terms and Concepts** | * **Base Pay** – An employee’s salary without premium pay; Synonymous with base salary
* **Compensation** –compensating employees for service or loss or injury
* **Compensation Rate** – the quantity or amount or measure when compensating employees
* **Downward movements** – position is changed to a different class with a lower range maximum
* ***Exempt Employee*** *– One who is not eligible for overtime*
* **FLSA** – the Fair Labor Standards Act that establishes minimum wage, overtime pay, recordkeeping, and youth employment standards affecting employees in the private sector and in Federal, State, and local governments
* **FLSA Overtime** – Covered nonexempt employees must receive overtime pay for hours worked over 40 per workweek (any fixed and regularly recurring period of 168 hours — seven consecutive 24-hour periods) at a rate not less than one and one-half times the regular rate of pay
* **In Range Salary Movements** – Synonymous with Discretionary movements, a way that department may use to increase base pay of permanent employees who remain in the current classes and positions when there is a critical need not addressed by any other pay mechanism
* **Medical Plan (or Medical Pay Plan)** – It refers to the State Medical Insurance
* **Merit Pay** – a raise in base pay or as a premium based on employee’s performance
* **Premium Pay** – Additional pay authorized for such as shift differential, on-call, etc.
* **Upward movement** – position is changed to a different class with a higher range maximum
 |
| **Supporting Documents** | **Forms** | **Policy** | **Other** | **Demo** | **Exercise** |
| SPB Rules |  | x |  |  |  |
| Compensation for Overtime, On-call, Call-back, Shift Differential, and Compensatory time – CDOT PD |  | X |  |  |  |
| [Hours of Work and Overtime Compensation](http://intranet.dot.state.co.us/resources/policy-procedure/documents/1230-0/view) – CDOT PD |  | x |  |  |  |
| Payroll Deduction Authorization Process – DHR Technical Guidance  |  |  | x |  |  |

|  |  |
| --- | --- |
| **Section** 6 **–** Time and Leave | **Time:** eLearning |
| **Section Objectives** | Upon completing this section, participants should be able to:* *Describe terms and concepts*
* *Identify the types of accrued Paid Leave, recognize the results of accrued paid leave exhaustion*
* *Understand what is Leave Sharing, identify who may approve it*
* *Understand what is Holiday Leave, identify who may approve it*
* *Identify the types of non-accrued paid leaves including bereavement leave, military leave, jury leave, parental academic leave, administrative leave, and who may approve them*
* *Identify the types of unpaid leave including short-term disability leave and victim protection leave, and who may approve them*
* Understand what is Family Medical Leave, identify who may approve it
* *Identify possible issues to time and leave and the available resources if need help*
 |
| **Terms and Concepts** | * **Academic Parental leave** – leave for parents/guardians to participant in academic related activities
* **Administrative leave** – release employees from their official duties for the good of the state
* **Annual Leave** –leave for employee’s personal needs
* **Bereavement leave** – leave for employee who lost the loved one
* **Family Medical Leave** – leave for qualified medical and family reasons
* **Full-time employees**: Employees whose positions are funded to work 40 hours per week
* **Holiday Leave** – leave for national holidays
* **Injury leave** – leave for employees who suffer an injury or illness that is compensable under the Workers’ Compensation Act
* **Jury leave** – leave for employees who are required on jury duty
* **Leave** **Sharing** –annual leave that transferred between permanent state employees
* **Military leave** – leave for employees who are members of National *Guard, military reserves, or National Disaster Medical Service to attend the annual encampment or training or active service*
* **Part-time employees**: Employees whose positions are funded at less than 40 hours per week
* **Sick** **Leave** –leave for health reasons only
* **Volunteer leave** – leave for employees to volunteer in community activities
 |
| ***Supporting Documents*** | ***Forms*** | ***Policy*** | ***Other*** | ***Demo*** | ***Exercise*** |
| SPB Rules |  | x |  |  |  |
| Grants from the Leave Bank and the Military Leave Bank – CDOT PD |  | X |  |  |  |
| General Leave – CDOT PD |  | X |  |  |  |
| Family Medical Leave Program – CDOT PD |  | X |  |  |  |
| Flextime Agreements – CDOT PD |  | X |  |  |  |
| Time and Leave Approval eLearning Course – SAP Learning, Success Factor |  |  | X |  |  |

|  |  |
| --- | --- |
| **Section** 7 **–** Performance Management, Corrective and Disciplinary Actions | **Time:** eLearning |
| **Section Objectives** | Upon completing this section, participants should be able to:* *Describe terms and concepts*
* *Identify the three steps in the Progressive Discipline process, and their relationships*
* *Understand what is Performance Management, describe the process flow, identify supervisor’s responsibility and results if fail to follow the rules*
* *Understand what is performance improvement plan, and how it relates to corrective and disciplinary actions*
* *Understand what is corrective action, describe the process flow, identify supervisor’s responsibility*
* *Understand what is disciplinary action, describe the process flow, identify who makes decision*
* *Identify the interrelations with “Dispute Resolution”*
* *Identify possible issues to Performance Management, Corrective and Disciplinary Actions and the available resources if need help*
 |
| **Terms and Concepts** | * ***Corrective Actions*** *– series of actions issued to correct and improve an employee's job performance or conduct*
* ***Disciplinary Actions*** *– series of consequences happened after the failure of corrective actions*
* **Performance** – the accomplishment of a given task measured against preset known standards of accuracy, completeness, cost and speed
* **Progressive Discipline** –  the process of using increasingly severe steps or measures when an employee fails to correct a problem after being given a reasonable opportunity to do so
 |
| **Supporting Documents** | **Forms** | **Policy** | **Other** | **Demo** | **Exercise** |
| SPB Rules |  | x |  |  |  |
| Corrective and Disciplinary Actions – DHR Technical Guidance  |  |  | x |  |  |

|  |  |
| --- | --- |
| **Section** 8 **–** Separation | **Time:** eLearning |
| **Section Objectives** | Upon completing this section, participants should be able to:* *Describe terms and concepts*
* *Understand what is resignation, describe the process flow*
* *Identify the notice period and results if fail to notice*
* *Recognize employee’s appeal rights on forced resignation*
* *Understand what is auto resignation*
* *Understand what is layoff*
* Understand why need to keep separation records
* *Recognize the limitation for 1st line supervisors to terminate employees*
* *Identify possible issues to separation and the available resources if need help is needed*
 |
| **Terms and Concepts** | * ***Resignation*** *– voluntary separation from the state personnel system*
* ***Layoff*** *- process of involuntarily separating an employee from a position in the state personnel system.*
* ***Retention*** *– the ability to hold the current position*
* ***Reallocation*** *– Assign an individual to another position*
 |
| **Supporting Documents** | **Forms** | **Policy** | **Other** | **Demo** | **Exercise** |
| SPB Rules |  | x |  |  |  |
| Separation Reasons and Their Definitions – CDOT Intranet  |  |  | x |  |  |
| “Managing Employee Separation” – CDOT Intranet  |  |  | X |  |  |

|  |  |
| --- | --- |
| **Section** 9 **–** Dispute Resolution | **Time:** eLearning |
| **Section Objectives** | Upon completing this section, participants should be able to:* Describe terms and concepts
* Identify the steps in dispute resolution process, the relationships among grievance, appeal, and Discretionary Board Hearing
* Understand what is grievance, and the grievance process including stages and steps, time frame, roles and responsibilities
* Understand what is appeal, who has appeal rights, and the appeal process including the roles and responsibilities
* Recognize mediation as one of the alternative dispute resolution method
* Understand what is Whistleblower Claims
* Understand what is Allegations of Discrimination, its interrelations with “Fair Employment Practices”, and why is it important
* Distinguish performance management program (PMP) dispute resolution process from the grievance process
* Identify the disputable and non-disputable issues in PMP
* Understand the informal and formal written process of PMP dispute
* *Identify possible issues to dispute resolution in general and in performance management and the available resources if need help*
 |
| **Terms and Concepts** | * **Appeal** – *An application to a higher court to review for a decision to be reversed*
* ***Disputable*** *– open to argument or debate*
* **Dispute** – disagreement, argument, or debate
* **Grievance** – *a complaint filed by an employee with the employee's agency regarding working conditions when the employee's pay, status or tenure has not been affected, including discrimination complaints.*
* **Petition** – *a formal written request appealing to authority with respect to a particular cause*
* **Tenure** – Combination of rights which vest in a certified employee by virtue of certified status, seniority, and years of service
* **Whistleblower** – *an informant who exposes wrongdoing within an organization in the hope of stopping it*
 |
| **Supporting Documents** | **Forms** | **Policy** | **Other** | **Demo** | **Exercise** |
| SPB Rules |  | x |  |  |  |
| [Grievance Process Flow Chart](http://coloradoc2.prod.acquia-sites.com/sites/default/files/Grievance%20Process%20Flow%20Chart.pdf) – DHR Technical Guidance |  |  | x |  |  |
| [Internal Discrimination Complaint Procedures – CDOT PD](http://intranet.dot.state.co.us/resources/policy-procedure/documents/0600-6/view) |  | X |  |  |  |

|  |  |
| --- | --- |
| **Section** 10 **–** Fair Employment Practices | **Time:** eLearning |
| **Section Objectives** | Upon completing this section, participants should be able to:* *Describe terms and concepts*
* Define what is workplace discrimination, identify to who does it apply and on what issues
* Identify supervisor’s responsibility on ADA process
* Identify the consequences of discrimination
* *Identify possible issues to fair employment practices and the available resources if need help*
 |
| **Terms and Concepts** | * **Discrimination** – Unfair treatment on a person or a group on the basis of prejudice
* **ADA** –American Disability Act, a legislation passed in 1990 that prohibits discrimination against people with disabilities
* **Civil Rights** – *The rights of citizens to political and social freedom and equality*
 |
| **Supporting Documents** | **Forms** | **Policy** | **Other** | **Demo** | **Exercise** |
| SPB Rules |  | x |  |  |  |
| [Policy on Non-Discrimination](http://intranet.dot.state.co.us/resources/policy-procedure/documents/0604-0/view) – CDOT PD |  | X |  |  |  |

|  |  |
| --- | --- |
| **Section** 11 **–** Personal Services Agreement | **Time:** eLearning |
| **Section Objectives** | Upon completing this section, participants should be able to:* Describe the terms and concepts
* *Identify when to seek help with personal services agreements*
* *Identify the three indicators that determine personal services agreements (business case, impact on state personnel system, and contract process and requirements)*
* *Identify who reviews, or approves personal services agreements*
* *Identify possible issues to personal services and the available resources if need help*
 |
| **Terms and Concepts** | * **Personal Services Agreement** – an contract for professional or technical services between CDOT and independent, and non-state-employment individuals, partnerships or corporations
* **Business case** – justification for a proposed project or undertaking on the basis of its expected commercial benefits
 |
| **Supporting Documents** | **Forms** | **Policy** | **Other** | **Demo** | **Exercise** |
| SPB Rules |  | x |  |  |  |
| Personal Services Agreement Training Presentation – CDOT Intranet |  |  | x |  |  |

|  |  |
| --- | --- |
| **Section** 12 **–** State Benefit Plans | **Time:** eLearning |
| **Section Objectives** | Upon completing this section, participants should be able to:* *Describe terms and concepts*
* *Recognize the CDOT benefits coordinator*
* *Identify the main types of benefits offered at CDOT (such as: medical, dental, life, disability, PERA, C-SEAP)*
* *Identify possible issues with State Benefit Plans and the available resources if help is needed with appeal procedures, payment of contributions, coverage of benefits, benefits eligibility, C-SEAP, etc.*
 |
| **Terms and Concepts** | * ***State benefits*** *– benefits provided in state agencies, such as medical insurance, dental insurance, PERA, etc.*
* ***Open enrollment****– a window during which individuals and employees may add or drop their health insurance, or make changes to their coverage*
* ***C-SEAP*** *– Colorado State Employee Assistance Program, a professional assessment, referral, and short-term counseling service offered to State employees, supervisors and managers.*
 |
| **Supporting Documents** | **Forms** | **Policy** | **Other** | **Demo** | **Exercise** |
| SPB Rules |  | x |  |  |  |
| [FY 2015-16 Employee Benefits Guide](https://www.colorado.gov/pacific/sites/default/files/FY%202015-16%20Employee%20Benefits%20Guide.pdf) - DHR |  |  | X |  |  |
| [Medical & Vision Insurance](https://www.colorado.gov/pacific/dhr/medical) – DHR |  |  | X |  |  |
| [Dental Insurance](https://www.colorado.gov/pacific/dhr/dental) – DHR |  |  | X |  |  |
| [Flexible Spending Accounts](https://www.colorado.gov/pacific/dhr/fsa) – DHR |  |  | X |  |  |
| [Life Insurance](https://www.colorado.gov/pacific/dhr/life) – DHR |  |  | X |  |  |
| [Disability Insurance](https://www.colorado.gov/pacific/dhr/disability) – DHR |  |  | X |  |  |

|  |  |
| --- | --- |
| **Section 13 – Conclusion**  | **Time:** eLearning |
| **Section Objectives** | Upon completing this course, participants should be able to:* Repeat of the objectives in the overview section
* Describe where participants can get help from people and resources
* Solicit Questions
 |