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SOUTH CAROLINA
DEPARTMENT OF
PARKS, RECREATION AND TOURISM

DIVISION OF STATE PARKS

TRAINING

AND

CAREER DEVELOPMENT

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SOUTH CAROLINA DIVISION OF STATE PARKS
TRAINING AND CAREER DEVELOPMENT

1989

The following pages provide an overview of Training and Career Development for field personnel of the Division of State Parks. It deals with the following subject matter:

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THE PURPOSE AND SIGNIFICANCE OF TRAINING AND CAREER DEVELOPMENT

The success of South Carolina State Parks is dependent upon the abilities, knowledge, and the efforts of the personnel of the Parks Division. The Division's Training and Career Development Program directly effects an employee's understanding and knowledge about his or her job and responsibilities within the Division. The program also serves to motivate employees to make their best efforts in the performance of their duties and responsibilities.

While the Training and Career Development Program benefits the personnel by training them to handle their present responsibilities, it also prepares them for promotion. In other words, this program helps to assure that the Division will have employees that can competently meet the current and future needs of the parks system.

To make this a successful program for the personnel and the parks system, there must be a commitment from both elements. The Parks Division must assure that the training provided covers the actual needs and is of high quality. The training must be available to the employee and provided at the appropriate stage of each employee's career. The training program must be supported by each supervisory level.

An equal commitment must also be made by the individual employee to pursue the training opportunities and to make the effort necessary to benefit from the training provided. Learning is an active, not a passive endeavor. A person must work to learn and improve. Making the effort to learn and improve is a basic responsibility of each employee.

The parks system will continue to change and evolve to meet the public need. The Training and Career Development Program is one way to ensure future success for the parks system and ensure that the employees' career goals can be pursued in a systematic way. Hopefully, through this program, parks personnel will be able to prepare for advancement and have opportunity to achieve their full potential.

PURPOSE OF THE STATE PARK SYSTEM,

(Adopted by the P.R.T. Commission, 7-1-67)

1. The purpose of the South Carolina State Parks System shall be:

TO SERVE THE PEOPLE OF SOUTH CAROLINA AND THEIR VISITORS BY:

- A. Preserving and protecting natural areas of unique or exceptional scenic value not only for the inspiration and benefit of the present generation, but, also for generations to come.
- B. Establishing and operating state parks that provide recreational use of natural resources and outdoor recreation in natural surroundings.
- C. Portraying and interpreting plant and animal life, geology, and all other natural features and processes included in the various state parks.
- D. Preserving, protecting and portraying through proper interpretive programs and devices, and restoring where necessary and practical, the various historic sites, areas, and buildings of recognized meaning and authenticity which are considered important in our state's history and development, also the shrines, monuments, and burial places of outstanding persons who contributed to this heritage.

A broad-based education, even university degrees, regardless of the type are not enough to supply the ever-changing kinds of skills and abilities needed by employees of the South Carolina Division of State Parks. Continual education and reeducation of employees is vital to the success of our organization. An employee training program has been widely recognized by management as the key element for increasing employee abilities and

productivity. An ongoing, quality training program helps develop employees so they can better serve the Division while at the same time enhancing the individual employee's career.

Everyday, employees of the South Carolina Division of State Parks must provide state park services with maximum efficiency and economy while projecting a positive image. In order to meet this daily challenge and to achieve the highest level of excellence, the Division provides a comprehensive employee training and career development program.

The intent of this program is not to present a one-or-two-shot all inclusive training lesson. Instead, this program is intended to meet the training needs of the Division's employees throughout their career. In other words, it will be a progressive process of training over a period of years. For example, a beginning ranger may need several years to complete the entire Ranger Segment of training. When that segment is completed, he will most likely expect to begin the next step (the Management Development Segment) which will also require a period of years to complete. Each employee will follow the outlined steps of this process throughout his/her career. As pointed out earlier, the Division's intent is a directed training and development program. In addition to this, the park employee will always be engaged in a continual development process of on-the-job training through day-to-day tasks.

Adjustments will be made to the training program according to the changing needs.

Training and development will be used to meet the career needs and job requirements of all employees, without discrimination because of race, religion, color, national origin, sex, age, and other irrelevant factors. Employees should receive appropriate recognition for the increased skills and capabilities that have resulted from their training and development efforts.

MISSION OF THE TRAINING SECTION

The mission of the training section of the South Carolina Division of State Parks is to contribute toward the improved performance of human resources on the job. This will thereby contribute to the State Parks System's overall purpose of increasing and enhancing outdoor recreational opportunities in accordance with wise resource management. The training section will carry out its mission by coordinating and providing a range of technical training and management development programs and related services to meet the identified needs of the Division and the individual employee.

THE TRAINING COUNCIL

As the State Parks System changes to meet the public need, the training program will need to change with it. A Training Council, comprised of management and field personnel, will identify specific training needs and determine whether the division's training programs are on target and meeting their goal. The Training Council will meet at least once annually, near the end of the calendar year, to plan the division's specific training programs for the forthcoming calendar year. The training coordinator will coordinate this planning session and submit the Training Council's recommendations to the director for his approval.

The Training Council will be composed of one field representative from each district (selected annually by each district superintendent), each district superintendent, and each section head from the Central Office.

FUNCTIONS OF THE DIVISION OF STATE PARKS

In the process of analyzing the training needs, a functional approach is taken. This means the functions of the Division's front line or field personnel are separated into three major categories so they can be more closely examined.

ADMINISTRATIVE/OPERATION FUNCTION

MAINTENANCE FUNCTION

INTERPRETIVE SERVICES AND RESOURCE MANAGEMENT FUNCTION

The Division's training and continuing development plan is structured according to these three major functions. Specific goals of the major functions are established. The Division's training needs are pinpointed to help the employees of the Division attain those goals.

ADMINISTRATIVE/OPERATION FUNCTION

This function is a very broad and extensive function that involves the managing, planning and the carrying out of business and affairs of the Division of State Parks in areas of finance, personnel, materials and services, public relations, and resource management. The levels of this function range from very basic duties to very analytical and judgmental decision making.

Goals of the Administrative/Operation Function are:

1. To assure wise visitor management in light of proper resource management.
2. To maximize the abilities and the productivity of all personnel through effective and efficient management.
3. To provide specialized services which are advantageous to the park visitor and enhance the park visitors experience on the park.
4. To monitor park operations and to assure proper accountability of all inventories and funds.
5. To provide a safe environment for all employees and park visitors.
6. To assure that proper procedures are utilized in procurements, contracts, agreements, record keeping, reporting, budgeting and other standard business practices.
7. To carry out effective public relations which define and publicize the purpose, goals and mission of the Parks Division.

The training and continuing development plan for personnel involved in the Administrative/Operation function is divided into three segments--the Ranger Segment, the Administrative Clerical Segment, and the Management Development Segment.

Different phases of training make up each of the three segments.

Following is a detailed layout of each phase of training for each of the three segments that make up the Administrative/Operation Function.

RANGER SEGMENT

R.S. PHASE A (Park Level)

1. Orientation
2. Introduction to Communications, Human Relations, and Image
3. Introduction to Skills and Standards in Maintenance
4. Safety Awareness - Equipment and Materials
5. Emergency Situations
6. Fire Situations
7. Introduction to Operational Procedures

R.S. PHASE B (Central Basic Level)

1. Basic Communications and Public Relations
2. Basic Maintenance Skills Development
3. Basic Administrative Procedures
4. Introduction to Interpretive Services
5. Basic Merchandising Skills Development
6. Introduction to Natural Resource and Historic Resource Management
7. History and Organization of Division and Agency.

R.S. PHASE C (Central Intermediate Level)

1. Fundamentals of Supervision
2. Visitor Services Development
3. Forest Fire Fighting
4. Advanced Interpretation & Resource Management

R.S. PHASE D (Central Advanced Level)

1. Intermediate Supervision
2. Special Operations
3. State Park Safety
4. Insurance for State Parks and State Park employees

R.S. PHASE Z (Optional)

1. First Aid
2. CPR
3. Law Enforcement - Special Basic
4. Fundamentals of Search and Rescue
5. Managing the Search Function Course
6. Wastewater Certification
7. Water Certification
8. Pesticide Certification
9. Pool and Spa Operations Certification
10. Pond, River and Stream Life
11. Common Animal Life of South Carolina
12. A Look at Insects
13. The Changing Coastline
14. The Salt Marsh
15. Sea Shells and Other Sea Life
16. Regional Fauna Information of South Carolina
17. Regional Flora Information of South Carolina
18. Care of Historic Objects
19. Basic Architectural History and Decorative Arts
20. Historic Artifact Inventory and Cataloging Procedures

ADMINISTRATIVE CLERICAL TRAINING SEGMENT

A.C.S. PHASE A (Park Level)

1. Orientation
2. Introduction to Communications, Human Relations, and Image
3. Introduction to Operational Procedures

A.C.S. PHASE B (Central Basic Level)

1. Basic Communications and Public Relations
2. Basic Administrative Procedures
3. Time Management for Administrative Clerical Personnel

A.C.S. PHASE Z (Optional)

1. First Aid
2. CPR
3. Law Enforcement - Special Basic
4. Fundamentals of Search and Rescue
5. Managing the Search Function Course
6. Wastewater Certification
7. Water Certification
8. Pesticide Certification
9. Pool and Spa Operations Certification
10. Pond, River and Stream Life
11. Common Animal Life of South Carolina
12. A Look at Insects
13. The Changing Coastline
14. The Salt Marsh

15. Sea Shells and Other Sea Life
16. Regional Fauna Information of South Carolina
17. Regional Flora Information of South Carolina
18. Care of Historic Objects
19. Basic Architectural History and Decorative Arts
20. Historic Artifact Inventory and Cataloging Procedures

MANAGEMENT DEVELOPMENT SEGMENT

M.D.S. PHASE A (Central Basic Management Level)

1. Advanced Supervisory Development
2. Maintenance Manager Roles and Responsibilities
3. Professional Awareness and Image
4. Advanced Communications and Human Relations
5. Park Planning and Development

M.D.S. PHASE B (Central Intermediate Management Level)

1. Management Skills Development
2. Merchandising Development
3. Business Management
4. Role of Interpretation and Resource Management at the Park Level

M.D.S. PHASE C (Central Advanced Management Level)

1. Manager Development
2. Advertising and Promotion
3. Recruiting and Using Volunteers

MAINTENANCE FUNCTION

The Maintenance Function is an extremely important process involving the planning, designing, preservation and upkeep of the Division's facilities and resources. Development of expertise in technical skills of the maintenance personnel is a very important concern of the Division.

Goals of the Maintenance Function are:

1. To assure wise facility and resource use and management through sound planning, budgeting, and evaluation of all maintenance projects, programs, inventories and supplies in light of wise resource management.
2. To provide continued inspections and evaluations of all facilities, equipment, and resources to assure an acceptable level of maintenance.
3. To plan and design facilities and structures which will be more easily maintained over the long range.
4. To maximize the abilities and productivity of personnel through training and development of preventative and corrective maintenance skills.
5. To aid in obtaining proper maintenance certifications for maintenance personnel.

The training and continuing development plan for the Maintenance Function is composed of only one segment. However, this segment is divided into five phases. Following is a detailed layout of each phase of training for the Maintenance Function.

MAINTENANCE SEGMENT

M.S. PHASE A (Park Level)

1. Orientation
2. Introduction to Communications, Human Relations, and Image
3. Introduction to Skills and Standards in Maintenance.
4. Safety Awareness - Equipment and Materials
5. Emergency Situations
6. Fire Situations

M.S. PHASE B (Central Basic Level)

1. Basic Maintenance Skills Development
2. Basic Communications and Public Relations
3. Forest Fire Fighting
4. Introduction to Natural Resource and Historic Resource Management

M.S. PHASE C (Central Introductory Management Level)

1. Advanced Supervisory Development.
2. Maintenance Manager Roles and Responsibilities
3. Professional Awareness and Image
4. Advanced Communications and Human Relations
5. Park Planning and Development

M.S. PHASE D (Central Advanced Skills Level)

1. Advanced Maintenance Skills Development
2. Materials and Trade Practices
3. Reading and Understanding Blue Prints and Plans

M.S. PHASE Z (Optional)

1. First Aid
2. CPR
3. Law Enforcement - Special Basic
4. Fundamentals of Search and Rescue
5. Managing the Search Function Course
6. Wastewater Certification
7. Water Certification
8. Pesticide Certification
9. Pool and Spa Operations Certification
10. Pond, River and Stream Life
11. Common Animal Life of South Carolina
12. A Look at Insects
13. The Changing Coastline
14. The Salt Marsh
15. Sea Shells and Other Sea Life
16. Regional Fauna Information of South Carolina
17. Regional Flora Information of South Carolina
18. Care of Historic Objects
19. Basic Architectural History and Decorative Arts
20. Historic Artifact Inventory and Cataloging Procedures

INTERPRETIVE SERVICES AND RESOURCE MANAGEMENT FUNCTION

The importance of this function must be emphasized since the personnel involved in this function are primarily more directly involved with park visitors and the general public. Interpretive services is an educational process whereby the park visitors and general public are enlightened about the natural and historical resources and facilities of the parks. This function also includes the promotion and preservation of the State Park System.

Interpretation and Resource Management will be considered a unified function because the training and expertise for each area are generally similar and complementary. Interpreters will, therefore, take a leading role in resource management.

Goals of the Interpretive Services and Resource Management Function are:

1. To provide information and expand the park visitor's knowledge of the parks natural and historical significance and also to provide information about the surrounding area.
2. To promote the Parks Division through educating the public on the role the State Parks System plays in preserving the State's natural heritage.
3. To serve as a liaison between the park and the Division's central office concerning the natural or historical resource management of the park.
4. To carry out effective public relations which define and publicize the purpose, goals, and mission of the Parks Division.
5. To catalog, inventory, and locate the park systems natural and cultural resources and assist in developing strategies for their preservation and protection.
6. To participate and assist District Superintendent and Central Office Staff in project specific environmental review.

The training and continuing development plan for the Interpretive Services and Resource Management Segment is composed of one segment. This segment is made up of four phases. Following is a detailed layout of each phase of training for Interpretive Services and Resource Management.

INTERPRETIVE SERVICES AND RESOURCE MANAGEMENT SEGMENT

I.R.M.S. PHASE A (Park Level)

1. Orientation
2. Introduction to Communications, Human Relations and Image
3. Introduction to Skills and Standards in Maintenance
4. Safety Awareness - Equipment and Materials
5. Emergency Situations
6. Fire Situations
7. Introduction to Operational Procedures

I.R.M.S. PHASE B (Central Basic Level)

1. Basic Communications and Public Relations
2. Basic Maintenance Skills Development
3. Basic Administrative Procedures
4. Introduction to Interpretive Services
5. Basic Merchandising Skills Development
6. Introduction to Natural Resource and Historic Resource Management
7. History and Organization of Division and Agency.

I.R.M.S. PHASE C (Central Advanced Level)

1. The Natural History of the State Parks System
2. Basic Principles of Nature
3. The Geology and Geography of South Carolina
4. The Floral Diversity of South Carolina
5. School Programming
6. A Brief History of South Carolina
7. South Carolina's Historic Sites
8. The South Carolina Folklore Program
9. Forest Fire Fighting

I.R.M.S. PHASE Z (Optional)

1. First Aid
2. CPR
3. Law Enforcement - Special Basic
4. Fundamentals of Search and Rescue
5. Managing the Search Function Course
6. Wastewater Certification
7. Water Certification
8. Pesticide Certification
9. Pool and Spa Operations Certification
10. Pond, River and Stream Life
11. Common Animal Life of South Carolina
12. A Look at Insects
13. The Changing Coastline
14. The Salt Marsh
15. Sea Shells and Other Sea Life
16. Regional Fauna Information of South Carolina
17. Regional Flora Information of South Carolina
18. Care of Historic Objects
19. Basic Architectural History and Decorative Arts
20. Historic Artifact Inventory and Cataloging Procedures

DESCRIPTION OF SUBJECTS

ADVANCED COMMUNICATIONS AND HUMAN RELATIONS: The objective is to prepare park managers to communicate effectively and confidently with employees, other professionals, and the general public. Special emphasis will be placed on leading meetings and speaking to groups.

ADVANCED INTERPRETATION AND RESOURCE MANAGEMENT: The objective is to further develop the employee's interpretive and resource management skills and to encourage the employee to take an active responsible role in interpreting the park and managing the park's natural and cultural resources.

ADVANCED MAINTENANCE SKILLS DEVELOPMENT: The objective is to expand employees' skills beyond routine so they can trouble shoot or find solutions to maintenance problems. Also to encourage them to examine and identify why specific problems occur and to seek better solutions to them.

ADVANCED SUPERVISORY DEVELOPMENT: The objective is to further develop the employee's knowledge and skills in supervision. The key elements of supervision are examined: motivation, goal setting, improving employee morale and productivity, positive discipline and conflict resolution. This session provides an overview of supervision and the benefits of effective supervision.

ADVERTISING AND PROMOTION: The objective is to demonstrate how the park manager can become more involved with the local promotion of the park. Also it will demonstrate how the park manager can assist the central office staff in developing state and regional approaches to advertising. The main emphasis will be placed on identifying the market, broadening that market and reaching the existing clientele.

A LOOK AT INSECTS: The objective is to familiarize the interpreters to the myriad of insects that are available for their use as they interpret nature to the park visitors. Moths, butterflies, beetles, bees, and other insects will be covered from a life history perspective.

BASIC ADMINISTRATIVE PROCEDURES: The objective is to familiarize the employee with the Division's administrative policies and procedures concerning reports, payrolls, personnel forms, purchases, payments, fiscal contracts, contracts and agreements and the handling of cash.

BASIC ARCHITECTURAL HISTORY AND DECORATIVE ARTS: The objective is to familiarize interpreters with building and furniture styles common to South Carolina throughout history for both decorative and interpretive purposes.

BASIC COMMUNICATIONS AND PUBLIC RELATIONS: The object is to take a close look at basic communication principles for developing better communicators. Some areas of emphasis are effective listening, written communication, and communicating on the telephone.

BASIC MAINTENANCE SKILLS DEVELOPMENT: The objective is to acquaint the employee with basic maintenance skills and accepted trade practices, to include minor plumbing repairs, basic carpentry, roofing, basic electrical repairs, etc. (This course is geared to the employee which it will be presented to; the presentation for Park Technicians is more involved than what is presented to Rangers or other A & O employees).

BASIC MERCHANDISING SKILLS DEVELOPMENT: The objective is to familiarize the employee with the policies and procedures of the Merchandising Section concerning reports, local purchases, property transfers, inventories, cash register operation, etc. Shoplifting and inventory shrinkage are also addressed.

BASIC PRINCIPLES OF NATURE: The objective is to reacquaint interpreters to elements of the natural process that will be used over and over again in their interpretive efforts. This will include such topics as: Photosynthesis, plant life cycles, why leaves change colors, water cycle, tides, etc.

BRIEF HISTORY OF SOUTH CAROLINA: The objective is to brief the major themes in South Carolina's history as they relate to South Carolina's historic sites and to give employees a knowledge of reference sources.

BUSINESS MANAGEMENT: Each operation at each park should be viewed as a business. The objective is to develop a business attitude in the park manager. Basic business principles will be discussed.

CARE OF HISTORICAL OBJECTS: The objective is to train employees in the proper maintenance and handling of historic artifacts and how to recognize and report problems calling for professional conservation.

COMMON ANIMAL LIFE OF SOUTH CAROLINA: The objective is to point out to the employee the fauna of South Carolina that is commonly found throughout the state for use in interpretation at the park level.

CPR AND/OR FIRST AID CERTIFICATION: The objective is to certify the employee so he/she has some background in the knowledge and skills that are needed for the emergency care of the injured and ill until necessary medical care can be obtained.

EMERGENCY SITUATIONS: The objective is to prepare the employee to be able to respond quickly and effectively to a variety of special emergency situations such as: accidents, visitor violence, deaths, drownings, etc. Emergency situations will also deal with what an employee should say when questioned by news media people or anyone outside the Agency about any catastrophic occurrence on the park.

FIRE SITUATIONS: The objective is to prepare the employee to be prepared to deal with and respond correctly to fire situations from forest fires to building fires.

FOREST FIRE FIGHTING: The objective is to bring about a conscious awareness of the potential destructive nature of wild fires and the procedure and techniques required to control fires.

FIRST AID AND/OR CPR CERTIFICATION: The objective is to certify the employee so he/she has some background in the knowledge and skills that are needed for the emergency care of the injured and ill until necessary medical care can be obtained.

FUNDAMENTALS OF SEARCH AND RESCUE: The objective of the FUNSAR Program is to provide a participant with the skills and knowledge in basic search and rescue operations which would enable him or her to become a valuable resource during emergency response situations where SAR is required.

FUNDAMENTALS OF SUPERVISION: The objective of this session is to demonstrate the difference between a leader and just being a boss. This session covers the concepts of organizing, directing, coordinating, controlling and effective communication.

HISTORIC ARTIFACT INVENTORY AND CATALOGING PROCEDURES: The objective is to prepare interpreters for responsibilities in maintaining a proper inventory of historic artifacts on their parks.

HISTORY AND ORGANIZATION OF DIVISION AND AGENCY: The objective is to give an overview of the history of the parks in South Carolina and how state parks have developed into what they are today. Also how The Department of Parks, Recreation and Tourism evolved. This will include the organizational structure of both the Division and Agency.

INSURANCE FOR STATE PARKS AND STATE PARK EMPLOYEES: The objective of this session is to provide the park employee with a better understanding of his liabilities and the protection he has as an employee of the state.

INTERMEDIATE SUPERVISION: The objective is to strengthen and broaden the employee's supervisory skills and knowledge. This course provides an overview of the role of specific supervisors in the Parks Division. It deals with the human element in addressing supervisory skills; specifically in giving orders, making corrections and giving praise. This session also addresses the wise management of time.

INTRODUCTION TO INTERPRETIVE SERVICES: The objective is to orient interpretive employees to their interpretive role on the park and to acquaint them with the Division's philosophies and objectives concerning Interpretive Services. Certain relevant procedures specific to their function will be covered such as: park promotion, site preservation and security, programming and program development, use and care of audio visual aids, the media, photographic skills and techniques, nature center operation, and public relations as well as other topics.

INTRODUCTION TO COMMUNICATIONS, HUMAN RELATIONS, AND IMAGE: The objective is to point out the importance of improving interpersonal skills, especially skills in one-on-one communication. Also the importance of proper employee image and how to present the proper image to the park visitor.

INTRODUCTION TO OPERATIONAL PROCEDURES: The objective is to examine the Division's facilities and fees in the STATE PARK BROCHURE; also to introduce the three primary weekly operational reports: revenue, attendance and inventory; and how to complete receipts for camping, cabins, and shelters and also equipment operation books.

INTRODUCTION TO SKILLS AND STANDARDS IN MAINTENANCE: The objective is to provide a description of minimum job standards acceptable concerning quality, thoroughness, neatness and cleanliness; to provide instruction on the proper use of basic handtools and the proper operation of small engine equipment; and also the proper cleaning and storing of equipment after use; and to point out the importance an effective maintenance program plays in the successful operation of a park.

INTRODUCTION TO NATURAL RESOURCE AND HISTORIC RESOURCE MANAGEMENT: The objective is to introduce the employee to the variety of natural and historic resources that comprise a park. The division's philosophy on management considerations, and rules and regulations particular to these resources will also be discussed. This will include topics such as: wildlife management, fisheries management, trail development and maintenance, aquatic plant management, management of historic artifacts, etc.

LAW ENFORCEMENT - SPECIAL BASIC: This consists of two weeks of training available through the South Carolina Criminal Justice Academy. The course is composed of one week of legal studies with a strong emphasis on major Supreme Court cases. The second week consists of instruction in weapons and weapons certification; dealing with juveniles, drugs, sexual assaults, officer survival, courtroom testimony, and a variety of other park related law enforcement concerns.

MAINTENANCE MANAGER ROLES AND RESPONSIBILITIES: The objective is to provide a general overview of the procedures of the maintenance project system. It will also deal with the roles of maintenance supervisory personnel and park superintendents in maintenance concerns.

MANAGING THE SEARCH FUNCTION COURSE: This course is designed to provide the student with knowledge about managing search and rescue operations which will enable the manager to direct the coordinated work efforts of others, i.e., managing the entire operation so that the right things are done at the right time from the start to finish of the operation.

MANAGEMENT SKILLS DEVELOPMENT: The objective is to aid the park manager in management skills. Two areas emphasized in this session are interviewing skills and techniques and proper disciplinary action. Other personnel management techniques will be discussed.

MANAGER DEVELOPMENT: The objective is to continue the development of management skills to include the following topics: park administration, managing people, developing leadership skills, supervision and the law, organizational politics, advanced public speaking, leading meetings, motivating employees, budget preparation, management image.

MATERIALS AND TRADE PRACTICES: The objective is to provide a thorough overview of certain construction materials and trade practices. Emphasis will be placed on providing awareness of what exists and where to find further information.

MERCHANDISING DEVELOPMENT: The objective is to increase the park manager's knowledge and understanding of the importance of retail sales operations on their park. It will deal with specific areas of merchandising, such as inventory management and inventory control, dealing with shrinkage, the use of a general ledger, liquidity, net profit, and return of investment.

ORIENTATION: The objective is to introduce the employee to the Department of Parks, Recreation and Tourism. This will include the organizational structures, history and tradition, the facilities, activities, fees, the rules and regulations, employee responsibilities and career development, and other information that will acquaint the new employee with his job and the organization he/she works for.

PARK PLANNING AND DEVELOPMENT: The objective is to become familiar with the elements of the park planning and development process to promote and encourage valuable and useful input from the park managers in the overall plan of his/her respective park.

PESTICIDE APPLICATION CERTIFICATION: The objective is to certify the employee in the knowledge and skills of pesticide application as required by the South Carolina Department of Health and Environmental Control.

POND, RIVER AND STREAM LIFE: The objective is to enable the interpreter to fully utilize the water resources on his/her park in the interpretive effort. The animals and plants particular to aquatic systems will be covered.

POOL AND SPA OPERATORS CERTIFICATION: The objective is to certify the employee in the knowledge and skills of pool operations and management as recommended by the South Carolina Department of Health and Environmental Control.

PROFESSIONAL AWARENESS AND IMAGE: The objective is to discuss the extreme importance of professionalism and projecting yourself in a professional manner as a park manager. Also this will cover dealing with other state agencies and the private sector.

READING AND UNDERSTANDING BLUE PRINTS AND PLANS: The objective is to provide instruction in reading plans and blue prints.

RECRUITING AND USING VOLUNTEERS: The objective is to point out how to use volunteers in the park and how they can give your park a boost. Also this will include an examination of the Division's Volunteer Program and its procedures.

REGIONAL FAUNA INFORMATION: The objective is to take a close look at the animals that are specific to a particular province or region of the state. Different regions will be covered as interpreter needs arise. Specific interpretive and life history information will be discussed for each applicable species.

REGIONAL FLORA INFORMATION: The objective is to take a look at the plants that are specific to a particular region or province of the state. Different regions will be covered as interpreter needs arise. Specific interpretive and life history information will be discussed for each applicable species.

ROLE OF INTERPRETATION AND RESOURCE MANAGEMENT AT THE PARK LEVEL: The objective is to define the value of interpretation as part of the overall park operation and the responsibility of the park superintendent in the area of resource management.

SAFETY AWARENESS - EQUIPMENT AND MATERIALS: The objective is to point out the importance of a safety conscious attitude among employees in order to minimize all accidents and injuries on the park; to include descriptions of obvious hazards encountered at different work levels.

SCHOOL PROGRAMMING: The objective is to introduce the skills and techniques necessary to maintain a quality visitation program at the park and to promote these programs in the community and area schools.

SEASHELLS AND OTHER SEA LIFE: The objective is to teach the interpreter the common shells and other "creatures" of the sea that wash up onto the beaches for their interpretive program.

SOUTH CAROLINA HISTORIC SITES: The objective is to familiarize all interpreters with the main functions of all PRT operated historic sites and with other public historic sites of importance through the state.

SPECIAL OPERATIONS: The objective is to help the employee become more familiar with the specific management of special operations such as swimming areas, camping, cabins, etc.

STATE PARK SAFETY: The objective is to reinforce the employee's attitude on the importance of safety consciousness at all times. Also this course will present a more in depth view of the Division's safety policies and procedures.

THE CHANGING COASTLINE: The objective is to inform the interpreter about the coastal migration in our state in order for them to be better able to discuss and interpret this phenomenon to the visitor. Discussion of beach erosion and its control and barrier island formation and migration will be included in this course. Tides, dune system formation and maritime forest will also be covered.

THE FLORA DIVERSITY OF SOUTH CAROLINA: The objective is to introduce employees to plant species that are common throughout the state. This will include emphasis on conifers, flowering plants and ferns. Medicinal, edible and poisonous plants will also be reviewed.

THE GEOLOGY AND GEOGRAPHY OF SOUTH CAROLINA: The objective is to familiarize the employee to state's physiographic provinces and associated information. Information covered will include: Habitat diversity as defined by geography, land use history of South Carolina, river systems of the state, etc.

THE NATURAL HISTORY OF THE STATE PARK SYSTEM: The objective is to orient interpreters to the special features and creatures that are found on the parks throughout the state in order to give them a better appreciation for and understanding of the park system's natural diversity.

THE SALT MARSH: The objective is to fully acquaint the interpreter to this unique and productive environment that graces our lower coastal plain. Interrelationships between animals and plants that "inhabit" the marsh will be addressed.

THE SOUTH CAROLINA FOLKLORE PROGRAM: The objective is to explain the state folklore program and discuss resources available for folklore programming on the parks.

TIME MANAGEMENT: The objective is to teach the office worker how to deal with this pressing problem. It will deal with handling interruptions, priority work, scheduling, dealing with multiple bosses, and maintaining peak performance under pressure, etc.

VISITOR SERVICES DEVELOPMENT: The objective is to point out the importance of providing quality, positive experiences for the park visitor and the key elements necessary to provide this type of experience. Also covered in this topic will be the steps taken at the park level to initiate or develop new visitor services.

WASTEWATER OPERATORS CERTIFICATION: The objective is to certify the employee in the knowledge and skills of wastewater operations and management as required by the South Carolina Department of Health and Environmental Control.

WATER OPERATORS CERTIFICATION: The objective is to certify the employee in the knowledge and skills of water operations and management as required by the South Carolina Department of Health and Environmental Control.

SOUTH CAROLINA STATE PARKS
1989 CENTRALIZED TRAINING SCHEDULE

Date	Type of Training Session	Location of Training
<u>JANUARY</u>		
Jan. 9-10	1) Pre-Retirement Education Seminar (Ret. Sys.)	Sesqui
Jan. 12-13	2) First Aid/CPR Instructors Update	Sesqui/Columbia Red Cross
Jan. 23-27	3) (New) First Aid/CPR Instructor Certification	Sesqui/Columbia Red Cross
<u>FEBRUARY</u>		
Feb. 6-10	1) Maintenance Segment - Phase B	Sesqui
Feb. 13-17	2) Fundamentals of Search & Rescue Training	Table Rock
Feb. 27- Mar. 2	3) Ranger Segment/Interpretive Services & Resource Management Segment - Phase B	Sesqui
Feb. 13-Apr. 7	4) Full-time Law Enforcement Officers Training	Criminal Justice Academy
<u>MARCH</u>		
Mar. 6-7	1) Administrative/Clerical Segment - Phase B	Sesqui
Mar. 13-17	2) Maintenance Segment - Phase B	Sesqui
<u>APRIL</u>		
Apr. 3-5	1) Management Development Segment - Phase B	Sesqui
Apr. 10-12	2) Ranger Segment - Phase C	Sesqui
Apr. 19	3) Central Office EPMS Certification	Sesqui
<u>MAY</u>		
May 19-20	1) Inland Seasonal Waterfront Orientation	Cheraw
May 22-24	2) Seasonal Recreator/Naturalist Orientation	Sesqui
<u>JUNE/JULY</u>		
NO CENTRALIZED TRAINING CONDUCTED FOR FIELD PERSONNEL		
<u>AUGUST</u>		
Aug. 21-24	1) Interpretive Services & Resource Management Segment - Phase C	Sesqui
<u>SEPTEMBER</u>		
Sept. 5-15	1) Special Basic Law Enforcement Training	Criminal Justice Academy
Sept. 11-13	2) Ranger Segment - Phase D	Sesqui
Sept. 25-28	3) Ranger Segment/Interpretive Services & Resource Management Segment - Phase B	Sesqui
<u>OCTOBER</u>		
Oct. 2-3	1) Pre-Retirement Education Seminar (Ret. Sys.)	Sesqui
Oct. 9-11	2) Management Development Segment - Phase A/ Maintenance Segment - Phase C	Sesqui
Oct. 23-25	3) Maintenance Segment - Phase D	Sesqui
<u>NOVEMBER</u>		
Nov. 13-15	1) Management Development Segment - Phase B	Sesqui
Nov. 28	2) Training Council Meeting (Review of 1989 Training & Planning 1990 Training)	Central Office

1989 REGIONAL & DISTRICT LEVEL TRAINING SCHEDULE

March 20	Field Supervisors EPMS Certification	CTL/Sesqui
Coordinated on a session by session basis with each district Superintendent	First Aid/CPR Certification	Regional
	Chainsaw Care and Operation	Regional
	Safety Consciousness	Regional
	Wild Fire Fighting Training	Regional
	Search and Rescue Management Training	Regional

PARK LEVEL TRAINING AND DEVELOPMENT

INTRODUCTION

Most of the positions in the field will fall clearly into one segment or another of the training plan. (See Training Plan Outline.) The training received at the park level is supremely important. Park level training will be carried out in a number of methods: self development and improvement, formal instruction by the park manager, and on-the-job training. All of these will contribute to how well the new employee learns to perform his/her job. Therefore, park level training directly relates to promotional advancement. Although successful completion of training is currently not a requirement for promotion, it is strongly recommended. Therefore, when two employees of equal ability and experience are considered for a promotion and one employee has completed a higher level of recommended training than the other, the employee who has successfully completed his training may be considered for promotion ahead of employees who have not completed recommended training.

Employees who learn to demonstrate competence in job knowledge and skills will be considered for promotional advancement when opportunities become available.

Training and career development will be used to meet the career needs and job requirements of all employees, without discrimination because of race, religion, color, national origin, sex, age, and other irrelevant factors.

PARK LEVEL TRAINING AND DEVELOPMENT

GUIDE

The information in this guide is provided to assist park managers in training all new personnel at the park level. It provides a planned outline of minimum subject material (see Park Training and Career Development Record) which should be addressed at the park level. The information in the reference guide, on the pages following, is provided so new employees can study on their own at their own pace concerning these specific areas. This is not to say that training will only come from studying manuals. Some of the most important training will be acquired from actual experience on-the-job.

Park level training should be initiated immediately with any new entry level employee. It should be completed at least within the first six (6) months of employment. It is recommended that a date be established early on for the completion of park level training so that new employees may work toward that goal.

When an employee is promoted or transferred to a different park from where they completed park level training it is recommended that they successfully complete study of the park specific information concerning their new park. This would include Sections (0100) and (0800) of the Policies, Procedures and Training Manuals.

As the new employee develops and demonstrates his/her competency, the park manager will keep a record of it on the Park Training and Career Development Record form. A test score or a letter grade is not required, but a notation of whether the employee does or does not demonstrate competence is required.

PARK TRAINING AND CAREER DEVELOPMENT RECORD

The park manager is responsible for the park level training program. Either the park manager or his designated training officer will certify the training and career development of each new employee concerning the specific subject matter and job skills learned at the park level. As a new employee demonstrates his/her competency in a predesignated subject area or skill it will be checked, initialled, and dated on the Park Training and Career Development Record form. When all applicable park level training is completed and certified, the completed form should be forwarded to the Division Training Coordinator. A copy of this record should also be filed on the park. The park level training process should be completed within the first six (6) months of an employees career. It is highly recommended that the park manager, or his designated training coordinator, establish a projected date to have park level training completed by each new employee at the time they sign up for employment.

PARK LEVEL TRAINING REFERENCE GUIDE

I. ORIENTATION

1. Park Specific Information - F.M. - Vol. I, Section 0100.
2. Employee Duties and Responsibilities - F.M. - Vol. III, Section 1000.
3. History and Structure of P.R.T. - F.M. - Vol. I, Section 0200.
4. Policies and Regulations of P.R.T. - F.M. - Vol. III, Section 1100.
5. History and Structure of Division of State Parks - F.M. - Vol. I, Section 0300.
6. The Laws of S.C. State Parks - F.M. - Vol. II, Section 0700.
7. S.C. State Park Facilities, Activities and Fees - Updated issue of "South Carolina State Parks Cabins, Camping, and Other Facilities" brochure.
8. Natural History of South Carolina - F.M. - Vol. I, Section 0400.
9. Career Development - F.M. - Vol. II, Section 0500.
10. South Carolina Its People and Its History.
11. South Carolina State Symbols and Emblems.

II. INTRODUCTION TO COMMUNICATION, HUMAN RELATIONS, AND IMAGE

1. Communication - F.M. - Vol. II, Section 0600
2. Human Relations - (Same as above.)
3. Image - (Same as above.)

III. INTRODUCTION TO SKILLS AND STANDARDS IN MAINTENANCE

(The training and instruction for these topic areas will be provided basically by the park manager and the park employees who he/she designates to assist him/her; and also through on-the-job training.)

1. Minimum acceptable job standards.
2. Basic Hand Tools
3. Small Engines
4. Proper Cleaning and Storage of Equipment.

IV. SAFETY AWARENESS

1. General Safety - S.M., Section 0100, page 0100-0106; S.M., Section 0200, page 0201-0211; S.M., Section 0400, page 0401-0419.
2. Mowers and Weed Eaters - S.M., Section 0600, page 0601-0604.
3. Chain Saws - S.M., Section 0700, page 0701-0708.
4. Large Equipment - S.M., Section 0800, page 0801-0809.
5. Chemicals - S.M., Section 0900, page 0901-0902.

V. EMERGENCY SITUATIONS

1. Catastrophic Events - F.M. - Vol. II, Section 0800.
2. Emergency Phone Numbers - F.M. - Vol. II, Section 0800.

VI. FIRE SITUATIONS

1. General Fire Protection - S.M., Section 1000, pages 1001-1007.
2. Forest Fires - F.M. - Vol. II, Section 0900.
3. Emergency phone numbers - F.M. - Vol. II, Section 0800.

VII. INTRODUCTION TO OPERATIONAL PROCEDURES

1. State Park Facilities, Activities, and Fees - F.M. - Vol. VIII, Section 2000.
2. Weekly Operational Reports - F.M. - Vol. IV, Section 1300.
3. Equipment Operation Cost Book - "Equipment Operation Cost Book", page 1.
4. Receipting Systems and Handling Money - F.M., Vol. V, Section 1600.

Training and Development	Demonstrates Competent Knowledge and Skill	Date Certified	Certified By
<u>I. INTRODUCTION TO COMMUNICATION, HUMAN RELATIONS, AND IMAGE:</u>			
1) Communication	_____	_____	_____
2) Human Relations	_____	_____	_____
3) Image	_____	_____	_____
<u>II. INTRODUCTION TO SKILLS AND STANDARDS IN MAINTENANCE:</u>			
1) Minimum Acceptable Job Standards	_____	_____	_____
2) Basic Hand Tools	_____	_____	_____
3) Small Engines	_____	_____	_____
4) Proper Cleaning & Storage of Equipment	_____	_____	_____
<u>V. SAFETY AWARENESS:</u>			
1) General Safety	_____	_____	_____
2) Mowers and Weed Eaters	_____	_____	_____
3) Chain Saws	_____	_____	_____
4) Large Equipment	_____	_____	_____
5) Chemicals	_____	_____	_____
<u>EMERGENCY SITUATIONS:</u>			
1) Procedure of Dealing with Catastrophic Occurrences	_____	_____	_____
2) Dealing with Media and Public Affairs	_____	_____	_____
3) Emergency Phone Number	_____	_____	_____

Training and Development	Demonstrates Competent Knowledge and Skill	Date Certified	Certified By
<u>FIRE SITUATIONS:</u>			
) General Fire Protection	_____	_____	_____
) Forest Fires	_____	_____	_____
<u>INTRODUCTION TO OPERATIONAL PROCEDURES:</u>			
) State Park Facilities, Activities and Fees	_____	_____	_____
) Weekly Operational Reports	_____	_____	_____
) Equipment Operation Books	_____	_____	_____
) Receipting Systems and Handling Money	_____	_____	_____

Record Certified By:

Park Superintendent

Date

SELECTION OF EMPLOYEES FOR TRAINING

Each employee should complete their training in the proper order of recommended progression. The lowest phase of training should be successfully completed first before moving on to the next phase. The only time that an employee would not complete prior recommended phase of training might occur in the maintenance segment. An employee might enter employment at the maintenance management level and not need the basic maintenance training. However, introductory or park level training should always be completed.

The selection and assignment of personnel to participate in training programs shall be made by each District Superintendent. The District Superintendent will be provided with a list of names of eligible employees who may attend each particular recommended training session. Also, they will be provided with the class capacity which limits the number of employees each may recommend. The recommendations of the District Superintendents will then be submitted to the Division Training Coordinator.

Selection of employees for training shall be made without regard to race, religion, color, national origin, sex, age, and other irrelevant factors. Factors that are considered in the selection and recommendation of employees for training are:

- (1) The Division's current and continuing operating requirements.
- (2) The immediate training needs and career potential of an employee.
- (3) The training is required by policy, law, regulation, or official standards; e.g. interpretation or resource management, law enforcement, waste water treatment, etc.
- (4) The ability of the employee to pass the training on to others upon returning to the job.

- (5) The employees interest in self-development and improvement as exhibited by pursuit of such self-initiated and funded activities as technical courses, and correspondence courses, etc.
- (6) The length of service in the department and in the position for which employee is being trained.
- (7) The training provides specific skills and knowledge essential to satisfying local management needs ; e.g. an employee recommended for emergency medical training from an area located at considerable distance from medical facilities should receive priority over one from an area near to medical facilities.
- (8) The extent to which the proposed training is likely to improve the employee's performance of official duties; e.g. those duties which an employee is currently performing or those which he/she could reasonably be expected to perform in the future.
- (9) The length of time, and degree to which the Division expects to benefit from an employees improved knowledge, skills, attitudes, and performance.
- (10) Training opportunities previously afforded the employee by the Agency.

REQUEST FOR TRAINING

When an employee has an interest or a need to receive training which falls outside his/her recommended segment of training or within the optional phase of training or if the employee has not had an opportunity to receive such training, the employee should advise his/her District Superintendent of this need. A Request for Training form must be used to advise the District Superintendent of this need. The District Superintendent will make a determination considering all pertinent selection criteria. If the District Superintendent determines to recommend the employee for training, the recommendation will be made in light of others needing the training from the District and all expenses involved in the training.

REQUEST FOR TRAINING

LAST NAME: _____ DATE OF REQUEST: _____

FIRST NAME: _____ NICK NAME: _____

DATE OF BIRTH: __ __ / __ __ / __ __ SOC. SEC. NO. : __ __ __ / __ __ / __ __

PARK: _____

POSITION: _____

EDUCATION: _____

DATE OF EMPLOYMENT: _____ DATE OF ASSIGNMENT: _____

TRAINING PROGRAM REQUESTED: _____

REASON FOR REQUEST: _____

PREVIOUS ADDITIONAL PHASE OF TRAINING AND GRADE: _____

Employee's Signature

Supervisor's Approval

Superintendent's Approval

District Superintendent's Approval

CONVERSION TABLE

To help in understanding how past training integrates into the present training program, the following conversion chart is provided:

OLD PROGRAM

NEW PROGRAM

RANGER SEGMENT

Phase I, Level I	=	R.S. Phase A (Park Level)
Phase I, Level II	=	R.S. Phase B (Central Basic Level)
Phase II	=	R.S. Phase C (Central Intermediate Level)
Phase III	=	R.S. Phase D (Central Advanced Level)
Additional Phase	=	R.S. Phase Z (Optional)

ADMINISTRATIVE/CLERICAL SEGMENT

Phase I, Level I	=	A.C.S. Phase A (Park Level)
Phase I, Level II	=	A.C.S. Phase B (Central Basic Level)
Additional Phase	=	A.C.S. Phase Z (Optional)

MANAGEMENT DEVELOPMENT SEGMENT

Phase I	=	M.D.S. Phase A (Central Basic Management Level)
Phase II	=	M.D.S. Phase B (Central Intermediate Management Level)
Phase III	=	M.D.S. Phase C (Central Advanced Management Level)

MAINTENANCE SEGMENT

Phase I, Level I	=	M.S. Phase A (Park Level)
Phase I, Level II	=	M.S. Phase B (Central Basic Level)
Phase II, Level I	=	M.S. Phase C (Central Introductory Management Level)
Phase II, Level II	=	M.S. Phase D (Central Advanced Skills Level)
Additional Phase	=	M.S. Phase Z (Optional)

INTERPRETIVE SERVICES AND RESOURCE MANAGEMENT SEGMENT

Phase I, Level I	=	I.R.M.S. Phase A (Park Level)
Phase I, Level II	=	I.R.M.S. Phase B (Central Basic Level)
Phase II	=	I.R.M.S. Phase C (Central Advanced Level)
Additional Phase	=	I.R.M.S. Phase Z (Optional)

CENTRAL RECORD KEEPING PROCESS FOR TRAINING CERTIFICATION

A transcript or comprehensive record of training will be maintained on each employee. As an employee completes each phase of recommended training, his Comprehensive Training and Career Development Record will be updated. The information from this record will be used to determine further training and it will also be used as a reference guide for promotional consideration. (See pages 1055-A - 1055-H from South Carolina State Park Policies, Procedure, and Training Manual for detailed information on the promotion process).

At the beginning of each calendar year, field employees will be sent a copy of their transcript for review. If some part of the record is inaccurate, or if an adjustment is necessary, the employee may simply pencil the necessary adjustment on the transcript and return it to the Central Office. This recommendation will be reviewed and, if proper, the adjustment will be keyed into the computer. If the form is not returned, it will be assumed that the information on the transcript is accurate.

South Carolina Department of Parks, Recreation and Tourism
Division of State Parks

Diploma

This certifies that

has successfully completed the _____ Phase of

Ranger Training

Awarded this _____ day of _____, _____

Ray M. Seak

Director, Division of State Parks



CERTIFICATES

When an employee successfully completes an entire phase of training, a certificate from that segment will be presented to the employee. (See the example). Upon successful completion of all the phases of the Ranger Segment, the Ranger Pin will be presented to the employee.

COMPREHENSIVE TRAINING AND CAREER DEVELOPMENT RECORD

Employee Name _____
 Last First Middle Nickname
 () F () _____
 Sex Race Date of Birth Social Security Number

Current Position _____ Park _____

Education _____ Date of Employment _____

Date of Assignment _____

RANGER SEGMENT

	Training Completed Score	Date Certified	Certified By
3. Phase A (Park Level)			
1. Orientation	_____	_____	_____
2. Introduction to Communications, Human Relations & Image	_____	_____	_____
3. Introduction to Skills & Standards in Maintenance	_____	_____	_____
4. Safety Awareness - Equipment & Materials	_____	_____	_____
5. Emergency Situations	_____	_____	_____
6. Fire Situations	_____	_____	_____
7. Introduction to Operational Procedures	_____	_____	_____

S. Phase B (Central Basic Level)

- | | | | |
|--|-------|-------|-------|
| 1. Basic Communications & Public Relations | _____ | _____ | _____ |
| 2. Basic Maintenance Skills Development I | _____ | _____ | _____ |
| 3. Basic Administrative Procedures | _____ | _____ | _____ |
| 4. Introduction to Interpretative Services | _____ | _____ | _____ |
| 5. Basic Merchandising Skills Development | _____ | _____ | _____ |
| 6. Introduction to Natural Resource & Historic Resource Management | _____ | _____ | _____ |
| 7. History and Organization of Division and Agency | _____ | _____ | _____ |

4. Phase C (Central Intermediate Level)

- | | | | |
|--|-------|-------|-------|
| 1. Fundamentals of Supervision | _____ | _____ | _____ |
| 2. Visitor Services Development | _____ | _____ | _____ |
| 3. Forest Fire Fighting | _____ | _____ | _____ |
| 4. Advanced Interpretation and Resource Management | _____ | _____ | _____ |

5. Phase D (Central Advanced Level)

- | | | | |
|---|-------|-------|-------|
| 1. Intermediate Supervision | _____ | _____ | _____ |
| 2. Special Operations | _____ | _____ | _____ |
| 3. State Park Safety | _____ | _____ | _____ |
| 4. Insurance for State Parks and State Park Employees | _____ | _____ | _____ |

6. Phase Z (Optional)

- | | | | |
|--------------------------------------|-------|-------|-------|
| 1. First Aid | _____ | _____ | _____ |
| 2. CPR | _____ | _____ | _____ |
| 3. Law Enforcement - Special Basic | _____ | _____ | _____ |
| 4. Fundamentals of Search and Rescue | _____ | _____ | _____ |

5. Managing the Search Function Course	_____	_____	_____
6. Wastewater Certification	_____	_____	_____
7. Water Certification	_____	_____	_____
8. Pesticide Certification	_____	_____	_____
9. Pool and Spa Operations Certification	_____	_____	_____
10. Pond, River and Stream Life	_____	_____	_____
11. Common Animal Life of South Carolina	_____	_____	_____
12. A Look at Insects	_____	_____	_____
13. The Changing Coastline	_____	_____	_____
14. The Salt Marsh	_____	_____	_____
15. Sea Shells and Other Sea Life	_____	_____	_____
16. Regional Fauna Information of South Carolina	_____	_____	_____
17. Regional Flora Information of South Carolina	_____	_____	_____
18. Care of Historic Objects	_____	_____	_____
19. Basic Architectural History and Decorative Arts	_____	_____	_____
20. Historic Artifact Inventory and Cataloging Procedures	_____	_____	_____

ADMINISTRATIVE CLERICAL PERSONNEL SEGMENT

	Training Completed Score	Date Certified	Certified By
<u>S. Phase A (Park Level)</u>			
1. Orientation	_____	_____	_____
2. Introduction to Communications & Human Relations & Image	_____	_____	_____
3. Introduction to Operational Procedures	_____	_____	_____
<u>S. Phase B (Central Basic Level)</u>			
1. Basic Communications and Public Relations	_____	_____	_____
2. Basic Administrative Procedures	_____	_____	_____
3. Time Management for Administrative Clerical Personnel	_____	_____	_____
<u>S. Phase Z (Optional)</u>			
1. First Aid	_____	_____	_____
2. CPR	_____	_____	_____
3. Law Enforcement - Special Basic	_____	_____	_____
4. Fundamentals of Search and Rescue	_____	_____	_____
5. Managing the Search Function Course	_____	_____	_____
6. Wastewater Certification	_____	_____	_____
7. Water Certification	_____	_____	_____
8. Pesticide Certification	_____	_____	_____
9. Pool and Spa Operations Certification	_____	_____	_____
10. Pond, River and Stream Life	_____	_____	_____
11. Common Animal Life of South Carolina	_____	_____	_____

- | | | | |
|--|-------|-------|-------|
| 12. A Look at Insects | _____ | _____ | _____ |
| 13. The Changing Coastline | _____ | _____ | _____ |
| 14. The Salt Marsh | _____ | _____ | _____ |
| 15. Sea Shells and Other Sea Life | _____ | _____ | _____ |
| 16. Regional Fauna Information of
South Carolina | _____ | _____ | _____ |
| 17. Regional Flora Information of
South Carolina | _____ | _____ | _____ |
| 18. Care of Historic Objects | _____ | _____ | _____ |
| 19. Basic Architectural History
and Decorative Arts | _____ | _____ | _____ |
| 20. Historic Artifact Inventory
and Cataloging Procedures | _____ | _____ | _____ |

MANAGEMENT DEVELOPMENT SEGMENT

	Training Completed Score	Date Certified	Certified By
<u>S. Phase A (Central Basic Management Level)</u>			
1. Advanced Supervisory Development	_____	_____	_____
2. Maintenance Manager Roles and Responsibilities	_____	_____	_____
3. Professional Awareness and Image	_____	_____	_____
4. Advanced Communications and Human Relations	_____	_____	_____
5. Park Planning & Development	_____	_____	_____
<u>S. Phase B (Central Intermediate Management Level)</u>			
1. Management Skills Development	_____	_____	_____
2. Merchandising Development	_____	_____	_____
3. Business Management	_____	_____	_____
4. Role of Interpretation and Resource Management at the Park Level	_____	_____	_____
<u>S. Phase C (Central Advanced Management Level)</u>			
1. Manager Development	_____	_____	_____
2. Advertising and Promotion	_____	_____	_____
3. Recruiting and Using Volunteers	_____	_____	_____

MAINTENANCE SEGMENT

	Training Completed Score	Date Certified	Certified By
<u>Phase A (Park Level)</u>			
1. Orientation	_____	_____	_____
2. Introduction to Communications, Human Relations & Image	_____	_____	_____
3. Introduction to Skills and Standards in Maintenance	_____	_____	_____
4. Safety Awareness - Equipment & Materials	_____	_____	_____
5. Emergency Situations	_____	_____	_____
6. Fire Situations	_____	_____	_____
<u>Phase B (Central Basic Level)</u>			
1. Basic Maintenance Skills Development	_____	_____	_____
2. Basic Communications & Public Relations	_____	_____	_____
3. Forest Fire Fighting	_____	_____	_____
4. Introduction to Natural Resource & Historic Resource Management	_____	_____	_____
<u>Phase C (Central Introductory Management Level)</u>			
1. Advanced Supervisory Development	_____	_____	_____
2. Maintenance Manager Roles and Responsibilities	_____	_____	_____
3. Professional Awareness & Image	_____	_____	_____
4. Advanced Communications and Human Relations	_____	_____	_____
5. Park Planning & Development	_____	_____	_____
<u>Phase D (Central Advanced Skills Level)</u>			
1. Advanced Maintenance Skills Development	_____	_____	_____

	Training Completed Score	Date Certified	Certified By
2. Materials and Trade Practices	_____	_____	_____
3. Reading & Understanding Blue Prints & Plans	_____	_____	_____
<u>Phase Z (Optional)</u>			
1. First Aid	_____	_____	_____
2. CPR	_____	_____	_____
3. Law Enforcement - Special Basic	_____	_____	_____
4. Fundamentals of Search and Rescue	_____	_____	_____
5. Managing the Search Function Course	_____	_____	_____
6. Wastewater Certification	_____	_____	_____
7. Water Certification	_____	_____	_____
8. Pesticide Certification	_____	_____	_____
9. Pool and Spa Operations Certification	_____	_____	_____
10. Pond, River and Stream Life	_____	_____	_____
11. Common Animal Life of South Carolina	_____	_____	_____
12. A Look at Insects	_____	_____	_____
13. The Changing Coastline	_____	_____	_____
14. The Salt Marsh	_____	_____	_____
15. Sea Shells and Other Sea Life	_____	_____	_____
16. Regional Fauna Information of South Carolina	_____	_____	_____
17. Regional Flora Information of South Carolina	_____	_____	_____
18. Care of Historic Objects	_____	_____	_____

19. Basic Architectural History
and Decorative Arts

20. Historic Artifact Inventory
and Cataloging Procedures

INTERPRETIVE SERVICES AND RESOURCE MANAGEMENT SEGMENT

	Training Completed Score	Date Certified	Certified By
<u>M.S. Phase A (Park Level)</u>			
1. Orientation	_____	_____	_____
2. Introduction to Communications, Human Relations & Image	_____	_____	_____
3. Introduction to Skills & Standards in Maintenance	_____	_____	_____
4. Safety Awareness - Equipment & Materials	_____	_____	_____
5. Emergency Situations	_____	_____	_____
6. Fire Situations	_____	_____	_____
7. Introduction to Operational Procedures	_____	_____	_____
<u>M.S. Phase B (Central Basic Level)</u>			
1. Basic Communications and Public Relations	_____	_____	_____
2. Basic Maintenance Skills Development	_____	_____	_____
3. Basic Administrative Procedures	_____	_____	_____
4. Introduction to Interpretive Services	_____	_____	_____
5. Basic Merchandising Skills Development	_____	_____	_____
6. Introduction to Natural Resource & Historic Resource Management	_____	_____	_____
7. History and Organization of Division and Agency	_____	_____	_____

M.S. Phase C (Central Advanced Level)

1. The Natural History of the State
Park System
2. Basic Principles of Nature
3. The Geology and Geography of
South Carolina
4. The Floral Diversity of South
Carolina
5. School Programming
6. Brief History of South Carolina
7. South Carolina Historic Sites
8. The South Carolina Folklore Program
9. Forest Fire Fighting

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M.S. Phase Z (Optional)

1. First Aid
2. CPR
3. Law Enforcement - Special Basic
4. Fundamentals of Search and Rescue
5. Managing the Search Function Course
6. Wastewater Certification
7. Water Certification
8. Pesticide Certification
9. Pool and Spa Operations Certification
10. Pond, River and Stream Life
11. Common Animal Life of South Carolina
12. A Look at Insects
13. The Changing Coastline
14. The Salt Marsh

_____	_____	_____
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| 15. Sea Shells and Other Sea Life | _____ | _____ | _____ |
| 16. Regional Fauna Information of
South Carolina | _____ | _____ | _____ |
| 17. Regional Flora Information of
South Carolina | _____ | _____ | _____ |
| 18. Care of Historic Objects | _____ | _____ | _____ |
| 19. Basic Architectural History
and Decorative Arts | _____ | _____ | _____ |
| 20. Historic Artifact Inventory
and Cataloging Procedures | _____ | _____ | _____ |

T R A I N I N G A N D C A R E E R D E V E L O P M E N T
 L I B R A R Y

A basic tool in park management is a reference library of appropriate educational materials. In order for a library to serve its intended purpose, it should be continuously available to all employees. It should be maintained by an adequate cataloguing and checkout system.

Each park manager should develop a standard park library composed of at least one copy of all Division reference manuals and pamphlets. The following is a current list of the mandatory reference materials for each Park Library:

1. Policies & Procedures, and Training Manuals
2. PRT Policy Manual
3. Safety Manual
4. Swimming Area Manuals - (Natural Area or Pool - as it applies to the park)
5. S.C. Underground Storage Tank Control Regulations
6. Pamphlet: S.C. Its People and Its History
7. Pamphlet: S.C. State Symbols and Emblems
8. Surf Waterfront Manual (Coastal Parks)

Parks are encouraged to include other books in their libraries which would assist employees in carrying out the responsibilities of their job. A central library for the Division is being developed in Columbia. A catalogue of the reference materials in the central library should be a part of the park library. These books will be available to field personnel upon request.

State Park employees also have access to the South Carolina State Library through their local county/public library and are encouraged to use this facility. An employee should contact their county/public library for information on the procedure for checking out books and publications from the state library.

P O S T T R A I N I N G E V A L U A T I O N S

A post training evaluation form will be made available to all participants at all centralized training programs. These participant evaluations will be helpful, and will be interpreted with good judgement in light of all the surrounding circumstances. Even if training instructors produce an upward or positive bias, a picture of the strongest and weakest portions of the program will be obtained. In addition to this, patterns will emerge from one group to the next on reoccurring sessions. For example, if visual aids are consistently rated lower than other aspects of the training session, it would be reasonable to conclude need for improvement in the visuals. The Training Section believes strongly in the important value of the voice of the Trainee.

DIVISION OF STATE PARKS TRAINING
AND CAREER DEVELOPMENT EVALUATION FORM

TRAINING SESSION: _____

DATE: _____

LOCATION: _____

The purpose in asking you to complete this form is to provide some information which will allow us to continue to present programs which are relevant to you and your job.

Instructions for Completing: If you do not wish to answer a question, leave it blank. Please use "remarks" section as liberally as you wish.

SECTION I (CONTENT):

- A. Did you find the contents to be too elementary? Yes ___ No ___
- B. If yes, which part(s) of the session? _____, _____, _____, _____
- A. Did you find the contents to be too advanced? Yes ___ No ___
- B. If yes, which part(s) of the session? _____, _____, _____, _____
- A. Were lectures informative and relevant to the topic? Yes ___ No ___ Some ___
- B. If not, what was not relevant to the topic? _____, _____, _____, _____
- A. If used, were audio-visuals effective? Yes ___ No ___ Some ___
- B. If not, which ones were not? _____, _____, _____, _____

SECTION II (INSTRUCTOR(S)):

- A. Did the instructor(s) have command of the subject matter to be covered? Yes ___ No ___ Some ___
- B. If not, who did not? _____, _____, _____, _____
- A. Did the instructor(s) show evidence of careful preparation for the training session? Yes ___ No ___ Some ___
- B. If not, who did not? _____, _____, _____, _____
- A. Did the instructor(s) encourage your participation? Yes ___ No ___ Some ___
- B. If not, who needs to encourage more participation? _____, _____, _____, _____
- A. Were you satisfied with the overall presentation? Yes ___ No ___

SECTION III (GENERAL):

Overall, how would you rate these instructors with others you have had?

Much Better _____ Better _____ The Same _____ Slightly Worse _____ Worse _____

Would you recommend this training session as taught by these instructors?

Yes _____ No _____

(Why or why not?):

SECTION IV (REMARKS):

If you would like to make additional comments that you believe will help improve the program, (changes, strong points, etc.), please do so below.

Please list areas you feel should be covered in this session that were omitted.

