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**POLICY TITLE:** Practicum

**DATE ADOPTED:**  
12/15/2009, 02/21/2013

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**I. PURPOSE:**

This policy establishes the process of selecting and training Team Leaders and role-players who provide instruction and evaluation during the Probation Certification Practicum exercise. The policy establishes guidelines for the remediation of students and minimum qualifications for Team Leaders and role-players.

**II. FORWARD:**

The Administrative Office of the Court (AOC) will train, develop and certify Team Leaders and role players in accordance with COPE established training standards. AOC and COPE have established a hierarchy, which includes minimum standards at each level, detailed in this policy.

**III. DESCRIPTIONS:**

- A. Role Player** – a certified probation officer for the State of Arizona authorized by the appropriate Chief Probation Officer or Director of Juvenile Court or a surveillance officer who has served in a safety sensitive position for one year or longer. Role players are responsible for adhering to the conditions and parameters set forth in the role-play script. This includes, maintaining safety, providing verbal feedback, “acting” the role of a probationer or collateral, refraining from escalating the situation, keeping the role-play within the hotel room, and hiding contraband in the designated locations for the search component. AOC Probation Education Program Manager, shall approve or disapprove an individual based on the qualifications outlined in this policy prior to applicant’s participation in a practicum or the shadowing of an approved role-player.
- B. Team Leader apprentice** – a role player recommended and approved by an AOC Education Specialists, to be a Team Leader. Team Leader apprentices shadow Team Leaders receiving training on the administrative and teaching aspects of the practicum. This includes practice providing feedback, completing written evaluations, and monitoring role players. During the final assessment, Team Leader Apprentices are given the opportunity to apply their skills under the guidance and supervision a Team Leader.

- C. Team Leader** – A certified probation officer for the state of Arizona who has demonstrated advanced knowledge and performance in the Probation Officer Certification Practicum exercise. Team Leaders are considered subject matter experts. These responsibilities include, but are not limited to safety, organization, incident reports, and any medical issues that may arise during the practicum exercise. Team Leaders also function as instructors and may be called upon to assist in training Team Leader Apprentices, providing feedback and evaluation to role players and assist in the development of role play scripts and assessments.

#### **IV. QUALIFICATIONS:**

**A. Role Player Qualifications:**

The Chief or Director should consider, but is not limited to the following qualifications before approving and sending an officer to the AOC Probation Education Program Manager.

Only Arizona certified probation officers or surveillance officers in safety-sensitive positions may be qualified to serve as role players for the Certification Academy Practicum exercise except that the Probation Manager may approve the temporary use of non-probation staff to serve as role players during emergency circumstances of limited staffing resources.

Role players must have a minimum of one (1) year experience working in a safety sensitive position within their department.

The officer has successfully completed the Defensive Tactics Academy.

**B. Team Leader Qualifications:**

The Chief or Director should consider, but is not limited to the following qualifications before approving and sending an officer to the AOC Probation Education Program Manager.

The officer has demonstrated an ability to effectively manage and maintain their caseload/or job responsibilities.

The officer has not received any disciplinary actions involving lapses in officer safety.

The Team Leader candidate has completed all of the following requirements:

Team Leader candidate participated as a role player for a minimum of two (2) certification practicum exercises.

The Team Leader candidate has completed a minimum of one practicum exercise as a Team Leader Apprentice directly supervised by a Team Leader.

Team Leader apprentice was shadowed by a Team Lead for at least one (1) practicum.

The Team Leader candidate has demonstrated the ability to coach and provide remediation to a participant. This will be evaluated by feedback provided from participant evaluations, peer evaluations, and lead instructor observations.

The Team Leader candidate has demonstrated knowledge of the administrative process of conducting a practicum exercise (rosters, evaluation, follow-up reporting, etc.). This will be evaluated by AOC Probation Education Services staff.

## **V. REVOCATION PROCESS:**

The AOC Education Specialist can remove a team leader or role player from the list of volunteers at any time based on review of evaluations, written/verbal feedback, or personal observations by Education Specialist or at the request of the department Chief or Director.

Reasons for this action include, but are not limited to:

Unsafe practices or behavior while leading participants through the scenario and/or room search.

Inability or refusal to professionally remediate students.

Inability to provide written and verbal feedback to participants.

Providing inappropriate feedback to participants.

Any violation of the Code of Judicial Administration as it relates to an individual's performance and professional conduct.

Failure to notify AOC of a remediation or a participant's inability to successfully complete any practicum component.

Failure to correct role-players or notify the Education Specialist of role players deviating from script, exhibiting unsafe or inappropriate behavior.

## **VI. PARTICIPANT REMEDIATION:**

Each participant is required to complete a minimum of three scenarios in the certification academy practicum exercise.

If a participant fails to complete any scenario successfully, the Team Leader shall notify AOC staff and remediate the participant.

Failure to successfully complete the scenario includes, but is not limited to:

- Engaging in physical contact with a role-player.
- Verbally escalating the role-play.
- Aggressive or overly-confrontational communication (verbal or non-verbal) towards the role-player.
- Failure to recognize and exit from a dangerous situation.
- Failure to recognize contraband which constitutes a safety threat.
- Failure to articulate follow-up actions to the Team Leader.
- Any action which, as a result, could constitute a danger to the officer, partner, or collateral.
- Any behavior or action which the team leader feels is provocative or aggressive towards the probationer without cause.
- Any action the role player feels is unjustly provocative or aggressive.
- Inability to verbally address role-player in a professional manner.

## **VII. REMEDATION PROCEDURES:**

If a participant fails a scenario, the Team Leader shall immediately notify the AOC Education Specialist who shall assist with the remediation. Remediation shall be conducted at the conclusion of the role-play component without the remaining participants present. Remediation shall take place in a room where the participant did not perform or witness a scenario using a new scenario of the same category from which the participant failed. The Team Leader and the Education Specialist shall observe the remediation and provide written evaluation to the participant. Participants may utilize a partner during the remediation.

If the participant fails to successfully complete **one scenario**, they shall complete the remaining scenarios and remediate upon the conclusion of the practicum component.

If a participant fails to successfully complete **two consecutive** scenarios, the Team Leader shall notify the Education Specialist who shall move the participant to another Team Leader. The participant will complete the remaining scenario and remediate the failed scenarios.

If a participant fails **two or more scenarios** the Education Specialist shall notify the Chief Probation Officer or Juvenile Court and forward the Field Remediation Improvement Plan.

If a participant **fails one or more remedial exercises**, the Education Specialist shall notify the Chief Probation Officer or Juvenile Court Director and forward the Field Remediation Improvement Plan.

AOC will provide the Chief Probation officer or Juvenile Director with the Field Remediation Improvement Plan. The Field Remediation Improvement Plan will contain the Team Leader's evaluation form from the failed scenarios and a skill improvement checklist. Upon the Officer's completion of the skill improvement checklist, the Field Remediation Improvement Plan must be signed by the Officer and either the Chief or Director, training coordinator, or immediate supervisor and returned to Education Services prior to the officer's one year anniversary date.