

CHAPTER 7

FIELD TRAINING

1. GENERAL. Training program guidance to this point has been general in nature. The training guidance outlined in the following chapters is specific to a particular MCSO Program inspection category. Field training consists of four elements; field observation training, field "hands-on" training, evaluation, and practical field experience. MCSTOs will perform daily and periodic in-depth evaluations, and make recommendations for certification. MCS supervisors will perform final evaluations and certification. Training in each MCSO program inspection category should be completed separately to optimize the trainee's concentration on each area.

2. LENGTH OF TRAINING. Field training shall normally include a minimum of 40 hours in each MCSO Program inspection category as outlined in subsequent chapters of this manual. It is recognized that a full 40 hours will be unnecessary for some trainees, although 40 hours are not excessive for any trainee. In the case of "prodigy" trainees, MCSTOs may recommend early evaluation. In the case of those trainees who need additional training in order to qualify for certification, where the trainee is not learning or performing at a satisfactory level as evidenced by documented results (such as inadequate exercise paperwork or poor quiz results), the supervisor should counsel the trainee and coordinate any necessary remedial training activities. A trainee unable to be certified in all aspects of an MCS I's duties by the second probationary evaluation should be considered for rejection. The trainee's supervisor must reach a decision on this matter before the end of the trainee's probation.

3. FIELD OBSERVATION TRAINING.

a. Prior to commencing any particular MCSO Program terminal inspection category, a trainee must have completed the training outlined in Chapters 2-6. In addition, the MCSTO should:

- (a) Ensure the trainee has observed a minimum of two field terminal inspections conducted by the MCSTO or another MCS I.
- (b) Be continuously available to the trainee to answer questions that may arise during the observed inspections.
- (c) Limit participation by the MCSTO and the trainee to observation, without interference in the inspection process, if the observed terminal inspection is conducted by an MCS I other than the MCSTO.

(d) Take time to ensure that the trainee has developed an appropriate understanding of departmental policies and procedures to this point of training before proceeding to the next element of training.

4. FIELD HANDS-ON TRAINING.

a. Field hands-on training involves instruction at carrier or shipper terminals in conjunction with classroom training specific to a particular MCSO Program inspection category. Each block of training should be made up of the following elements:

(1) Classroom training with reading and review as outlined in each chapter. The MCSTO shall:

(a) Provide the trainee with a copy of the applicable inspection chapter from this manual.

(b) Ensure that the trainee reads all applicable references indicated in the inspection chapter provided.

(c) Review reading materials with the trainee.

(d) Provide the trainee with a copy of the appropriate inspection chapter quiz. After completion, the quiz answers should be reviewed with the trainee.

(e) Evaluate the trainee's readiness to enter the next segment of training.

(2) Instruction at shipper or carrier terminals.

(a) The MCSTO demonstrates the proper terminal and vehicle inspection technique ("I do"). "Terminal" in this sense means all elements of a terminal inspection other than the vehicle inspection element.

1 This phase of instruction must include a running verbal commentary of what is being done and why, so that the trainee is not simply "tagging along" while someone else performs tasks understood only by that person.

2 It is important that the trainee not help the MCSTO in any way. The trainee must see how the inspection is performed by an MCS I in order to better understand the proper procedures to follow when completing an inspection independently.

3 The MCSTO should stop and patiently respond to any questions the trainee may have.

4 The MCSTO must set a good example from the beginning of the workday to the end.

5 The MCSTO must be aware of the trainee's actions with respect to occupational safety matters at all times.

(b) The MCSTO and the trainee must conduct the inspection together ("We do"). The trainee is allowed to participate in the inspection process with close oversight by the MCSTO. This segment shall include:

1 Carrier profile review (MISTER printout).

2 Introduction to the carrier representatives. This should include:

a The initial greeting.

b Introduction of the inspection team.

c Explaining the purpose for the visit.

d General explanation of the inspection process.

3 Performing vehicle, hazardous materials container, and records inspections. This should include determining the appropriate representative samples.

4 The trainee completing a terminal inspection scenario as outlined in Chapter 5.

a Scenarios should be based on information gathered during the hands-on terminal inspection exercise.

b MCSTOs may find it necessary to create additional scenarios to further facilitate the learning process.

5 Preparing a CHP 100D as it would be filled out if the trainee had not been on training status.

(c) The trainee performs the inspections with close oversight by the MCSTO ("You do").

1 The MCSTO should be prepared to assist when necessary to ensure the inspection is conducted properly, and professional demeanor is maintained throughout the inspection contact.

5. EVALUATION.

a. The MCSTO's ability to evaluate trainee performance is as important as the ability to provide quality instruction. The MCSTO must:

- (1) Evaluate the trainee's performance to determine if the expected objectives and goals have been met.
- (2) Evaluate the trainee's inspection techniques and provide direction in conformance with departmental policies and procedures.
- (3) Evaluate and review the inspection scenarios with the trainee and provide necessary direction to ensure departmental policies and procedures are followed.

b. On a daily basis, the MCSTO shall complete a CHP 111A, Motor Carrier Field Training Daily Log, for each trainee under their oversight.

- (1) Log entries shall include a chronological summary of the day's training activities and comments concerning the trainee's progress.
- (2) Completed CHP 111As shall be retained for use in completing the CHP 111 C, Motor Carrier Trainee Progress Report, and the CHP 118M, Performance Appraisal, for each probationary period.
- (3) When providing remedial training for existing MCS I personnel (non probationary), the CHP 111A shall be retained for use in completing the CHP 111C and the next CHP 118M.

c. The MCSTO shall also make a daily entry on the trainee's CHP 111, Training Activity Log, in accordance with the instructions on the reverse side of the form.

- (1) This form shall be retained by the trainee until the trainee has been certified in all applicable training categories. It shall then be placed in the MCS I's permanent training file.

(2) Trainees shall, upon request, show their CHP 111 to the MCSTO at the beginning of the work day. This will allow a new MCSTO to become familiar with the trainee's training status.

(3) Trainees shall also provide the CHP 111 to the MCSTO at the end of each day for notation.

d. The MCSTO shall prepare a CHP 11 1C after 40 hours of training in each MCSO Program inspection category. The MCSTO may complete a CHP 111 C earlier if the trainee has progressed sufficiently to be recommended for evaluation. This form may also be completed if the trainee is not progressing at an acceptable rate and may need supervisory counseling or remedial training. The MCSTO must:

(1) Remain objective and adhere to the critical task rating criteria described on the CHP 111 C.

(2) Complete CHP 111 Cs to adequately describe substandard performance ratings ("1" or "2") in any critical task and related element.

(3) Provide instruction how to improve performance, even for "3" and "4" performance ratings. This will assist in making the trainee an effective MCS I.

(4) Include comments supporting a performance rating of "5". This serves as a useful tool for recognizing outstanding performance.

(5) Ensure CHP 111 As and 111 Cs are retained for use in completing CHP 118Ms.

e. At the completion of 40 hours of training in all inspection categories, the supervisor should evaluate the trainee for readiness to begin the final element of formal training.

(1) Evaluation of training records in lieu of terminal inspection exercises may be used to facilitate this element of the training process, if the supervisor deems appropriate.

(2) All inspection categories should be evaluated and documented on the CHP 111C.

6. PRACTICAL FIELD EXPERIENCE

a. The final element of the formalized training process should consist of practical field experience to include the following:

- (1) The trainee should be provided with direction for inspection priorities and scheduling.
- (2) Terminal inspections should be conducted entirely by the trainee with the MCSTO present (preferably in their assigned area).
- (3) The MCSTO should assist only when necessary to ensure the terminal inspection is conducted according to policies and procedures.
- (4) The inspection activity shall be recorded on the CHP 100D by the MCSTO.
- (5) Training activities shall continue to be documented on the CHP 111A.

7. TRAINEE CERTIFICATION.

- a. When the trainee has demonstrated an acceptable level of proficiency during the final element of training, the supervisor should prepare to certify the trainee.
 - (1) The supervisor should accompany the trainee to as many field terminal inspections as necessary to ensure proficiency in each inspection category.
 - (2) All certification activities shall be documented on a CHP 111A, and on a CHP 111 C. Final certification in each category shall be reflected on the CHP 111 B, Training Certification Record.

8. MCSO PROGRAM INSPECTION CATEGORIES.

- a. MCSO Program inspection categories requiring field training are listed below. Training in these categories shall include all required record inspections, evaluation of maintenance programs, vehicle, and container inspections.
 - (1) Truck Terminal Inspection.
 - (2) Basic Bus Terminal Inspection.
 - (3) School Bus Terminal Inspection.
 - (4) School Pupil Activity Bus Terminal Inspection.
 - (5) Tour Bus Terminal Inspection (includes PUC fitness evaluations).
 - (6) Farm Labor Vehicle Terminal Inspection.

- (7) Youth Bus Terminal Inspection.
- (8) General Public Paratransit Vehicle Terminal Inspection.
- (9) Hazardous Materials Shipper Inspection.
- (10) Hazardous Materials Terminal Inspection.
- (11) Cargo Tank Carrier Terminal Inspection.
- (12) Hazardous Waste Transporter Inspection.
- (13) Inspection and Maintenance Station Inspection.

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