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COMMANDANT INSTRUCTION 12410.12

Subj: COAST GUARD CIVILIAN ORIENTATION TRAINING

1. PURPOSE. This Instruction describes Coast Guard Civilian Orientation training and outlines responsibilities for its implementation.
2. ACTION. Area and district commanders, commanders of maintenance and logistics commands, commanding officers of Headquarters units, assistant commandants for directorates, the Judge Advocate General, and special staff offices at Headquarters are to promote its use and to ensure that new employees are given sufficient time to complete the training. Internet release authorized.
3. DIRECTIVES AFFECTED. None.
4. INTENDED AUDIENCE. This Instruction applies to new Coast Guard civilian employees and their supervisors.
5. BACKGROUND. Civilian employees within the Coast Guard have distinctive challenges compared to their counterparts in non-military federal agencies. In addition to learning our business processes, roles, and missions, new civilian employees need a basic understanding of the organization and relevant protocol in order to work effectively in a military organization (e.g., how to address and recognize military personnel). New employee orientation is an important part of the acclimation process because it provides an opportunity to network and learn important aspects of our organization. Furthermore, it exposes new employees to the operational assets they support and helps them to adapt to their new environment, learn the Coast Guard culture, and work more effectively. The Coast Guard presently offers a resident orientation course for newly hired GS-9 and above and Non-Appropriated Fund (NAF) or Wage Grade equivalent employees who require an understanding of the Coast Guard's overall missions, culture, and internal processes. Sixty training quotas per year are available for the Civilian Orientation Program (COP) regardless of the actual number of new hires who meet the eligibility requirements. No other centrally organized orientation

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is provided for new civilian employees who cannot attend the resident course. Therefore, only 10 percent of new civilian hires receive orientation training beyond what is offered at their unit. Due to the small number of new civilian hires receiving orientation training, a training CDROM is now available to present the material covered in the resident class. The CDROM can also be used as a job aide and can be found at <http://learning.uscg.mil>.

6. POLICY AND PROCEDURES.

- a. All new civilian employees shall receive a copy of the Civilian Orientation training CDROM and this Instruction as part of the Coast Guard's standard in-processing procedures for civilian personnel. The CDROM takes approximately five (5) hours to complete. Commands will ensure that the employee is given five (5) hours during the work day to review all materials in the CDROM within the first 30 days of employment and, if needed, provide them with access to Standard Workstation (SW) III. After completing all lessons in the training CDROM, the employee will print the completion Certificate for signature by both the employee and their supervisor. Additional information on the completion Certificate is located on the CDROM in the Introduction Unit section, on page U1 L1 ID 10. Upon completion of the CDROM, it is highly recommended that unit leadership encourage and assist new employees in conducting an operational unit site visit(s) that is within the local commuting distance of their place of employment. Interacting with operational units first hand is the best way for civilians to appreciate and value the people and assets they support.
- b. The COP resident course is held at the Leadership Development Center, U.S. Coast Guard Academy, New London, CT. The purpose of the course is to provide civilian employees, who require an understanding of the Coast Guard's overall missions, culture, and internal processes, the information they need to successfully accomplish their job. The course exposes employees to leadership principles, business processes, and introduces them first hand to the Coast Guard's operational mission by giving them the chance to visit operational and support facilities. It also enables them to network with other employees. This course does not teach technical skills. New civilian employees who meet the eligibility requirements for the resident orientation should be offered the opportunity to attend. Selection criteria is newly hired GS-9 and above, WS 8-19, WL 9- 15, WG 9-15, and NF 4-5 employees *who have not previously been employed by the Coast Guard* and require an understanding of the Coast Guard's overall missions, culture, and internal processes. Preference is given to employees who have less than two years of service with the Coast Guard. Additional information can be obtained from the command's Command Staff Advisor (CSA) or Human Resources Specialist and at www.uscg.mil/leadership (click on Training).

7. RESPONSIBILITIES.

- a. Commandant (CG-133) serves as the program manager for civilian and military leadership and professional development and will maintain the content of the CDROM, promote its usage, and evaluate usage and employee reaction. Additionally, this office will distribute copies of this Instruction and the CDROM to CSAs based on the estimated number of new hires at the commands/units they serve. Commandant (CG-133) is also responsible for overseeing the management of the resident course.

- b. CSAs will provide each new civilian employee with a copy of the Civilian Orientation training CDROM and this Instruction during civilian personnel in-processing.
 - c. Supervisors shall allow new employees a total of five (5) hours of office time to complete all materials in the CDROM within the first 30 days of employment. In addition, supervisors will provide eligible employees with information on COP course. The unit's CSA can assist supervisors with this information. Supervisors will continue to be responsible for providing job-specific orientation to employees under their authority.
 - d. Individual units will continue to be responsible for providing unit and/or job-specific orientation training to new employees at their commands. In addition, units will ensure new civilian hires are given time to complete the training and, upon completion of the CDROM, support them in visiting an operational unit or units within their local commuting area. Units may choose to allow employees to travel to operational sites outside of the local commuting area; however, the unit will be required to provide travel and per diem funds.
 - e. New civilian hires will complete all modules of the training CDROM. Upon completion, they are to print the completion Certificate, sign it, and request supervisor signature. New hires should keep a copy of the certificate for their records.
 - f. The Leadership Development Center is responsible for maintaining the curriculum for the resident course and holding scheduled sessions. Changes made to the resident course curriculum are to be sent to Commandant (CG-133) for inclusion in the training CDROM.
8. USER GUIDANCE. Instructions for operating the CDROM are found on the inside cover of the jewel case. In addition, once inside the training, the Help button located on the menu bar provides troubleshooting guidance. To ensure you can see the entire training screen, set your computer's resolution to 800x600 pixels. Each SWIII user has the ability to change the computer's settings. Users may do this by going to Start, selecting Settings, selecting Control Panel, selecting Display, and finally selecting Settings. Slide the marker for Desktop area to 800x600. If you prefer that the training screen fill your entire monitor and choose a higher pixel setting, unlock your computer's task bar before opening the CDROM or you will not be able to view the menu bar at the bottom of the training screen which is needed for navigation.
9. ENVIRONMENTAL ASPECT AND IMPACT CONSIDERATIONS. Environmental considerations were examined in the development of this Instruction and have been determined to be not applicable.
10. FORMS. None.

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