**Policy**

It is the policy of the Bureau of Services to the Blind and Visually Impaired (BSBVI) to provide uniform and effective training by the development of an annual training plan that addresses the training needs and follow along services of all licensed blind operators and promotes upward mobility.

**Procedure**

By June 1st of each year, the Program Chief will establish a training plan for the next State fiscal year. This plan will be determined by Business Enterprises of Nevada (BEN) policies and procedures changes, issues identified from the On-Site Business Practice Reviews, customer and Operator feedback, outside audit recommendations, specific training needs identified by the Nevada Committee of Blind Vendors and other factors.

1. The following steps will be taken in the development and implementation of the training plan:

1. The Program Chief, with the assistance of the Committee, will gather and analyze all pertinent information to develop a twelve-month training plan.
2. The training plan will specify all training activities for the year, who will conduct the training and will address the means by which the training will be delivered, taking into account the time required, travel limitations or other factors. Included as part of the training plan, there will be a meeting with the Training Subcommittee to develop a training session on the following topics:
* Existing policies and procedures requiring clarification or discussion
* Need for new policies and procedures
* Best practices in BEN
* Selected areas for skill development
1. The completed training plan will be reviewed and approved by the Administrator or designee.
2. Separate from the Annual Training Plan, individualized, prescriptive training needs determined by the On-Site Business Practice Reviews or other considerations will be developed by the Program Chief in consultation with the Business Enterprise Officers (BEOs). These training needs may include, but are not limited to:
* Interpersonal Relationships
* Dress and Grooming
* Health and Safety
* Basic Budgeting

The Program Chief in consultation with the BEOs will determine the immediacy of the training need, develop an individual training plan and facilitate delivery and completion of the prescribed training.

e. The adequacy and effectiveness of the BEN training process will be reviewed

annually by the Program Chief, BEN staff, and Training Subcommittee by review of completed post training evaluations and operator comments for the purpose of improving or changing the training process.