PHOENIX FIRE DEPARTMENT
Volume 1 – Management Procedures

PHXYOU TRAINING AND CERTIFICATION RECORDS MANAGEMENT

M.P. 111.04	**Date Revised:** 10/2026
This policy is for internal use only and does not expand an employee's legal duty or civil liability in any way. This policy should not be construed as creating a duty to act or a higher duty of care with respect to third-party civil claims against employees, the Phoenix Fire Department (PFD) or the City of Phoenix. A violation of this policy, if proven, can only form the basis for non-judicial administrative action by the employer in accordance with the laws and rules governing employee discipline.	
Related Policies: Applicable EMS, Fire Aviation/ARFF, Special Operations HMT/TRT, training, certification, and records retention policies	

PURPOSE

To establish a standardized, department-wide process for using the City of Phoenix PHXYou Learning Management System to document, maintain, monitor, and audit training, continuing education (CE), certifications, and other required training records for Phoenix Fire Department functional training programs.

POLICY

PHXYou shall serve as the primary Department system for maintaining applicable training, certification, and continuing education records. Functional sections shall continue to administer their respective training programs and are responsible for maintaining the accuracy and completeness of their program records within PHXYou.

This policy applies to Emergency Medical Services (EMS), Aircraft Rescue and Firefighting (ARFF), Hazardous Materials Technician (HMT), Technical Rescue Technician (TRT), and other functional training programs designated by the Department.

Use of PHXYou does not establish a single centralized section responsible for maintaining all Department training records. Each functional section remains responsible for its own program administration, record maintenance, compliance monitoring, and audits. As Phase 3 functionality and additional PHXYou capabilities are implemented, the Department will evaluate opportunities to improve coordination, standardization, reporting, and Department-wide visibility of training records.

PHXYou Training Records

To the extent supported by system functionality, functional sections shall use PHXYou to document and maintain applicable program records, including:

- Initial, recurrent, and required functional training.
- Continuing education courses, attendance, and accumulated CE hours.
- Member certifications, qualifications, and certification expiration dates.
- Required assessments, testing, competency, or proficiency evaluations when supported by the system.
- Approved outside training used to satisfy Department or program requirements.

- Remedial or make-up training when appropriate.
- Other training or compliance records required by the applicable functional program.

Functional sections may use supplemental Department-approved systems or files when PHXYou does not support a specific program requirement. Supplemental systems shall not replace required PHXYou documentation when the applicable information can reasonably be maintained in PHXYou.

Functional Section Responsibilities

Each functional section shall designate appropriate program managers, training officers, instructors, or administrative personnel to maintain its training program and records within PHXYou. Each section is responsible for:

- Establishing and maintaining applicable courses, curricula, certifications, and training requirements in PHXYou.
- Ensuring required training and CE completions are accurately documented.
- Maintaining certification and expiration information when supported by PHXYou.
- Monitoring members for completion of required training, CE, certifications, and proficiency requirements.
- Reviewing records for accuracy and correcting identified discrepancies.
- Conducting periodic audits of member training and certification records.
- Identifying and notifying members of training, certification, or CE deficiencies.
- Coordinating make-up training, remediation, or other corrective action required by the applicable program.
- Maintaining supplemental documentation when a record cannot be fully maintained within PHXYou.

Emergency Medical Services

The EMS Section shall use PHXYou to document applicable Department provided EMS training and continuing education and, where supported, maintain or track certification information for EMT and Paramedic members. The EMS Section remains responsible for monitoring certification requirements, CE completion, CORE training, and other applicable EMS training requirements.

Members completing approved outside continuing education are responsible for submitting required documentation to the EMS Section. Records required to support Arizona Department of Health Services audits, recertification, medical direction, or other regulatory requirements may also be maintained in supplemental Department-approved systems or files when necessary.

Aircraft Rescue and Firefighting

The Fire Aviation Section shall use PHXYou to administer and document applicable ARFF training requirements, including assigned recurrent training and other training or certification requirements supported by the system.

The ARFF Training Officer and Fire Aviation Section remain responsible for monitoring member compliance with initial and recurrent training, live-fire requirements, annual check rides, proficiency evaluations, Engineer Continuing Education, and other applicable ARFF program requirements.

Records that cannot be fully documented within PHXYou may be maintained through supplemental Department approved records.

Hazardous Materials and Technical Rescue

Special Operations shall use PHXYou to document and track applicable HMT and TRT training and continuing education. PHXYou shall be used to maintain applicable CE hours and training records and to provide members and program management access to accumulated training information.

Special Operations may continue to use Power Apps, SharePoint, or other approved systems for program administration and documentation that cannot currently be maintained within PHXYou. Program Managers, Lead Instructors, and the Special Operations Labor/Management Team remain responsible for establishing annual CE requirements, evaluating technician competency, monitoring participation, conducting required audits, and addressing identified deficiencies.

Member Responsibilities

Members participating in functional training programs are responsible for:

- Completing assigned training and CE by established deadlines.
- Monitoring their PHXYou training record for accuracy and completeness.
- Maintaining required certifications, qualifications, and program requirements.
- Providing documentation for approved outside training or certifications when required.
- Notifying the appropriate functional section of missing, inaccurate, or incomplete PHXYou records.
- Promptly addressing identified training, certification, or CE deficiencies.

Use of PHXYou does not relieve individual members of responsibility for maintaining the certifications, qualifications, CE requirements, or other conditions required for their assignment or position.

Training Record Audits

Each functional section shall establish a process for periodically auditing its PHXYou training and certification records. Audit frequency may vary based on program requirements, certification cycles, regulatory requirements, or operational need.

Audits should verify, as applicable:

- Required training and CE have been completed and accurately recorded.
- Required certifications and qualifications are current.
- Certification expiration dates are accurate.
- Required assessments, competencies, or proficiency evaluations have been completed.
- Approved outside training has been appropriately reviewed and documented.
- Previously identified deficiencies have been corrected or are being addressed.

Sections should conduct audits with sufficient frequency to identify and address deficiencies before a member reaches a training, CE, certification, or program compliance deadline.

Record Discrepancies and Deficiencies

When a training or certification record is missing, incomplete, or inaccurate, the responsible functional section shall review available documentation and make the appropriate correction in PHXYou. When an audit identifies that a member has not completed a required training, CE, certification, assessment, or proficiency requirement, the functional section shall follow the notification and remediation process established by the applicable program.

Supplemental Records

PHXYou is the primary Department system for applicable training and certification records; however, specialized programs may maintain supplemental records when PHXYou does not support the required record type or when additional documentation is required for regulatory, certification, confidentiality, or program purposes.

Supplemental records shall be maintained in an approved Department or City system and in accordance with applicable records retention requirements.

Phase 3 And Future Phxyou Functionality

The Department will continue coordinating with the PHXYou team as Phase 3 functionality and additional system capabilities are implemented. As new functionality becomes available, the Department will evaluate opportunities to expand certification and expiration tracking, improve automated compliance notifications, standardize reporting, reduce duplicate recordkeeping, improve Department-level visibility, and transition appropriate records from supplemental systems into PHXYou.

Records Retention

Training and certification records shall be retained in accordance with applicable City of Phoenix and Phoenix Fire Department records retention requirements and any regulatory or program specific requirements. Records requiring retention outside PHXYou shall be maintained by the responsible functional section in an approved Department or City repository.

Responsibilities

Functional Section Leadership and Program Managers are responsible for administering their respective training programs, maintaining accurate PHXYou records, monitoring compliance, conducting audits, and addressing identified deficiencies.

Training Officers, Lead Instructors, and designated program staff are responsible for documenting applicable training, CE, assessments, and program requirements and ensuring records are entered into PHXYou in a timely and accurate manner.

Members are responsible for completing required training, maintaining required certifications and qualifications, monitoring their PHXYou records, submitting required outside training documentation, and promptly addressing identified discrepancies or deficiencies.

Department Leadership is responsible for establishing consistent expectations for PHXYou use across functional areas and coordinating future system functionality that supports Department-wide training record management, reporting, and oversight.