



**NUMBER:** Directive 0981.2

**SUBJECT:** Mandatory Equal Employment Opportunity (EEO)  
Counselor and Investigator Training

**DIRECTIVE OWNER:** Office of EEO, Diversity & Inclusion (OEEODI)

**EFFECTIVE DATE:** June 2, 2023

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1. **PURPOSE.** This directive prescribes the U.S. Consumer Product Safety Commission’s (CPSC) mandatory training policy for all EEO counselors and EEO investigators and requires that all EEO counselors and EEO investigators meet the minimum training requirements, as defined by the Equal Employment Opportunity Commission (EEOC).
2. **AUTHORITIES.**
  - a. 29 C.F.R. § 1614
  - b. Equal Employment Opportunity Commission Management Directive 110, *Federal Sector Complaints Processing Manual* (Aug. 5, 2015) (MD110)
3. **DEFINITIONS.**
  - a. **EEO COUNSELORS.** An EEO counselor is any agency employee or contractor who, serving as a neutral party, provides aggrieved individuals with their rights and obligations under equal employment opportunity laws, gathers limited data and may attempt an informal resolution where Alternative Dispute Resolution (ADR) is not offered or accepted, pursuant to 29 C.F.R. § 1614 and the CPSC ADR Policy.
  - b. **EEO INVESTIGATORS.** An EEO investigator is any agency employee or contractor who, serving as a neutral party, is authorized to conduct administrative inquiries into claims raised into EEO complaints, pursuant to 29 C.F.R. § 1614.
4. **SCOPE.** This directive applies to all CPSC employees who have EEO collateral duty and all contract EEO counselors and EEO investigators.
5. **EEO TRAINING POLICY.** It is the policy of the CPSC that:
  - a. Newly appointed EEO counselors and EEO investigators must attend a minimum of thirty-two (32) hours of EEO Counselor or EEO Investigator Training (“initial training”), as appropriate, prior to engaging in EEO counseling or EEO investigator duties.



- b. In addition to completing their initial training, all EEO counselors and EEO investigators are required to receive at least eight (8) hours of EEO Counselor Training or EEO Investigator Training (“annual training”), as appropriate, each fiscal year.
  - c. All collateral duty and contract EEO counselors and EEO investigators must show proof of their initial and/or annual training status, as appropriate, before providing services.
  - d. The OEEODI is responsible for tracking that all EEO counselors and EEO investigators are up to date on their required training.
  - e. All EEO counselors and EEO investigators must complete the requisite training hours outlined in this directive and must receive, at a minimum, training in the areas outlined in the MD110 in order to provide EEO counseling or conduct EEO investigations.
6. **RESPONSIBILITIES.** A successful EEO training program requires the cooperation of all interested parties. The principal parties and their primary responsibilities are set forth below. This list is not exhaustive.
- a. The **Director, OEEODI** shall provide overall supervision of the EEO counselors and EEO investigators training program.
  - b. The **EEO Specialist** has the responsibility to:
    - (1) Ensure that all EEO counselors and EEO investigators have met the initial training requirements and continue to meet the annual training requirements outlined in the MD110.
    - (2) Review proof of EEO training from all EEO counselors and EEO investigators and maintain a spreadsheet (“data dictionary”) to track EEO counselors and EEO investigators and their initial and annual training hours. (Once the EEO Specialist notes in data dictionary that an EEO counselor or EEO investigator completed initial training, the Specialist will only track their annual training.)
    - (3) Notify CPSC’s EEO counselors and EEO investigators of their annual training obligations and expirations.
    - (4) As needed, assist CPSC’s EEO counselors and EEO investigators in finding initial and annual training that meets the requirements outlined in the MD110.
  - c. **EEO Counselors and EEO Investigators** are responsible for:
    - (1) Completing the required 32 hours of initial training.
    - (2) Completing the required 8 hours of annual training to maintain their status as EEO counselors and EEO investigators.



- (3) Providing OEEODI with certification of their initial training, if possible, and their annual training, once completed.
7. **CANCELLATION.** This Directive supersedes and cancels Directive 0981.2, *Mandatory Equal Employment Opportunity (EEO) Counselors Training Directive* (Jan. 23, 2023).

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Alexander Hoehn-Saric  
Chair

6/2/2023

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Date