

BRIEFLY...

Highlights of Report Number **17-12-004-11-001**, issued to the Acting Commissioner for the Bureau of Labor Statistics.

WHY READ THE REPORT

The Office of Field Operations (OFO) within the Bureau of Labor Statistics (BLS) is responsible for collecting nationwide economic survey data for the following BLS divisions: Industrial Price Surveys (DIPS), National Compensation Surveys (DNCS), Consumer Price Surveys (DCPS), and Cooperative Survey Programs. OFO is responsible for designing training programs to provide data collectors with the tools they need to collect data for BLS Surveys.

WHY OIG CONDUCTED THE AUDIT

The audit objective was to answer the following question:

Did OFO provide required training to data collectors to ensure they were prepared to accurately collect data for use in BLS surveys?

READ THE FULL REPORT

To view the report, including the scope, methodology, and full agency response, go to: <http://www.oig.dol.gov/public/reports/oa/2012/17-12-004-11-001.pdf>

March 2012

BLS CONTROLS OVER TRAINING DATA COLLECTION WORKERS NEED STRENGTHENING

WHAT OIG FOUND

While OFO was able to demonstrate it provided entry-level classroom training at the national office, OFO could not demonstrate that it provided all required training to data collectors to ensure they were prepared to accurately collect data for use in BLS surveys. OFO did not maintain sufficient documentation to support that it had provided required refresher training to DIPS and DNCS data collectors, and could not demonstrate that DCPS data collectors had been provided required on-the-job (OJT) training in their respective regional offices.

OFO had training policies and procedures in place, but they required maintenance of only OJT training documentation. Furthermore, OFO did not fully monitor its regional offices to ensure they maintained adequate documentation to substantiate that they had provided the required training. As a result, OFO could not be fully assured that data collectors were adequately trained and fully understood their role.

WHAT OIG RECOMMENDED

We recommended that the Acting Commissioner for the Bureau of Labor Statistics ensure OFO implements a common learning management system which will promote improved record keeping for training, and improves the monitoring of regional offices to enforce the maintenance of OJT training records to fully support that they have provided required training to entry-level data collectors.

The Bureau of Labor Statistics agreed with our recommendations to improve record keeping and monitoring of its data collector training programs. However, BLS disagreed with portions of the findings in the report regarding records of training completion.