	ANDOVER POLICE DEPARTMENT GENERAL ORDER		Number: M1307
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			Distribution: All
Title: NON-SWORN PERSONNEL TRAINING		Section: Training	
Issued: 08/30/2011	Effective: 09/07/2012	Revised: 09/14/2022	
Rescinds: All Previous		Amends:	
CALEA References: LE 33.7.1, 33.7.2, 41.2.7d; COM 4.3.10			
KLEAP References:			
State/Federal Statutes:			
Review: Annual		Authority: Chief Buck Buchanan	

I. Purpose

The purpose of this General Order is to establish procedures for training non-sworn employees.

II. Policy

All non-sworn employees shall be properly trained to meet the requirements of their job responsibilities.

III. Definitions

(This section intentionally left blank).


IV. Regulations

(This section intentionally left blank).

V. Procedures

A. Non-sworn Training Content

1. At a minimum, non-sworn employees will be trained to meet the requirements of their job description, and will receive information on:
 - a. Orientation to the department's role, purpose, goals, policies and procedures (LE 33.7.1a; COM 4.3.10a).
 - b. Mission and value statements.
 - c. Working conditions and regulations (LE 33.7.1b; COM 4.3.10b).
 - d. Responsibilities and rights of employees (LE 33.7.1c; COM 4.3.10c).
 - e. Review of City benefits.
 - f. Overview of the department's computer network and KCJIS security policies.
 - g. Training for personnel in dealing with persons suspected of being mentally ill (LE 41.2.7d).
 - h. Accreditation overview (LE 33.5.3a).

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B. Pre-Service and In-Service Training Requirements

1. Communications Officers shall receive pre-service training on their duties and obligations as emergency communicators.
2. The department may provide opportunities for annual training to all non-sworn employees. Such training is intended to update skills and increase knowledge and overall job performance. At the Police Chief's discretion certain in-service training classes may be deemed mandatory for non-sworn employees.
3. Training for employees who often work directly with the public (i.e. Communications Officers, Administrative Assistants, etc.) may be offered training regarding methods and techniques for successful interpersonal communication or customer service.