	ANDOVER POLICE DEPARTMENT GENERAL ORDER		Number: M1308
			Page: 1 of 5
			Distribution: All
Title: CAREER DEVELOPMENT		Section: Training	
Issued: 10/11/2011	Effective: 10/19/2011	Revised: 10/30/2025	
Rescinds: All Previous		Amends: 11/28/2024	
CALEA References: LE 33.8.1 – 33.8.3, 33.8.4c, 46.3.2			
KLEAP References: 7.3.1			
Federal/State Statutes:			
Review: Annual		Authority: Chief Buck Buchanan	

Rev. 10302025

I. Purpose

The purpose of this General Order is to provide guidelines to help officers with career development and to establish the criteria for appointment to the Corporal, Master Police Officer (MPO), Communications Officer (CO), and Master Communication Officer (MCO) positions.

Rev. 10302025


II. Policy

Career development is utilized by the department to provide opportunities for individual growth and development at all levels. It is designed to promote productive, efficient, and effective job performance and to improve the overall level of individual job satisfaction. Therefore, it shall be the policy of the Andover Police Department that all supervisors are tasked with the responsibility of assisting subordinates with career development and will utilize all available tools, including the Corporal, MPO, CO, and MCO program, to assist officers with their professional development and growth.

The Corporal, MPO, CO, and MCO program is a non-traditional form of advancement for career officers as part of the department's career development program. The MPO and MCO program will serve as a vehicle (1) to encourage and sustain high levels of professional performance of police duties; and (2) to assist employees in planning their career paths through the utilization of formal schooling opportunities and job-related training courses to improve their skills, knowledge, and abilities.

III. Definitions

- A. Acceptable Performance Review:** An annual performance review that does not have an unsatisfactory rating in any category of the review.
- B. Civilian Law Enforcement:** A person who is granted those general peace officer powers in a non-military, prison, or jail environment, prescribed by constitution, statute, or ordinance in the jurisdiction, including those persons who possess authority to make a full-custody arrest for limited or specific violations of law within the same jurisdiction.

	<p>ANDOVER POLICE DEPARTMENT GENERAL ORDER</p> <p>Title: CAREER DEVELOPMENT</p>	Number: M1308
		Page: 2 of 6
		Section: Training

IV. Regulations

(This section intentionally left blank)


V. Procedures

A. Supervisor Responsibilities

1. All Supervisors share the responsibility to assist subordinates with career development.
2. The Operations Commander will ensure all newly promoted supervisors receive orientation training that enables them to carry out their career development responsibilities. This orientation training may include, but is not limited to (LE 33.8.1, LE 33.8.2; KLEAP 7.3.1):
 - a. General counseling techniques.
 - b. Techniques for assessing skills, knowledge, and abilities.
 - c. Salary, benefits, and training opportunities.
 - d. Educational opportunities and incentive programs.
 - e. Awareness of the cultural background of ethnic groups.
 - f. Career development programs of other jurisdictions.
 - g. Availability of outside resources.
3. The Training Coordinator will assist supervisors and employees in career development activities by providing information on the availability of outside resources and/or training. The Training Coordinator will also assist supervisors in assessing an employee's current skills, knowledge, and abilities through a review of their training records.

B. Career Development (LE 33.8.3)

1. Fostering employee improvement in job skills, knowledge, and abilities not only improves their efficiency and effectiveness but is also critical in career development. The department will provide employees with opportunities for individual growth and development at all levels of the organization. Supervisors assist personnel under their supervision in their preparation for promotional opportunities and through the following activities:
 - a. Supervisors will meet with their employees during the presentation of the annual evaluation and review the accuracy of the employee's training record over the previous 12 months. During this review, the employee will be provided the opportunity to record their training goals for the upcoming year. These training goals should be the result of discussions between the employee and the evaluating supervisor with focus on the attainment of career-enhancing skills, knowledge, and abilities.
 - b. The evaluating officer will include the employee's annual training goals in the yearly evaluation so that it may be reviewed throughout the year by the

	<p style="text-align: center;">ANDOVER POLICE DEPARTMENT GENERAL ORDER</p> <p style="text-align: center;">Title: CAREER DEVELOPMENT</p>	Number: M1308
		Page: 3 of 6
		Section: Training

employee and supervisors when making decisions concerning training needs.

2. Career development training for personnel may be provided in the following manner:
 - a. On-the-job training.
 - b. At monthly supervisory meetings.
 - c. By attending external supervisory specific training courses.

Rev. 10302025


C. Field Training Requirements

1. The following courses in the department's online training catalog shall be completed by officers in the Field Training process prior to graduation from the program.
 - a. Cultural Competency in Law Enforcement
 - b. DOT Hazmat – General Awareness (LE 46.3.2)
 - c. Ethical Decision Making for Law Enforcement
 - d. Justice-Based Policing
 - e. LE Bloodborne Pathogens Safety
 - f. Patrol – Report Writing to Win Cases
 - g. Police Officer Liability
 - h. Risk Mitigation on Traffic Stops

Rev. 10302025

D. Corporal and MPO Requirements

1. To become a Corporal, the Officer must have a minimum of three (3) years of continuous, full-time civilian law enforcement experience, have served at least one year as a Patrol Officer with the Andover Police Department, have received an acceptable performance review on the most recent performance evaluation, have not had disciplinary actions resulting in a suspension within the previous two years, have successfully completed the Basic Crisis Intervention Team (CIT) training and completed a minimum of twenty (20) hours of an interview and interrogation training. In addition, the officer will complete the following courses online, as assigned by the Operations Commander, if available:
 - a. Community Policing
 - b. Crimes Against Children
 - c. Drug Investigation
 - d. Health and Wellness in Public Safety
 - e. Sexual Harassment Awareness
 - f. Understanding Hate Crimes
2. To become an MPO, an Officer must have six (6) years of full-time civilian law enforcement experience, have served at least one year as a Corporal with the Andover Police Department, have received acceptable performance reviews the previous two years, have had no disciplinary actions resulting in a suspension the previous two years and have obtained a career total of at least forty (40)

	<p>ANDOVER POLICE DEPARTMENT GENERAL ORDER</p> <p>Title: CAREER DEVELOPMENT</p>	Number: M1308
		Page: 4 of 6
		Section: Training

hours of leadership training. The officer will also complete the following online training, as assigned by the Operations Commander, if available:

- a. Civil Rights
- b. Command – Core Competencies of Leadership
- c. Constitutional Law
- d. Developing Your Leadership Style
- e. Sexual Harassment Awareness

Rev. 10302025


E. Communications Officer Advancement

1. To become a CO II, an employee must have a minimum of three (3) years of continuous, full-time emergency communications experience, have served at least one year as a CO I with the Andover Police Department, have received an acceptable performance review on the most recent performance evaluation, have had no disciplinary actions resulting in a suspension within the previous two years, and have successfully completed the Association of Public Safety Communications Officers (APCO) Public Safety Telecommunicator Course, the APCO Fire Service Communications course, and successfully completed a career total of at least 20 hours of customer service/customer interaction training.
2. To become a Master Communications Officer (MCO), an employee must have six (6) years of, full-time civilian communications officer experience, have served at least one year as a CO II with the Andover Police Department, have received acceptable performance reviews the previous two years, have had no disciplinary actions resulting in a suspension the previous two years and have obtained a career total of at least 20 hours of supervisor/leadership training and successfully completed the APCO Communications Training Officer course.

Rev. 10302025

F. Corporal, MPO, CO, and MCO Advancement

1. Employees who meet the eligibility requirements for advancement shall submit a request for advancement by creating an entry in the department's Early Warning System (EWS) computer database under the "Promotion/Advancement" category. The entry should detail the employee's efforts towards accomplishing the requirements and shall include links to supporting entries within the EWS computer database.
 - a. Within three business days, the employee's supervisor and Division Commander should submit a comment under the initial entry, either supporting or not supporting the advancement based on whether or not the employee meets the requirements for advancement.
 - b. After the supervisor and Division Commander have commented, the Chief of Police will submit a comment under the initial entry approving or disapproving the proposed advancement, pending City Council approval, based upon the employee fulfilling all requirements for advancement.

	<p style="text-align: center;">ANDOVER POLICE DEPARTMENT GENERAL ORDER</p> <p style="text-align: center;">Title: CAREER DEVELOPMENT</p>	Number: M1308
		Page: 5 of 6
		Section: Training

2. Advancements will be effective on the first day of the pay period that begins after the employee has met the requirements for advancement or the day the request for advancement was submitted, whichever is the latter. Employees are encouraged to submit their requests for advancement prior to their eligibility date if all training requirements have been met; however, they may not submit a request more than one month prior to the eligibility date.
3. Employees who fail to maintain an acceptable level of professional performance as a Corporal, MPO, CO, or MCO may have their status reduced or removed as deemed appropriate by the Chief of Police and in compliance with General Order M1209 Disciplinary Procedures. Employees who have their status reduced or removed are eligible for advancement status following two consecutive years of satisfactory performance reviews and no disciplinary actions resulting in a suspension during that same period for each advancement step.

G. Education and Training Reimbursement (LE 33.8.4c)

1. Employees are encouraged to attend college courses and training programs that are applicable to the member's position with the department. In appropriate cases, the department will reimburse employees for tuition and books for approved college coursework.
2. To be eligible for reimbursement, approval from the Chief of Police and the City Administrator must be obtained before beginning classes and before the department's budget is finalized for the fiscal year that class will be completed.
3. A grade of "C" or better for coursework undertaken is required in order to receive reimbursement for tuition and books.
4. If an employee, with less than five years of employment, is reimbursed for educational expenses and resigns from the City within two years after the coursework is completed, the employee will be obliged to reimburse the department for all expenses incurred by the department during the two years immediately preceding the resignation.
5. If the employee's final paycheck is insufficient to fully cover expenses, the employee shall pay the difference.
6. The extension of tuition benefits is not intended to and does not establish any terms and conditions of employment, such as a contract, or any expectation of continued employment with the department. Such extensions do not alter an employee's status as an "at-will" employee, and the employee or the City can still terminate employment at any time, with or without cause or reason, and with or without advance notice.