



**CEDAR PARK POLICE DEPARTMENT**  
**GENERAL ORDER**

Required Telecommunicator Training

NUMBER: 3.18.01

EFFECTIVE: 09-01-2011

APPROVED: *[Signature]*  
Chief of Police

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## I. POLICY

It shall be the policy of the Cedar Park Police Department to encourage and expect all telecommunicators to achieve minimum standards and continue to grow professionally within the division based on time and experience. Telecommunicators will also be in compliance with Texas Occupation Code 1701.405.

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## II. PURPOSE

To provide a dynamic training environment which provides for the most comprehensive level of training possible in order to prepare telecommunicators fully for whatever type of situation may be presented.

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## III. PROCEDURE

Telecommunicators shall obtain their license by complying with TCOLE basic telecommunicator proficiency certification requirements within one year of appointment. In addition, telecommunicators shall maintain all necessary certifications and continually expand their knowledge base.

Required training for all telecommunicators and supervisors include:

- TCIC/NCIC
- TLETS/NLETS
- TDD/TTY for telecommunicators (every 6 months)
- ICS 100/200/700/800 for telecommunicators and supervisors; ICS 300/400 for supervisors
- National Academy for Emergency Dispatch Emergency Police Dispatch Protocol training (EPD)
- Spanish
- Ethics
- Cultural Diversity
- Crisis Communications
- Mental health
- Response to Resistance policy
- De-escalation strategies
- Additional training that complies with [state law](#) in topic and frequency (including CPR biennially).