
CHAMPAIGN POLICE DEPARTMENT

POLICY and PROCEDURE

POLICY NUMBER: 33.7

SUBJECT: CIVILIAN TRAINING

EFFECTIVE DATE: 10/01/09

REVISED DATE: 11/28/23

REFERENCE ILEAP: TRN.03.01

INDEX AS:

33.7.1 CIVILIAN TRAINING

33.7.2 PRE-SERVICE AND IN-SERVICE TRAINING

PURPOSE:

The purpose of this policy is to establish basic guidelines for the training of civilian personnel within the Department.

POLICY:

33.7.1 CIVILIAN TRAINING

- A. All newly hired civilian employees shall undergo initial training and orientation.
- B. The orientation program consists of, but is not limited to the following:
 - 1. Orientation to the role, goals, policies and procedures of the Department.
 - 2. Review of employee benefits, working conditions, and related regulations.
 - 3. The rights and responsibilities of employees.
 - 4. Facility orientation.
 - 5. Review of the Department and city government organizational structure.
 - 6. Review of laws and Departmental policies, procedures, rules and regulations controlling access to confidential records and data.
 - 7. Customer Service skills and telephone etiquette.
 - 8. Equipment familiarization.
- C. All newly hired Police Services Representatives shall undergo a 16-week training program at the beginning of their 12-month probationary period. The training will consist of the following:
 - 1. Phase 1 (weeks 1-7): The employee will be introduced to various computer databases, required to pass mandated certifications for the position, and receive overview of front desk operations.
 - 2. Phase 2 (weeks 8-14): The employee receives advanced training on computer databases, in-depth functions of front desk operations, while handling an increased workload with less assistance from the trainer.
 - 3. Phase 3 (Weeks 15-16): In this phase, the probationary employee will perform 100% of the

workload. The trainer is present only to evaluate the employee's performance.

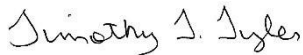
- 4. Phase 4 (Solo Operations): The employee will be assigned to a working shift for the remainder of their probationary period.
- 5. During each training phase, the probationary employee will be assigned to different work shift with a different trainer when possible.
- 6. The probationary employee will receive a Daily Observation Report (DOR) evaluating their performance from each trainer.
- 7. The probationary employee will meet weekly with their trainer and the supervisor to discuss their performance. This meeting will be documented in a Supervisors Weekly Evaluation.
- 8. Once the probationary employee moves into Phase 4 (solo Operations), the supervisor will meet with the employee monthly, at a minimum, to discuss their performance. This meeting will be documented and become part of the employee's training file.
- 9. Any phase of the training process may be extended for the probationary employee at the discretion of the Deputy Chief of Administration.
- 10. An employee may be dismissed from employment or the probation period may be extended at the recommendation of the Deputy Chief of Administration with the approval from the Chief of Police.
- 11. If a probationary employee's performance is not meeting the training program minimum standards, a meeting will be held with the employee's trainer(s), both Police Services Unit supervisors and the Deputy Chief of Administration. The meeting will result in one of the following recommendations:
 - a. Extension of the probationary period or training phase.
 - b. Retraining of the Probationary employee.
 - c. Dismissal of the probationary employee.

33.7.2 PRE-SERVICE AND IN-SERVICE TRAINING

- A. Training for civilian positions, in addition to orientation, will be accomplished prior to the assumption of job responsibilities for the following positions:
 - 1. Records Unit Personnel.

2. Front Desk Staff.
 3. Clerical Personnel.
- B. Civilian training will normally be accomplished in the following manner:
1. In-service.
 2. On-the job or field training.
 3. Other agency.
- C. Periodic refresher and/or in-service training will be provided for all civilian employees to:
1. Update skills.
 2. Review new laws.
 3. Enhance job knowledge for new responsibilities.
 4. Review procedural and/or technological changes that affect their work.
 5. Review Department directives as may be appropriate.
 6. Increase interpersonal communication skills.
 7. Review job safety regulations.

ISSUING AUTHORITY:



Timothy T. Tyler
Chief of Police
Champaign Police Department