



GENERAL ORDER

**DURHAM POLICE DEPARTMENT
DURHAM, NC**

NUMBER:

2025 R-6

IN-SERVICE TRAINING

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INTRODUCTION

In-service training is intended to accomplish departmental objectives with respect to the skills, knowledge, and abilities of employees. All sworn personnel are required to complete an annual retraining program required by the North Carolina Criminal Justice Education and Training Standards Commission and the Commission on Accreditation for Law Enforcement Agencies (CALEA). This mandated training shall include training topics required by the Commission. . The Training Division Commander may mandate other in-service training for all or certain sub-sets of Department members. The Training Division may also make available non-mandatory in-service training.

Employees assigned to attend training shall be given support and cooperation from their supervisors, and shall participate to the best of their abilities.

GOALS AND GUIDELINES

The department recognizes that one of the most important responsibilities of any law enforcement agency is training. Training fosters cooperation and unity of purpose. Well-trained officers are generally better prepared to act decisively and correctly in a broad spectrum of situations and with greater productivity and effectiveness.

The Training Unit ensures that the needs of the agency are addressed in terms of State and City requirements, accreditation standards, and departmental goals and objectives. To meet these needs, training programs will be developed from several sources, including agency personnel and administration, the Chief of Police, and departmental needs as determined through training surveys. The Training Unit will be accountable for all training provided.

ATTENDANCE AND PARTICIPATION

Supervisors and other ranking officers assigned to attend training will have responsibility for leadership as well as learning, and are expected to set an example of participatory excellence and professional conduct. All participants are expected to maintain the professional conduct required by their regular duty assignments. The training staff will document attendance. Training staff will send notification of absence and/or misconduct to the appropriate division commander.

The Training Division may elect to deliver in-service training via an online program. When an online in-service training course is posted, members required to take the training will be notified of:

- The system being used and instructions for accessing the system.

- The time frame the course will be available online and the due date the course must be successfully completed by.
- Any special instructions for the course.

All members assigned online mandatory in-service training are required to successfully complete the course by the assigned due date. Completion of a course occurs when all modules of a course have been completed, reviewed by the instructor and verified as having passed the course. Once starting a course, officers are required to respond to any instructor feedback and make corrections by the assigned due date in order to successfully complete the course. Failure to complete an online mandatory in-service training course may result in disciplinary action.

Employees may be excused from departmental training in cases of emergency; where employees are sick or injured to the extent that attendance or participation would be ill-advised; when employees are required to appear in court; and when excused by supervisors based on departmental need.

The Training Director will set the dress code for departmental training and announce the appropriate dress within the notification of training. Members are expected to dress in business casual attire for classroom/seminar style training unless advised otherwise by a member of the Training unit or the class instructor.

IN-SERVICE TRAINING COORDINATOR

The In-Service Training Coordinator will be designated by the Training Commander and assume the following responsibilities:

- Coordinate all in-service departmental training; schedule training topics based on input from commanders, the Training Director, and training surveys.
- Provide liaison with operational components of the department.
- Serve as advisor on matters related to the development and delivery of in-service training; ensure lesson plans developed for in-service training are uniform and meet proper standards for instruction.
- Arrange for the use of appropriate audio-visual equipment and other training materials as necessary for delivery of training.
- Publish monthly training schedules to be distributed through the chain of command.
- Provide documentation of successful completion for all departmental training that will be maintained on file.

TRAINING SURVEYS

Training surveys may be distributed to all division commanders on an as needed basis in order to identify and prioritize training needs. They will be used to develop agency training programs.

Commanders will identify those training topics which they deem necessary to meet the overall needs of the division.

Employees within each division may also be given the opportunity to identify training topics they feel necessary to perform or enhance their performance.

ROLL-CALL TRAINING

Roll-call training is designed to supplement all other formal training sessions and provide a means by which officers may become better informed on changes and updates occurring in policies, procedures, and issues in the law enforcement field.

Each Commander will be responsible for determining training topics as well as monitoring and evaluating the training provided. The supervisor or designee will administer roll-call training on a daily basis. When planning roll-call training, supervisors should identify training topics needed, determine training objectives, designate a roll-call training coordinator and indicate the maximum amount of time available for the presentation of each topic. Supervisors should use the lecture method of instruction. Training staff will provide instructional materials and techniques upon request.

IN-SERVICE TRAINING

Division In-Service Training

Division in-service training is task specific to the individual division conducting the training.

Uniform Patrol

Uniform Patrol generally conducts this training at the district level on the weekend of day shift. This usually requires a district or entire work unit to be out of service for an extended period of time. The topic for this type of training will be determined by input submitted to the Training Division. Training schedules for this type of training will be published and distributed through the chain of command.

Certified instructors will primarily conduct instruction unless otherwise specified. The training will be monitored and evaluated by the instructor or designee. Documentation for this training will be the responsibility of the District Commander. Documentation and training attendance rosters should be forwarded to the department In-Service Training Coordinator upon completion of training.

Districts are encouraged to train together as much as possible to strengthen interaction among officers and provide continuity in training.

Other Divisions

Divisions other than Uniform Patrol will conduct similar types of training based upon their unique job requirements.

Certified instructors will primarily conduct instruction unless otherwise specified. The training will be monitored and evaluated by Division Commanders or designee. Documentation for this training will be the responsibility of the instructor. Documentation and training attendance rosters should be forwarded to the department In-Service Training Coordinator upon completion of training.

Department In-Service Training

Department in-service training is general to the needs of all department members. It will include all mandated/required training as well as topics recommended by the training staff. These topics are developed based upon input from the Chief of Police, Bureau/Division/District Commanders, and Unit Supervisors .

The Training Division will develop an annual training schedule to include the appropriate times and topics to be taught. The training will be monitored, approved and evaluated by the Training Commander. Documentation for

this training will be the responsibility of the In-Service Training Coordinator, who will maintain a file of all lesson plans, training attendance rosters and test scores, if administered.

Ensuring timely attendance of all members at these in-service training sessions shall be the responsibility of the instructor who will notify the Training Commander of any absences or disruptions. Police personnel that are late or miss scheduled training days and on-line training opportunities without an excused absence will be held accountable and subject to the appropriate disciplinary action.

ADVANCED TRAINING

Advanced training may be necessary and/or beneficial to certain positions. The following criteria will be used in selecting personnel to attend advanced training:

- Needs of the department,
- Rank of officer, (and/or)
- Specialized skills needed.

Advanced training will be provided to all members promoted into new positions that will provide the skill development necessary to function in the new position. Training for officers promoted into positions of Lieutenant and above will include areas such as communication of objectives, delegation, fiscal management, and decision-making. Members promoted into supervisory positions will be given training in areas such as supervision, administrative skills, and coaching/counseling.

TRANSFER TRAINING

Personnel transferred from one division to another shall receive task-specific training before being allowed to work independently in the new assignment. Division Commanders will determine the type, method, and amount of training. All transfer training must be documented with a statement of successful completion.

SPECIALIZED TRAINING

Personnel assigned to specialized areas and divisions and/or performing specialized tasks will be provided specialized training. Training shall include the following:

- Development and/or enhancement of the skills, knowledge and abilities particular to the specialization;
- Management, administration, supervision, personnel policies and support services of the function or component; (and)
- Supervised on-the-job training.

Positions identified for this training include: Captains, Lieutenants, Sergeants, Corporals, officers in specialized assignments as outlined in General Order 1020 *Specialized Assignments*, and members assigned functions which require skills, knowledge, or abilities outside the primary responsibilities of previous assignments. Training will be initiated as soon as practical upon assignment or promotion.

NEW-HIRE ORIENTATION AND TRAINING

The following training will be provided to all employees:

- New Employee Orientation

- Development of skills, knowledge, and abilities necessary to maintain proficiency in essential job functions of individual positions
- Supervised on-the-job training
- Training in accreditation standards, general orders, city policies and procedures, the goals and objectives of the police department, and all rules and regulations needed for individual positions, and rights of employees, including grievance and disciplinary procedures

SPECIALIZED NON-SWORN PERSONNEL TRAINING

Non-sworn personnel in Forensic Services, Warrant Control/DCI, Records, Emergency Information Systems, and any other non-sworn positions designated by the Chief of Police will receive training in addition to the orientation training indicated above. These employees will undergo classroom and/or on-the-job training as needed to obtain necessary updates required for certification and/or proficiency in their essential job functions.

REMEDIAL TRAINING

Supervisors will determine when remedial training is necessary due to inadequate performance within their work unit. Prior to recommending remedial training or taking direct action to remedy an employee's training needs, the supervisor will determine the extent of the training needs through direct observation of the employee's performance, consultation with other staff members, or through an examination of the employee's work product. Employee performance should be evaluated based on general orders, city policies and procedures, BLET guidelines established by the NC Training and Standards Commission, and in lesson plans on file in Training.

If the inadequate performance is due to a need for retraining, the supervisor will take the necessary steps to provide the training and/or develop the employee's skill. If the inadequacy would expose the public to unnecessary danger or the department to substantial liability, the steps to correct the inadequacy must be taken immediately. Training staff will work with supervisors to provide necessary remedial training. Failure or refusal to participate in remedial training may result in disciplinary action.

Upon completion of all assigned remedial training, members will submit any certificates or acknowledgements of completed training to Employee Services for inclusion in their personnel file. Certificates/acknowledgements of completed training may also be supplied to the appropriate supervisor upon direction.



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