	STANDARD OPERATING PROCEDURE State Form 39870(R/ S- 06)	Reference Number CIS-012
INDIANA STATE POLICE	Subject Communications Training Program	
	Special Instructions Replaces CJD-017 dated May 7, 2010	Effective Date **March 1, 2015**

I. PURPOSE

Establish guidelines for the selection, training, testing and supervision of a Communications Training Officer (CTO); and training, evaluation, testing and reporting of the performance of a newly hired regional dispatch center (RDC) dispatcher in the Communications Training Instructor Program.

II. POLICY

A Communications Training Instructor Coordinator (CTIC) and a Communications Training Instructor (CTI) shall be selected, trained and supervised by the applicable RDC manager.

All newly hired RDC dispatchers shall be trained, tested and evaluated using the APCO guidelines.

III. PROCEDURE

A. Communications Training Officers (CTO). CTO candidates shall:

1. Be chosen by the applicable RDC supervisor and endorsed by the applicable commander based on skills, knowledge, abilities and total job performance;

2. Have received a rating of "Meets Expectations" or higher on the last performance evaluation;

3. Have good writing and oral communication skills;

4. Be able to accurately assess the performance of the newly hired RDC dispatcher; and

5. Shall complete the CTO course sponsored, approved or conducted by the Training Section.

B. Communications Training Officer Instructor Coordinators (CTIC) shall:

1. Be selected from either the RDC supervisor or the RDC manager;

2. Complete the CTO course as authorized by APCO Guidelines; and

3. Shall successfully complete training regarding the management of the CTO Program.

C. Supervision of CTICs and CTOs.

1. CTICs shall be supervised by Communications Section Commander;

2. CTOs shall be supervised by the CTIC under the direction of RDC manager and the Communications Section Commander; and

3. RDC manager and the Communications Section Commander shall ensure the CTICs and CTOs fulfill the job responsibilities of training and evaluating the newly hired RDC dispatchers and properly submit all required reports.

D. Training of a newly hired CTO.

1. Shall be accomplished through the Traditional Training Program or for operators with previous experience, the Accelerated Training Program as authorized by CIS. The training must strictly adhere to the guidelines in the Communications Training Officers Operational/Training Manual;

2. Additional training requirements – Include all items listed on the ISP Dispatcher New Hire Training Record. A trainee who fails the IDACS, PST1, CPR or EMD examinations may remediate and retake theexamination one (1) time. Failure of the retake requires an employee to retake the complete course in its entirety a second time. Failure of the examination a third time will be grounds for termination.

E. Testing and evaluation of a new RDC dispatcher.

1. Daily Observation Report (DOR).

a. Electronic DORs and the task list shall be used to document the daily performance of the regional dispatcher;
b. A DOR shall be completed for the RDC dispatcher including days off, sick and training days; and
c. If the trainee receives a score of 1, 2, 3, 6, 7 or NR, the trainer must provide an explanation/comment on the DOR.

2. Recertification.

a. All RDC personnel shall recertify biannually in IDACS, CPR and EMD.

b. IDACS recertification shall be accomplished by completing the online training and certification course.

c. C.P.R. recertification shall be accomplished by participating in a course given by the district instructor.

d. EMD recertification shall be accomplished by participating in the Continuous Dispatch Education (CDE) program. Each operator must accumulate at least 12 CDE hours per year for a total of 24 hours per certification period.

e. Failure to maintain the IDACS, CPR and EMD certifications will be sufficient cause for termination.

f. It is the responsibility of the trainee's supervisor to ensure the training records are entered into the Department Training Records Database.

F. Quality Assurance/Quality Improvement.

1. The Superintendent shall appoint a Quality Assurance/Quality Improvement (QA/QI) committee consisting of:

a. The ISP EMD Manager, who shall serve as the chairperson;

b. The Department EMD and PST1 instructors;

c. A representative of the Training Section and/or CIS; and

d. A physician who is the Department Emergency Medical Director and who shall be consulted to assure the APCO EMDPRS are up-to-date and meet all medical standards.

2. The QA/QI committee shall meet, as required, for review of operation policy requirements.

3. The purpose of the QA/QI committee is to review the operation of the EMD Training Program by case review, data evaluation and feedback reporting; to include:

a. Recordings made on the Indigital logging recorders of all 911 emergency calls and radio traffic; and

b. CAD entries to assure the proper information was obtained and documented.

4. The applicable RDC supervisor shall conduct monthly QA on 7-10% of all emergency calls and radio traffic. If it is determined a call has been mishandled, or inappropriate radio traffic is discovered, it shall be reported to the QA Chairperson.

G. All RDC personnel shall be familiar with and held accountable for the content of the Communications Training Officers Operational/Training Manual and other relevant training and operational manuals.

H. This procedure is to be used in conjunction with all relevant Department regulations, rules, policies and procedures.