


DPS STANDARD OPERATING PROCEDURE			
	<b>SUBJECT:</b> <b>FIELD TRAINING AND EVALUATION PROGRAM</b>  <b>DPS SOP 2009-10</b>	<b>SECTION(S):</b>  ALL	<b>DISTRIBUTION:</b>  ALL PERSONNEL
	<b>ISSUING AUTHORITY:</b>  ROBERT MALDONADO CHIEF, CAMPUS SAFETY AND EMERGENCY MANAGEMENT SERVICES (ELECTRONICALLY SIGNED)	<b>EFFECTIVE DATE:</b> MAY 13, 2009  <b>REVISED DATE:</b> December 1, 2021	<b>SUPERSEDES:</b>  SOP 2007-56

## Field Training and Evaluation Program

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## REFERENCES:

- Field Training and Evaluation Manual - Community Service Officer
- Field Training and Evaluation Manual - Communications Specialist
- Field Training and Evaluation Manual - Public Safety Officer
- Field Training and Evaluation Manual – Supervisor

(Manuals available through the DPS Training Unit upon request)

## ATTACHMENTS: None

**I. APPLICABILITY:** This Standard Operating Procedure is applicable to all members of the Syracuse University Department of Public Safety (DPS) when engaged in the process of field training, to include the Field Training Officer (FTO), Field Training Supervisor (FTS), Field Training Program Coordinator, and the trainee (newly hired and/or promoted). Those department members immediately associated with and/or engaged in field training will adhere to the policies and principles set forth in the FTEP Manuals.

**II. PURPOSE:** The purpose of this standard operating procedure is to establish principles, procedures, and guidelines for the administration of the department's Field Training and Evaluation Program.

**III. POLICY:** It is the policy of the Syracuse University Department of Public Safety that all newly hired and/or promoted personnel successfully complete the training requirements established by the Department's standardized and structured FTEP. The training of a new employee is the responsibility of all members of this department. Every department member must be willing to assist in the proper development of new officers/employees in every constructive manner possible.

## IV. DEFINITIONS:

- A. Field Training Officer (FTO):** For the purposes of this SOP, the term FTO will apply to those employees who are training a newly hired or promoted individual (Field Training Officer, Communications Training Officer, Field Training Supervisor).

## V. PROCEDURES: Field Training and Evaluation Program Design and Protocols:

- A. FTEP Program Design:** The Department of Public Safety has established a FTEP for the purpose of prescribing the training requirements, process, and procedures for training newly hired and/or promoted personnel. For newly hired personnel who have recently completed their classroom training, this field training is and will continue to be designed to be organized and administered; to be closely aligned with the academy training. The basic academy teaches required subjects and the grades are a "Pass/Fail" grade. All required classes and subjects must be satisfactorily passed for the student/officer to receive their certificate. DPS field training officers are aware of what skills and subjects have been taught and the

proper roles that the FTO's should assume to properly complete the training by the DPS Training Unit staff. (6.2.2 d) (6.2.3 d)

**B. Liaison With Campus Peace Officer Academy Staff:** The Field Training Program Coordinator will maintain contact and coordination with the Training and Recruitment Sergeant and/or with the Campus Peace Officer Academy Director. (33.4.3 d)

**C. FTEP Manuals:** The Department has established FTEP Manuals that are inclusive of all FTEP training requirements for recruits/trainees, program policies, procedures, protocols, and forms directly associated with each FTEP. (6.2.2 d) (6.2.3 d) (33.4.3 g)

1. By design, the FTEP manuals serve as a handbook for the FTO; however, it provides a reference for all Department personnel engaged in the FTEP. Electronic access to all FTEP manuals is on the "G" drive located in the FTEP folder.
2. FTEP Manuals encompass the standardized evaluation guideline rating system adopted by the program and defines requirements and criteria for the same.

**D. FTO/Trainee Schedule Program Duration:** The FTEP Manuals specify the FTO/trainee schedule, program duration and sequential cycle rotation with corresponding zone/shift/FTO assignments and tasks for the position assigned. (6.2.2 b) (6.2.3 b) (33.4.3 a, f)

1. Communication Officers: Communications Officers will be assigned to a 12-week field training program with cycle rotations to ensure that they receive the necessary instruction and guidance under field conditions to meet the required standards for the position. (6.2.1 b)
  - a. The Associate Vice President & Chief of Campus Safety and Emergency Management Services has the discretion to reduce the length of this program based on trainee progress or for dispatchers hired who have previous certification and/or experience.
2. Community Service Officers (CSO's): CSO's will be assigned to a 6-week field training program with rotations on various shifts/posts to ensure they receive and successfully complete the standards required for the position.
3. Public Safety Officers: Public Safety Officers will be assigned to a 12-week field training program with cycle rotations to ensure that they receive the necessary instruction and guidance under field conditions to meet the required standards for the position.
  - a. The Associate Vice President & Chief of Campus Safety and Emergency Management Services of the DPS has the discretion to reduce the length of this program for officers hired who already have NYS Police or Campus Public Safety Officer Certification and experience.
4. Newly Promoted Supervisors: Within 1 year all newly promoted personnel will complete a 6-week supervisor job related training program, with

rotations on various shifts to receive the necessary instruction and guidance under field conditions to meet the required standards of the department. (12/01/21)

- a. The Associate Vice President & Chief of Campus Safety and Emergency Management Services has the discretion to reduce the length of this program for supervisors who have prior New York State law enforcement supervisory experience. (6.3.4) (33.8.2)
- E. The FTEP Chain of Command:** Each program's chain of command is established in the related FTEP Manual; program responsibilities and duties are defined for all FTEP positions within the chain of command. (6.2.2 a) (6.2.3 a) (33.4.3 c)
- F. Supervisors** are responsible to monitor the trainee and the FTOs on their shifts, assisting the FTOs in accomplishing their training goals. (6.2.2 a) (6.2.3 a) (33.4.3 c)
1. Duties and responsibilities of supervisors in relation to the FTEP are discussed in depth in the respective manuals.
- G. Selection Process and Training for PSO FTOs:** The selection process for PSO FTOs includes a position posting, application, oral interview, personnel file review, recommendations, and selection. (6.2.2 a, c) (6.2.3 a, c) (33.4.3 b, e)
1. This process is outlined in the respective Field Training Manual. PSO FTOs are required to complete a certified FTO course before being assigned a trainee.
  2. The Field Training Coordinator will review all of the training officers' daily logs to ensure the FTO's ratings are appropriate and complete. The FTO Coordinator will provide additional training as needed when an FTO's daily logs identify concerns requiring clarification or problems to be addressed. (6.2.2.f) (6.2.3 f)
  3. FTOs will receive periodic refresher training and in-service training as revised FTEP processes, procedure, or paperwork replace existing ones to best meet the training requirements of the individuals and agency and to be compatible with academy training changes by members of the DPS Training Unit Staff. (6.2.2 f) (6.2.3 f)
- H. Alternate FTO Assignment:** In the absence of the FTO due to short term authorized leave or unforeseen circumstances, the trainee will be reassigned to an alternate FTO.
1. Any long-term absence of an assigned FTO will require the appointment of a new FTO. This process will be facilitated by the FTEP Program Coordinator in coordination with the assigned FTS.
  2. Other circumstances, such as remedial training efforts may dictate the assignment of an alternate FTO; in these instances, this process will be facilitated by the FTEP Program Coordinator in coordination with the assigned FTO and FTS.

- I. **FTO/trainee Deployment:** The FTO and trainee will operate as a single unit throughout the duration of the FTEP. The trainee must be accompanied and supervised by a FTO (as established in the FTEP manuals) and will not be assigned to work independently until such time as the FTEP is satisfactorily completed.
- J. **Confidentiality:** Inquiries relative to the progress of a trainee are limited to, and will follow, the FTEP chain of command, as established in the FTEP Manuals.
1. If at any time a member of the department becomes aware of anyone discussing the progress of a trainee, training team, or any problems related to the training of the trainee (outside from those individuals immediately engaged in the FTEP) the department member is required to bring this to the immediate and direct attention of the FTEP Program Coordinator
- K. **FTEP Required Paperwork:** All forms utilized in the FTEP are kept in a file cabinet located in the supervisor's office, and are also available on the "G" drive in the FTEP file folder. Supervisors and FTOs will be responsible for replenishing forms as they are depleted. **(6.2.2 e) (6.2.3 e) (33.4.3 h)**
1. FTOs will complete a Daily Observation Report Form at the end of every shift worked with a trainee. The DOR is consistent with the standardized evaluation guidelines rating system outline in the FTEP Manual.
- L. **Weekly Maintenance of Active FTEP Files:** As a guideline, the FTEP Program Coordinator will review all active FTEP files once per week for required paperwork, and accuracy and completeness of same. The FTO, trainee and FTS will remain responsible for the maintenance of FTEP files assigned to them, as defined in the FTEP Manuals. The FTS will remain responsible for daily review of active FTEP files, meeting the timelines for required paperwork, or delegating this task, as defined by the FTEP Manuals. **(6.2.2 a) (6.2.3 a)**
- M. **Security of Information – FTEP Records:** Without exception, active FTEP files are not to be reviewed by, or discussed with, any member outside the established FTEP Chain of Command. Additionally, review and discussion of the aforementioned is limited to those personnel who are immediately engaged in the field training process, specifically, the assigned FTO, immediate FTS, the FTEP Program Coordinator and the **Associate Vice President & Chief of Campus Safety and Emergency Management Services**.
- N. **Securing and Maintaining Active FTEP Files:** The trainees FTEP file containing all FTEP records will be secured daily in a designated file cabinet located within the supervisor's office; this drawer will remain secure at all times. Except when being utilized by FTEP personnel immediately engaged in the FTEP, and for purposes relating to the FTEP, at no time will the FTEP file leave this designated area, without the expressed permission of the FTEP Program Coordinator.

- O. Requests for Leave (in general):** Excessive requests for leave result in an unfavorable interruption of the field training cycle; therefore, as a guideline, requests for leave are not permitted by the trainee during their FTEP. However, in exigent circumstances, consideration for leave requests will be handled according to the protocol established in the FTEP Manual.
- P. Special Event Training:** Each assigned FTS will schedule the trainee for observational training and exposure to overtime events that occur during their respective shifts if applicable. When exposing the trainee to observational training, precedence will be given to the following overtime events: JMA Wireless Dome events, John A. Lally Athletics Complex (former Manley Field House Arena) events, Coyne Field events, Neighborhood Safety Patrol, Kimmel Dining, and Dance Parties/Concerts. The Special Event training form will be utilized when training occurs and the assigned FTS will ensure that the form is accurate, complete, updated and maintained within the FTEP file.
- Q. Remedial Extension Policy:** It is recognized and understood that problems and/or circumstances sometimes occur which may result in the necessity to deviate from the designated training timelines in the FTEP. Sometimes these problems derive from the trainee's performance, and other times they are administrative in nature.
1. Requests for remedial extensions will be initiated by the assigned FTO (through the FTEP chain of command) and will follow the policies outlined in the FTEP Manuals. **(6.1.3) (33.1.5)**
- R. Discipline:** Any disciplinary problems that arise, whether involving the FTO or trainee, will be directed through the chain of command and in accordance with established department policies and procedures; however, any real or potential personnel problem involving the trainee must be documented and immediately forwarded to the FTEP Program Coordinator.
- S. Deployment of Trainee upon Successful Completion of the FTEP:** At the completion of training, and upon placement to their assigned shift, every effort will be made to ensure the placement of the trainee is in direct alignment (immediately adjacent) with a certified FTO, or senior officer/communications officer whenever the former is not possible. The FTS will continue to monitor the progress of the newly appointed Officer/Communications Officer as established in the FTEP Manuals
- T. Retention/Termination:** In developing the FTEP, the department has considered its responsibility for proper field training and the legal issues encompassing training, retention, and the department's responsibility to employ only those who can successfully demonstrate their ability to perform under field conditions.

1. The decision to retain or terminate a trainee, who has been appointed to the Department of Public Safety, is made by the Associate Vice President & Chief, Campus Safety and Emergency Management Services.

### **POLICY REVISION HISTORY**

<b>#</b>	<b>SECTION REVISED</b>	<b>DATE ISSUED</b>
1	Reviewed and Updated re FTO Design pgs.2&4, Titles and Format	08/16/13
2	Reviewed and updated re IACLEA Standards	10/01/14
3	Reviewed and Revised re IACLEA	03/30/16
4	Revised FTO Coordinator Duties Pg. 4	08/19/16
5	Revised Liaison requirements with Academy Staff re CALEA	06/18/20
6	Revised re: IACLEA 2 <sup>nd</sup> Ed.	12/01/21