

**Department of Public Safety**  
**Police Division**  
**Policies and Procedures**

<u><b>Title</b></u>  <b>Communications Personnel Field Training</b>	<u><b>SOP Number</b></u>  <b>6.2.300</b>
<b>Approval Signature</b>  	
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<b>Reviewed/Revised by</b>	<b>Pages</b> <b>4</b>
<b>Last Revision Date</b>  <b>March 4, 2024</b>	<b>Effective Date</b>  <b>December 2, 2021</b>

## ***Communications Personnel Field Training***

- I. **Purpose:** The purpose of this policy is to document the Communication Training Officer (CTO) training used in the Emergency Communication Center when onboarding newly hired Emergency Communication Dispatchers (ECD).
- II. **Policy:** It is the policy of the University of Cincinnati Police Division (UCPD) to provide a comprehensive CTO training program for newly hired Emergency Communication Dispatchers to ensure they have the skills, knowledge, and resources necessary to be a successful contributing member of the Emergency Communication Center.
  - The CTO shall evaluate the trainee's progress on DORs and identify any areas where the trainee is not responding to training.
  - The DOR ratings will be based on the Emergency Communications Center Standardized Evaluation Guidelines.

### **III. Definitions**

**Daily Observation Report (DOR)** – A document used by the Communication Training Officers to evaluate the effectiveness of a trainee's daily performance.

**Standard Evaluation Guideline (SEG)** – A document listing parameters for rating the effectiveness of a trainee in all key areas of Emergency Communication.

**Task/Competency List** – A document listing all tasks an Emergency Communication Dispatcher must be able to complete independently as a condition of graduation.

**Communications Training Officer (CTO)** – A senior ECD selected and trained to impart the primary skills needed to perform the duties of an emergency communications dispatcher.

### **IV. Procedure:**

- A. The new employees will be provided with a training manual that outlines the training sections, roles, and responsibilities of the Emergency Communications Center.
- B. Training Sections
  1. Orientation
  2. Initial Training (classroom and observation)
  3. Comm Center Basics

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4. Call Taking
  5. Police Dispatching
  6. Final Observation
- C. Trainee Progress Reporting
1. At the end of each month, management shall meet with the trainee and the CTO to review the DORs and Task/ Competency list to identify targeted training opportunities for the next month of training.
  2. At the end of the Final Observation training period, the CTO coordinator shall meet with all CTOs to discuss the trainee's progress to determine if the trainee is ready to graduate from the program and work independently.
- D. CTO Responsibilities
1. It is the responsibility of the CTO to conduct a formal evaluation of the progress and skill development, which will be completed in a Daily Observation Report (DOR). This documentation shall be maintained as part of the formal training process to ensure that the agency standards are met. The CTO will meet regularly with management to update them on the progress of each trainee.
- E. Trainee Responsibilities
1. Throughout the training period, it is the responsibility of the trainee to apply themselves to learning and performing the required tasks at an acceptable level.
  2. It is the responsibility of the trainee, while on duty, to always have their Training Manual available for presentation on request to any authorized CTO or supervisor during the entire training period.
  3. It is the responsibility of the trainee to request further clarification from the assigned CTO about any materials or procedures when there is a need for such clarification.
- F. Supervision of the Training Program
1. The Emergency Communication Center Manager or Assistant Manager will be the CTO Coordinator. The CTO Coordinator performs the following:
    - a. Appoint the CTO trainers.
    - b. Conducts monthly progress assessments.
    - c. Maintains training records.
    - d. Assesses the trainee's graduation readiness.
    - e. Assesses CTO effectiveness.
  2. CTO Selection and Training Criteria
  3. The Emergency Communication Center Manager selects the department CTOs. CTO candidates must meet the following criteria to qualify for the position:

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- a. Successful completion of probation as an ECD
  - b. Satisfactory annual evaluation
  - c. Satisfactory attendance record
4. CTO shall complete a CTO Certification course and maintain the required hours of annual recertification training.
- a. The CTO Coordinator shall review the CTO's training documentation to ensure continued accuracy and thoroughness during the training process.
  - b. Evaluation of CTO's Performance
    - 1) CTOs will be evaluated monthly by their trainees, and annually by the manager as part of their annual review based on the criteria outlined in this policy.