

University of Chicago Police Department

GENERAL ORDER

<i>Effective Date:</i> January 23, 2023		<i>Number:</i> GO 302
<i>Subject:</i> Training- Communications/ECC		
<i>References:</i> CALEA Communications: 5.2.1, 5.2.2, 5.2.3, 5.2.5, 5.2.6, 5.2.11, 7.1.5		
<i>Reevaluation Date:</i> Annually		<i>No. Pages:</i> 7
<i>Amends:</i> 19 SEP 2022 version (O.D.P.)		<i>Rescinds:</i>
<i>Approved By:</i> Kyle L. Bowman, Chief of Police		<i>Signature:</i> Signed Original on file in Accreditation Office

302.1 PURPOSE

The purpose of this policy is to provide guidelines for training for Communications/ECC, over and above that covered in GO 301, Training and Career Development.

302.2 ECC PRE-SERVICE TRAINING

All newly hired telecommunicators are required to complete a training program prior to routine assignment in any capacity in which the telecommunicator is allowed to answer calls for service or is in a position to make dispatching decisions, except as part of the formal communications officer training program.

- A. The Department provides an orientation handbook to all new entry-level personnel at the time training begins.

302.3 COMMUNICATIONS OFFICER TRAINING PROGRAM

The telecommunicator training program for new hires includes both classroom training (remote-online) and on the job training.

- A. Classroom Training
Emergency Communications Center (ECC) Personnel will be required to successfully complete the APCO (Association of Public Safety Communications Officials) Public Safety Telecommunicator Course and LEADS Full Access Certification.
- B. On the Job Training
Emergency Communications Center (ECC) Personnel will normally complete twelve weeks, with a minimum of four (4) weeks, in a Department on the job training program (CTO). Experienced telecommunicators will complete a minimum of four (4) weeks, in on the job training program (CTO). Generally, newly hired personnel will be assigned to an available Communications Training Officer (CTO) and will rotate to a second CTO. This rotation may include assignment to an alternate shift.

- C. The Training Program includes:
1. Curriculum based on tasks of the most important and frequent assignments;
 2. Use of evaluation techniques and guidelines designed to measure competency in the required skills, knowledge and abilities. Personnel in training are evaluated daily by means of a Daily Observation Report (DOR), and weekly by means of a weekly observation/self-evaluation report.
 3. On the job training of at least four weeks for trainees, during and/or after the required classroom training;
 4. Provision for training or orientation of lateral-entry personnel.
- D. Upon completion of the new hire training program, documented evaluations will be conducted, which include:
1. Communications Training Officer (CTO) feedback of program effectiveness;
 2. Student evaluation of program and CTO's effectiveness;
 3. Supervisor reviews;
 4. Measurement of learning that has occurred during the training;
 5. Identification of results or tangible consequences of training.

302.4 ANNUAL IN-SERVICE/RETRAINING

All ECC personnel are required to complete Annual In-Service/Retraining. The commanding officer in charge of the ECC shall prescribe an annual in-service program for all ECC personnel. The content of the program shall be at the discretion of the commanding officer and may be at the recommendation of the training committee.

- A. Topics for in-service retraining sessions, will include the Emergency Operations Plan. Additional topics may include, but are not limited to:
1. Department policies, procedures, rules, and regulations, with stress on changes and dispatch procedures.
 2. Law enforcement operations, with emphasis on changes and dispatch procedures.
 3. Community policing theories and practices.
 4. Special operations and unusual occurrence contingency plans.
 5. Performance evaluation system (for supervisors).
 6. Records and other computer-based system procedures.
- B. Annual retraining may include training in the form of:
1. Formal training sessions
 2. Monthly Refresher

3. Outside Training
4. Video Training

302.5 COMMUNICATIONS TRAINING OFFICERS (CTOs)

A. SELECTION

Communications Training Officers shall have demonstrated knowledge, experience, and work behaviors to perform all duties.

1. ECC will post openings for CTO, to all personnel.
2. Personnel interested in becoming a CTO will submit a letter of interest to the ECC Manager.
3. ECC supervisory staff will review the submissions, and annual reviews, and make selections.

B. Communications Training Officers shall be provided with training to keep them current with their assigned responsibilities. This training may be in the form of:

1. In-service/In-house training.
2. Video training
3. A recognized training certification course.
4. Other outside training.

C. The Communications Shift Supervisors shall be responsible for the direct, day-to-day supervision of the Communications Training Officers assigned to their shifts. The Communications Supervisor tasked with training shall oversee the overall training operation for there shift.

D. Communications Training Officers shall report directly to the Communications Supervisor tasked with quality assurance and training.