
	<b>ANDOVER POLICE DEPARTMENT GENERAL ORDER</b>		Number: O2901
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			Distribution: All
Title: Communications Training Program		Section: Communications	
Issued: 06/25/2019	Effective: 07/03/2019	Revised: 11/15/2019	
Rescinds: All Previous		Amends:	
CALEA References: COM 5.2.1 - 5.2.5, 5.2.8 - 5.2.11, 6.2.14d			
Review: Annual	Authority: Chief Michael A. Keller 		

## I. Purpose

The purpose of this General Order is to establish training procedures for newly hired Communication Officers and to provide them with the knowledge required to perform as a 9-1-1 Dispatcher. All newly hired Communication Officers are to complete a training program prior to being able to answer calls for service or being placed in a position to make dispatching decisions outside of the formal training program.

## II. Policy

All newly hired Communication Officers are required to successfully complete the department's Communications Training Program (CTP). The CTP is a 14 week, three phase training program designed to develop the confidence and competence of newly hired Communication Officers. The program is administered by specially trained and experienced Communication Officers, is supervised by the Communications Director and overseen by the Chief of Police. The program incorporates practical exercises and in-service assignments to build the new Communication Officer's core competencies.

## III. Definitions

(This section intentionally left blank).


## IV. Regulations

(This section intentionally left blank).

## V. Procedures

### A. Communication Training Officers (CTO)

1. Communication Training Officers will be selected in accordance with General Order M1222 Specialized Assignments by the Chief of Police following the selection process and recommendations from the Communications Director (COM 5.2.11a).

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2. Communication Officers selected to be Communication Training Officers must have the following qualifications before performing the roles of an CTO unless the requirements are waived by the Chief of Police:
  - a. Successfully completed a Communication Training Officer class provided by the Kansas APCO or other qualified training class as determined by the Chief of Police (COM 5.2.10a, 5.2.11b).
3. In-Service training for Communication Training Officers will be held before the beginning of training of each new Communications Officer. The training will be conducted by the Communications Director and will be a review of CTO responsibilities and CTP trainee requirements (COM 5.2.10c, 5.2.11b).
4. Communication Training Officers are required to recertify every two years (COM 5.2.10b).
5. Communication Training Officers will be under the direct supervision of the Communications Director (COM 5.2.11c).

**B. Communications Training Program**

1. The agency will administer training to all newly hired Communication Officers as established in this directive and as described in the CTO Training Manual.
2. The Communications Director is responsible, with the assistance of the Communications Training Officers, to develop a Training Plan for all new Communications Officers.
3. The Communications Director or designee will provide any remedial training necessary for the employees of the Andover Emergency Communications Center (COM 5.2.8).
4. No employee shall be allowed to undertake any active 9-1-1 call taking or dispatching activity, except under the direct supervision of their CTO, unless they have been approved for the activity by the Communications Director.

**C. Outside Academy Role (COM 5.2.4)**

1. All Communications Officers hired who are not National Crime Information Center (NCIC) certified, or hold a limited access certification, must attend and successfully complete a Full Access NCIC course through the Kansas Highway Patrol. Communication Officers must attend and successfully complete the NCIC curriculum within six (6) months of being hired and before being placed in an unsupervised Communication Officer position. All newly hired Communication Officers will be given orientation training prior to beginning field training.
  - a. Communication Officers who do not hold a current NCIC Full Access Certification will complete the full access-training curriculum at the Kansas Highway Patrol campus, or designated location, in the first available academy class after being hired unless other arrangements are made.

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b. The Communications Director will maintain contact, and meet when needed, with KBI staff to ensure quality instruction is provided to department members (COM 5.2.11e).

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2. All Communication Officers hired will attend training specifically related to missing or exploited children (COM 6.2.14d).

**D. Communications Training Program Guidelines**

1. Newly hired Communication Officers will receive training in the following areas within 30 days of employment as part of their orientation (COM 5.2.2a, 5.2.9a):
  - a. Department and City policies, procedures, rules and regulations.
  - b. Department mission and value statements.
  - c. City and Regional Geography.
  - d. Communications Code of Ethics.
  - e. Introduction to City and Department personnel.
  - f. Issuance of uniforms, equipment and their proper use and wear.
  - g. History and background of accreditation, the accreditation process, goals and objectives of accreditation and its impact on the agency (COM 5.2.9a).
  - h. Other department specific training as deemed necessary by the Communications Director.
2. Lateral transfers are expected to go through the same training process but may progress through the program more rapidly based on their performance (COM 5.2.2d).
3. Orientation days will not be credited towards the training program and can be administered by any member of the department.
4. Communication Officers should not begin phase two of the training program until after completion of a Full Access NCIC course.
5. Communication Officers holding a current Full Access NCIC certification may immediately begin the department’s training program upon completion of the orientation program.

**E. Field Training Program Guidelines (COM 5.2.2c)**

1. The Communications Training Program (CTP) is organized into three phases. The CTP will be at least 14 weeks in length for Communication Officers who do not have previous emergency communication dispatching experience.
2. Satisfactory completion of each phase is necessary to advance and complete the training program.
  - a. Phase One – Call Taking. The call taking phase will be six (6) weeks in length (21 shifts) and should occur on the day shift.
  - b. Phase Two – Emergency Services Dispatching. The Emergency Services Dispatching phase will be six (6) weeks in length (21 shifts) and should occur on the night shift.

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- c. Phase Three – Full Service Dispatching. The third phase will be two (2) weeks in length (7 shifts) and can occur on the day or night shift as determined by the Communications Director.
3. The Communications Director has the ability to move students through the training phases based on CTO training resources, staffing levels and vacancies.

**F. On the Job Training (OJT)**

1. During each phase of the job training the student must show progress as documented on the Daily Observation Reports (DORs) (APD Form 81) (COM 5.2.2b, 5.2.11d).
2. Established performance targets, found in the student call-taking workbook, for each phase must be obtained (COM 5.2.2a, 5.2.3).
3. If established performance targets are not obtained, the student may be placed into remedial training.
4. Students may be rotated through different CTO's for each phase of training.
5. To accurately and objectively grade student performance, the CTO's should use Standard Evaluation Guidelines located in the CTO Training Manual (COM 5.2.2b).

**G. Continuing Education Classes/Conferences**

1. All employees will be afforded the opportunity to attend continuing education classes. The Communications Director and/or designee will inform employees of training opportunities. All outside classes are subject to prior approval from the Communications Director and the Chief of Police. If an employee wishes to attend an outside training class, the employee shall have prior authorization from the Communications Director who shall then send the request to the Chief of Police. Any certificates or certification shall be forwarded to the Office of the Chief of Police for continuing education records. Employees shall be compensated for any mandatory training.

**H. Training Program Evaluation**

1. Upon completion of the Communications Training Program, documented evaluations will be conducted to include:
  - a. Communication Training Officer's (CTO) feedback of training effectiveness (COM 5.2.5a);
  - b. Student evaluation of program and CTO effectiveness (COM 5.2.5.b);
  - c. Supervisor's reviews (COME 5.2.5c);
  - d. Measurement of learning that has occurred during training (COM 5.2.5d); and
  - e. Identification of results or tangible consequences of training (COM 5.2.5e).