

CAMBRIDGE POLICE DEPARTMENT

Title: ***COMMUNICATIONS TRAINING OPERATOR PROGRAM***

Procedure: 3.707

Date Issued:

Revised:

PURPOSE:

To provide for a formal and uniform on-the-job training period.

To provide experience, guidance and supervision so that the probationary telecommunicator may develop the skills, knowledge and abilities necessary to become a professional and productive Police Communications Officer.

To aid in the evaluation of probationary personnel.

To serve as an aid in evaluating the police communications training program.

POLICY:

All newly hired Police Communication Officers will undergo communications training prior to assignment as a solo PCO.

PROCEDURE:

TRAINING

1. Probationary Police Communication Officers training consists of three phases:

Phase I Assignment to observation of the Communications Training Operator.

Phase II Assignment to the Communications Training Program under the direct guidance of a Communications Training Operator.

Phase III Assignment as a solo probationary Police Communications Officer with CTO guidance and monthly evaluations for a three month period. After successful completion of Phase III PCO will be placed on regular probation.

DUTIES AND RESPONSIBILITIES OF THE CHIEF OF POLICE

1. Selection of Communications Training Operators after receiving recommendations from the Communications Commander.

2. Criteria to be considered in selecting Communications Training Operators:

four years experience

no disciplinary action during the past year;

good attendance record;

above average job skills, knowledge and abilities;

ability to train on a one-to-one basis; and,

review of personnel file by the Chief of Police.

DUTIES AND RESPONSIBILITIES OF THE COMMUNICATIONS TRAINING COMMANDER(OPERATIONAL LIEUTENANT)

1. Overall supervision and command of the Communications Training and Evaluation Program and its personnel.

2. Keep the Chief of Police apprised of recruit performance and status.

3. Make periodic contact with the recruit during Phase I of the Communications Training and Evaluation Program.

4. Review all reports and evaluations pertaining to the recruit through the entire training program.
5. Assure cooperation between the shift supervisors and the Communications Training Program personnel.
6. Insure that weekly evaluations of the recruit are completed by the shift CTO once the recruit enters Phase III of the training program and to complete monthly evaluations once the recruit completes Phase III through the end of the recruit's probationary period.
7. Review recruit's performance and make recommendations pertaining to the status of the recruit as to his need for continued, remedial or special training or termination.
8. Review recruit critiques of Communications Training Operators.
9. Confer with the Communications Training Operator Coordinator in regards to Communications Training Operator selection and assignments, recruit scheduling, recruit progress and program revisions.

DUTIES OF THE COMMUNICATIONS TRAINING OPERATOR COORDINATOR (COMMUNICATIONS SUPERVISOR)

1. Daily supervision of the Communications Training and Evaluation Program and its personnel.
2. Keep the Communications Training Commander apprised of a recruit's performance.
3. Keep the Communications Training Commander apprised of any problems pertaining to the Training Programs or its personnel.
4. Review all written evaluations submitted by the Communications Training Officer.
5. Conduct weekly meetings in order to discuss recruit progress while in Phase II of the training program.

6. Complete weekly meeting minutes and summary evaluations.
7. Insure that all documentation pertaining to the recruit is complete and current.
8. Periodically monitor the recruit and the Communications Training Operators to insure that fair, objective and thorough training is being accomplished.
9. Provide assistance and advice to the Communications Training Operators pertaining to training and possible personality conflicts with recruits.
10. Participate in making recommendations as to passing the recruit to the next phase of training, developing continued, remedial or special training or recommending termination.
11. Confer with the Communications Training Commander as to Communications Training Operator selection and assignments, recruit scheduling, recruit progress and program revisions.
12. Assist the Department Training Officer (Administrative Lieutenant) with in-service and roll call training for Department members.

DUTIES AND RESPONSIBILITIES OF THE COMMUNICATIONS TRAINING OPERATOR

1. Direct, guide, explain and demonstrate the fundamentals of the police communications operation.
2. Keep the Communications Training Operator Coordinator apprised of recruit performance.
3. Keep the Communications Training Operator Coordinator apprised of any problems pertaining to the Communications Training Program.
4. Complete monthly observation reports on the recruit's performance.
5. Attend monthly meetings in order to discuss the recruit's progress while in Phase II of the Training Program.

6. Review the recruit's performance and assist in making recommendations as to passing the recruit to the next phase of training, developing continued, remedial or special training or recommending termination.

7. Complete monthly evaluations of the recruit during Phase III.

8. Confer with Communications Training Operator Coordinator in regards to program revisions.