

**CAMBRIDGE POLICE DEPARTMENT**

**Title:** ***TRAINING - PROBATIONARY  
TELECOMMUNICATORS***

**Procedure 3.708**

**Date Issued:**

**Revised:**

**PURPOSE:**

To outline the training of probationary Police Communications Officers as they become members of the Police Department.

**POLICY:**

The Police Department recognizes the importance of providing a sound foundation for newly hired Police Communication Officers of the Department. All telecommunicators will be given every opportunity to acquire the skills, knowledge and abilities necessary to become a competent and effective Police Communication Officer.

**PROCEDURE:**

***RECRUIT TRAINING***

1. The probationary Police Communications Officer during Communications Training Phase I, shall be under the direction of the Operational Lieutenant. (Communications Training Commander).

2. The Operational Lieutenant shall arrange for each probationary Police Communication Officer to receive orientation in the policies, procedures, rules and regulations of the Department.

***COMMUNICATIONS TRAINING***

1. Police Department recruits shall complete at least eight (8) weeks of communications training under the guidance and supervision of three Communications Training Operators, prior to assignment as a solo probationary Police Communications Officer.

2. Assignment as a solo probationary Police Communication Officer shall be based on the ability of the recruit to learn, and their ability to work independently, without direct intervention.

3. Communications Training Operators are selected on the basis of experience, work performance, dedication and loyalty, and a personality which enables the Communications Training Operator to effectively relate information pertaining to the communications operation.

4. The Communications Training Coordinator shall be responsible for the daily

supervision of personnel performing training, as it relates to the recruit training function. This distinction shall not preclude nor interfere with regular police duties.

5. It will be the responsibility of the Communications Training Operators to familiarize the recruit with a rotation of communication assignments, and ensure the recruit acquires a working knowledge and the ability to perform in all communication assignments.

6. Communications Training Operators shall submit monthly written evaluations of the probationary Police Communication Officer's progress to the Communications Training Coordinator.

7. The CTO to whom the probationary PCO is assigned shall submit weekly evaluations during Phase III. When the probationary PCO successfully completes Phase III, they will be evaluated monthly by the CTO Commander until their probationary period expires.