



Santa Cruz Consolidated Emergency Communications Center

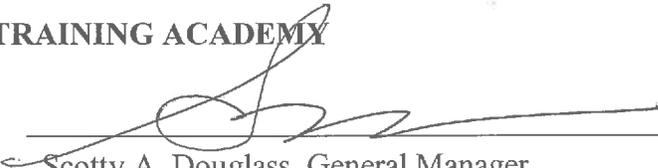
495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE
POLICE
MEDICAL



Scotty A. Douglass
General Manager

COMMUNICATIONS OPERATIONS TRAINING POLICY/PROCEDURE

Policy No. 8110	Date Issued:	June 1, 1996
Section: 8100 – Training Academy	Date Revised:	March 11, 2009
Accreditation Standards: CALEA 4.3.10, 5.2.1, 5.2.2		
SUBJECT: TRAINING ACADEMY		
APPROVED: 		
Scotty A. Douglass, General Manager		

The primary purpose of the Training Academy is to prepare new employees for the Communications Training Officer (CTO) program. In addition to educating new employees, the Training Academy will develop on-going education to improve the skills and knowledge of existing employees. The Training Academy is managed and supervised by the Support Services Manager..

1.0 New Employee Academy Curriculum

All newly hired dispatchers (trainees) will complete a designated training academy. The Training Academy curriculum will educate new employees on the basic skills and knowledge required of a call taker and/or radio dispatcher. Training topics will include the Authority's role, purpose, goals, rules, regulations, equipment, policies and procedures. The Training Academy will be affiliated with the APCO Institute's Basic Telecommunicator Training Course and every successful student will earn the APCO Institute's international certification.

- 1.1 Orientation - Each trainee will receive at least 40 hours of orientation and no more than 80 hours.
- 1.2 Equipment Training - Each trainee will receive at least 20 hours of equipment training and no more than 120 hours.
- 1.3 Law Enforcement Training - Each trainee will receive at least 20 hours of law enforcement training and no more than 120 hours.

- 1.4 Complaint Taking - Each trainee will receive at least 40 hours of complaint taking training and no more than 120 hours.
- 1.5 Trainees must achieve a minimum average test score of 80% to successfully complete the Academy.

2.0 Operation and Staffing of the Training Academy

- 2.1 Academy instruction will be provided by certified instructors.
 - 2.1.1 This requirement does not preclude the use of guest speakers during the Training Academy or any other training presentation.
- 2.2 Academy Instructors will be selected and certified in accordance with Policy No. 8120 (Academy Instructors).
- 2.3 A student evaluation of the effectiveness of the training provided by the Training Academy will be conducted after every new employee academy and in-service training program is completed.
- 2.4 The Support Services Manager will keep on file lesson plans, instructional materials, tests, attendance records and student evaluations for every academy and in-service training program.