



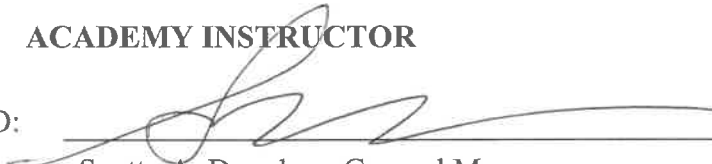
Santa Cruz Consolidated  
 Emergency Communications Center  
 495 Upper Park Road  
 Santa Cruz, California 95065  
 (831) 471-1000 Fax (831) 471-1010

**9-1-1** FIRE  
 POLICE  
 MEDICAL



Scotty A. Douglass  
 General Manager

**COMMUNICATIONS OPERATIONS  
 TRAINING POLICY/PROCEDURE**

<b>Policy No.</b> 8120	Date Issued: June 1, 1996
Section: 8100 – Training Academy	Date Revised: March 11, 2009
Accreditation Standards: CALEA 1.3.4, 5.2.10	
<b>SUBJECT: ACADEMY INSTRUCTOR</b>	
APPROVED: 	
Scotty A. Douglass, General Manager	

- 1.0 Academy Instructors will be responsible for providing classroom instruction in their area of expertise.
  - 1.1 Academy Instructors will be responsible for developing and maintaining their area of expertise.
  - 1.2 Academy Instructors will develop, prepare and update instruction materials, including written and/or practical tests.
  - 1.3 Academy Instructors will be responsible for classroom instruction in their area of expertise. The classroom instruction may occur in the Training Academy, during in-service training, or at another agency's request.
- 2.0 Academy Instructors will be selected from Operations, meeting the following requirements:
  - 2.1 Instructor applicants will present a letter of recommendation from their immediate supervisors.
  - 2.2 Instructor applicants may be interviewed by a board comprised of some combination of Instructors, Operations Supervisors and the Support Services Manager.

- 3.0 Academy Instructors will successfully complete an Academy Instructor course taught by an APCO Institute certified Instructor.
  - 3.1 No dispatcher shall instruct and/or evaluate other dispatchers as an Academy Instructor until s/he has successfully completed this training.
    - 3.1.1 This requirement does not limit the use of guest speakers or topic matter experts presenting under the auspices of an Academy Instructor.
- 4.0 All Academy Instructors will work under the direct supervision of their Operations Supervisor.
  - 4.1 Scheduling and supervision of the Academy Instructors in training matters is the responsibility of the Support Services Manager and in cooperation with the Operations Supervisors.
  - 4.3 Academy Instructors will use the Support Services Manager as their contact person in all academy matters. When appropriate, the Support Services Manager and Academy Instructors will bring training issues to the proper forum for resolution.
- 5.0 All Academy Instructors have a continued responsibility to regularly attend meetings.
- 6.0 Academy Instructors can voluntarily decertify at any time.
  - 6.1 The General Manager may decertify an Academy Instructor.