



Santa Cruz Consolidated Emergency Communications Center

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9-1-1 FIRE
POLICE
MEDICAL



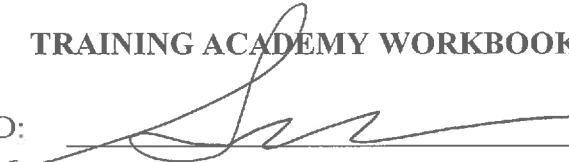
Scotty A. Douglass
General Manager

COMMUNICATIONS OPERATIONS TRAINING POLICY/PROCEDURE

Policy No. 8150	Date Issued: September 3, 1997
Section: 8100 – Training Academy	Date Revised: March 11, 2009
Accreditation Standards: CALEA 5.2.3	

SUBJECT: TRAINING ACADEMY WORKBOOK

APPROVED:



Scotty Douglass, General Manager

All newly hired entry-level dispatchers are required to complete a designated training academy. It is our intent to enhance the learning process during the Training Academy by providing trainee dispatchers with an Academy Workbook on the first day of the academy. A lateral hire that does not complete an academy may use portions of the Academy Workbook to enhance learning. All workbook written exercises and tests are available to Communications Training Officers (CTO's) for reinforcement and remediation during the CTO program.

1.0 Purpose of the Academy Workbook

- 1.1 To provide a self-directed learning model that:
 - 1.1.1 Identifies measurable objectives
 - 1.1.2 Identifies required learning
 - 1.1.3 Provides written exercises
 - 1.1.4 Identifies recommended reading material
- 1.2 To ensure instructional topics are being taught in a manner from general to specific.

- 1.3 To identify classroom activities that provide student interaction, training reinforcement, practical application, address various types of learning, and meet the needs of the students.
- 1.4 To provide cohesiveness between Academy Training and CTO Training.

2.0 Academy Workbook Content and Maintenance

- 2.1 The Support Services Manager, in conjunction with the Academy Instructors, will develop the workbook format and contents. The Support Services Manager or their designee will maintain the workbook.
- 2.2 At a minimum, the Academy Workbook will include the following:
 - 2.2.1 Introduction including academy organization, a daily academy schedule, the academy rules and regulations, and a description of the proficiency skill requirements to successfully complete the academy.
 - 2.2.2 Table of Contents
 - 2.2.3 Overview and Instructions for Use, including, but not limited to, the following.
 - 2.2.3a Topics: a list of general categories that will be covered during the academy.
 - 2.2.3b Objectives: statements that provide measurable goals for required topics.
 - 2.2.3c Required Activities: a description of classroom activities that will be used during the academy including the rating, testing and evaluation system.
 - 2.2.3d Optional Activities: a description of reading material and activities the student may choose to complete to broaden their knowledge and/or learning experiences.
 - 2.2.5 Red Line or Red Page Items. Required learning and objectives will be identified by being printed in red or printed on red pages.
 - 2.2.6 Handouts. Additional material instructors may wish to include for specific topics.