



## COMMUNICATIONS OPERATIONS TRAINING POLICY/PROCEDURE

<b>Policy No.</b>	<b>8610</b>	<b>Date Issued:</b>	July 24, 1996
<b>Section:</b>	8600 In-Service Training	<b>Date Revised:</b>	February 21, 2024
<b>SUBJECT: CONTINUING EDUCATION</b>			
<b>APPROVED:</b>	<u>&lt;signed copy on file&gt;</u> Amethyst Uchida, General Manager		

### 1.0 Purpose

- 1.1 To provide regular, ongoing training designed to keep personnel up to date with new laws, procedures, technological improvements, and changes to policy, procedures, practices, and review current practices.
- 1.2 To ensure continuing education is timely, relevant, and efficient.
- 1.3 To mandate that the length of all CE be determined by relevant content. Additional material will not be added to CE curriculum as filler to fulfill an arbitrary schedule.

### 2.0 Schedule

- 2.1 Continuing education (CE) will be offered at regular intervals during the year and no less than annually.
- 2.2 All dispatch and operations personnel are required to complete annual continuing education designed to keep them current on new laws, procedures, policies, rules, regulations, and review current practices.

- 2.2.1 CE training may occur in the form of on-the-job, classroom training, E-learning, training bulletins, or CDE (continuing dispatcher education) articles.
  - 2.2.1.1 Dispatchers will be provided with time off the operations floor to complete all mandatory training except between 0300-1000 hours, as needed.
- 2.2.2 Specific CE for Emergency Medical Dispatchers (EMD's) will be offered as needed.
  - 2.2.2.1 When appropriate, dispatchers who are not certified EMD's may elect to complete the EMD continuing education, but it is not required.
- 2.2.3 CE classes will be scheduled with sufficient time to provide dispatchers ample opportunity to plan and attend continuing education classes during nonscheduled work hours.
- 2.3 Every dispatcher and Operations Supervisor is required to attend scheduled CE classes and participate in continuous rigorous training.
  - 2.3.1 Employees will be compensated for attending continuing education classes in accordance with Policy No. 1230 (Overtime).
  - 2.3.2 Employees are required to arrive on time and remain for the entire CE class. Attendance standards for training are contained within Policy No. 8030 (Attendance Standards for Training).
    - 2.3.2.1 Any need to arrive late or leave early will be brought to the attention of the Instructor or the Training Supervisor at the earliest possible time.
- 2.4 Operations Supervisors are not required to provide release time for dispatchers to attend a CE class.
  - 2.4.1 If staffing levels allow, Operations Supervisors may provide release time for dispatchers to attend a CE class.

### **3.0 Attentiveness**

- 3.1 Dispatchers shall give their full attention to the Instructor and material being presented.
  - 3.1.1 Side conversations are not allowed, as they are distracting. Comments pertaining to the subject should be shared as others may have the same

questions or comments. Training is most productive when participative and interactive.

- 3.1.2 Food and/or eating will not be permitted. Breaks should be utilized for this purpose.

#### **4.0 Topics**

- 4.1 The Operations Division or Training Committee as defined by Policy No. 8040 (Training Committee) are responsible for determining the need for a scheduled CE or Continuous Rigorous Training. Suggesting timely training topics, defining learning objectives, and recommending appropriate instructional methodology.

- 4.1.1 Any employee can recommend potential CE topics or Continuous Rigorous Training topics to any Operations Personnel or member of the Training Committee.

#### **5.0 Facilitation**

- 5.1 It is the Support Services Manager or Operations Division responsibility to ensure continuing education classes are effectively facilitated.
  - 5.1.1 The Support Services Manager or Operations Division may delegate responsibility for a specific topic or class to an Academy Instructor.
  - 5.1.2 If an Academy Instructor has the delegated responsibility for an entire continuing education class, s/he must attend each class for the full duration of time.
- 5.2 CE classes will be conducted in accordance with applicable Training Policy/Procedures.