



Santa Cruz Consolidated Emergency Communications Center


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9-1-1 FIRE
POLICE
MEDICAL



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General Manager

COMMUNICATIONS OPERATIONS TRAINING POLICY/PROCEDURE

Policy No. 8640	Date Issued:	December 2, 2003
Section: 8600 – In-Service Training	Date Revised:	March 11, 2009
Accreditation Standards: CALEA 5.2.7		
SUBJECT: SHIFT TRAINING		
APPROVED:		
	Scotty A. Douglass, General Manager	

1.0 Purpose

In order to supplement formal training and to keep dispatch staff up to date between formal training sessions, Operations Supervisors may conduct shift training. Shift training can be very useful and effective if it is well managed and supervised. Some examples of shift training include: law enforcement channel cross training, on-the-job coaching about new equipment, and familiarization with User or allied agencies.

2.0 Conducting Shift Training

Supervisor should take the time to plan for shift training. Well planned shift training will be much more effective than poorly planned shift training. At the very least, Supervisors must be able to articulate a specific objective for the training, i.e., successful implementation of a procedure. Without a clearly stated objective, the results of the shift training will be inconsistent.

Given the nature of shift training, the prevalent training technique will be on-the-job training. Supervisors are not limited to this technique and, if helpful, should contact the Academy Instructors for assistance in implementing a variety of training techniques.

While planning shift training, Supervisors should contact the Support Services Manager and determine what documentation is appropriate and necessary for the shift training. This will also ensure the shift training curriculum is consistent with Academy curriculum.

This consultation is satisfied if the shift training is discussed at a Staff Meeting where the Support Services Manager is present.

Supervisors have a variety of instructional personnel available for conducting shift training. Supervisors are encouraged to take advantage of the Academy Instructors and Communications Training Officers (CTO's) assigned to their teams as these individuals are particularly well qualified. These individuals will also bring a variety of instructional techniques to the shift training curriculum and are proficient at matching instructional techniques with the training objective. It is the Supervisors' responsibility to ensure the appropriateness and effectiveness of the instructional methods as the Supervisors are ultimately responsible for the effectiveness of the shift training.

To ensure the training objective has been met, Supervisors must evaluate the effectiveness of shift training. The best way to do this is to determine how well the training objective has been met. In most cases, an observation of dispatch performance will be the best method for evaluating the effectiveness of shift training.

Operations Supervisors have complete autonomy when scheduling shift training, in accordance with the MOU, and current policies and procedures.