

Oaktown Police–Fire Comm Center

• Training Program Administration •

In order for a dispatcher training program to work, it must be organized, staffed, supported and administered in a structured way.

General

- The trainee will wear a uniform from the first day of training, to help them quickly integrate into the work group, to readily identify them as dispatchers to officers and firefighters, and to reinforce the organizational ethic.
- The trainee shall not work overtime until they have finished the entire training program and have been certified to work alone.
- The trainee shall not normally be assigned any duties without the direct supervision of a trainer. In the event of a request that a trainee be placed on the floor without the direct supervision of a trainer, from the trainee's trainers, instructors, the Comm Center training coordinator and the Comm Center Supervisor.
- Whenever possible, a trainee shall not be counted in the normal staffing.

Classroom Instruction

- Instructors must submit a lesson plan prior to the class.
- The instructor shall sign off on the material he/she instructs.
- There is a daily quiz on the material covered that day.
- There is a weekly cumulative test at end of each section of classroom training.
- Each week the trainee evaluates the class and instructor, to give feedback on the class content and instructor skills. The evaluation form is turned in to the training coordinator for review with the comm center manager.
- There is a final cumulative test at the end of each classroom section.
- All of the test results are filed in the trainee's training folder.

Floor Training

- For each day of instruction, the trainer shall complete an Observation Report, and review it with the trainee at the end of the shift, or the beginning of the next shift.

The trainer explains any below or above-average performance in the narrative portion of the Observation Report, and includes specific references to incidents or work handled. The trainer uses the agency's standard criteria for judging the trainee's performance, and milestones to determine if the training is successful.

The trainee is given the evaluation form and asked for their written response. The completed form is filed in the trainee's folder.

- The trainer signs off in the Training Guide on any skills or knowledge observed.
- The trainer has a weekly meeting with the training coordinator to discuss the trainee's progress, any issues or problems, and possible solutions.
- The training coordinator prepares a weekly summary of each trainee's performance and routes it to the comm center manger. The training

coordinator meets with the manager to discuss any issues that need specific attention or action.

- At the end of each floor training section, the training coordinator meets with the trainer, reviews the Training Guide check-offs and determines if the trainee needs more training, should be passed to the next section of training, or if other action is required. The training coordinator meets with the comm center manager to discuss the decision.
- The training coordinator keeps copies of all the training documents, including evaluations and tests.

Support For The Trainer

- The trainer is allowed time during shift to write the Observation Report and to review it with the trainee
- The trainer is provided with suggestions, direction and options for handling various trainee performance deficiencies.
- The trainer is given support to perform their task better: outside, formal instruction on the training process; materials for creating training aids; feedback and advice on training methods, etc.