

CHAPTER 1

GENERAL

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CHAPTER 1

GENERAL

1. GENERAL.

a. Background. The responsibility of the California Highway Patrol's (CHP) Communications Training and Evaluation Program (CTEP) evolved out of the necessity to standardize initial and field training for dispatch personnel. Additionally, changes were made to ensure compliance with Commission on Peace Officer Standards and Training (POST) and Commission on Accreditation for Law Enforcement Agencies' regulations.

b. Objective. The Communications Training Program has been designed to provide standardized initial training in the Public Safety Dispatcher Basic Course (PSDBC) which works in conjunction with the CTEP to facilitate a smooth transition into the communications center (CC) environment. The comprehensive training provided by the CTEP is designed to advance the trainee's technical skills and develop positive attitudes, values, and ethics essential to carry out the duties of a Public Safety Dispatcher (PSD)/Public Safety Operator (PSO). The program is also designed to protect individuals and the Department from liability through standardized statewide training, objective evaluations, and thorough documentation. Accountability is stressed throughout the program by an active team approach involving the statewide CTEP Coordinator, the Communications Training Officers (CTO), and their chain of command.

c. Program Phases. The program consists of two types of training, service desk and radio. The trainees are first given classroom instruction in the PSDBC. New PSDs will attend Module A and Module B training. New PSOs will attend Module A and Module O training. This ensures all newly hired PSD/PSOs receive the required 120 hours of POST training. After the classroom training is complete, trainees begin on-the-job training in the CTEP. This training program is guided by the curriculum outlined on the CHP 157R, Communications Training and Evaluation Program Checklist – Radio, and the CHP 157S, Communications Training and Evaluation Program Checklist – Service Desk. The program emphasizes objective evaluation and documentation of trainee progress and training effectiveness through performance ratings captured on the CHP 157, Communications Training and Evaluation Program – Daily Observation Report (DOR).

d. Program Coordination. The CTEP is coordinated at the Communications Centers Support Section. Field operations are coordinated at the CC level by the Area commander and Area Training Coordinator. Actual training is conducted in the CC setting by CTOs under the direction of the Area Training Coordinator.

2. PURPOSE.

a. General. The mission of the Department is to provide the highest level of Safety, Service, and Security to the people of California. To carry out this mission, the Department provides training to all PSDs/PSOs. The training ensures the PSDs/PSOs are competent, professional, and acquire the necessary skills to provide a high level of service to the public, Department, and allied agencies. The CTEP is designed to ensure the effective transition for new PSDs/PSOs to the CC environment. The CTEP exposes new PSDs/PSOs to events that routinely occur in the daily operations of a CC and provides them with the skill sets to be proficient in their duties and responsibilities during routine, special, and emergency events.

b. Objective. The CTEP provides instruction which maximizes skill development and job proficiency. Remedial and extension training are designed to ensure the success of trainees who, with additional instruction, will be able to competently and efficiently perform the duties which they are assigned. Upon successful completion of the program, PSDs/PSOs should be technically proficient CHP employees who have adopted the values, skills, and ethics which are a hallmark of the Department. Specifically, the program strives to:

- (1) Produce highly trained and motivated PSDs/PSOs.
- (2) Establish and maintain standardized field training.
- (3) Provide training that reinforces the knowledge, experience, and skills developed in the PSDBC.
- (4) Maintain a dynamic learning environment in which the trainee develops new skills and continues to increase technical proficiency.
- (5) Promote professionalism by instilling an awareness of the Department's high ethical, moral, and performance standards.
- (6) Develop and maintain career paths within the Department by providing qualified PSDs/PSOs with the opportunity to serve as CTOs.

3. JOB-RELATED CRITERIA. The key principle guiding the program's evaluation system and rejection during probation (RDP) procedures is the requirement that all evaluations and employment decisions are based on objective, realistic, job-related criteria. The DOR was designed to provide an evaluation system with a practical, job-related foundation on which to base and defend employment decisions, including trainee RDP. Rejecting a trainee requires documented unacceptable ratings on the DOR and documentation supporting the trainee is no longer responding to training.