

**CHAPTER 6**

**PUBLIC SAFETY DISPATCHER DEPARTMENTAL STANDARDIZED QUARTERLY  
TRAINING PROGRAM**

**REVISED MARCH 2024**

**TABLE OF CONTENTS**

GENERAL ..... 6-3  
PURPOSE ..... 6-3  
TRAINING REQUIREMENTS ..... 6-3  
    Commission on Peace Officer Standards and Training Mandated Continuing  
    Professional Training Requirements ..... 6-3  
COURSE DELIVERY ..... 6-4  
    Attendance ..... 6-4  
    Lesson Plans ..... 6-4  
    Learning Verification ..... 6-4  
    Cheating ..... 6-4  
RESPONSIBILITIES ..... 6-5  
    Communications Centers Support Section ..... 6-5  
    Communications Centers ..... 6-5  
FORMS ..... 6-6  
    Instructor Résumé ..... 6-6  
    CHP 161, POST Training Course Roster ..... 6-6  
ELECTRONIC DATA INTERCHANGE ..... 6-7  
    Electronic Data Interchange Coordinator ..... 6-7  
    Electronic Data Interchange Website ..... 6-7  
    Course Presentations ..... 6-8  
    Roster Entry ..... 6-8

ANNEX

A – EXAMPLE CHP 161, POST TRAINING COURSE ROSTER ..... 6-9

THIS PAGE INTENTIONALLY LEFT BLANK

## CHAPTER 6

### PUBLIC SAFETY DISPATCHER DEPARTMENTAL STANDARDIZED QUARTERLY TRAINING PROGRAM

1. GENERAL. The Communications Centers Support Section (CCSS) instituted the standardized quarterly training program to ensure all communications center (CC) personnel maintain Commission on Peace Officer Standards and Training (POST) certification.
  
2. PURPOSE.
  - a. The concept of the Public Safety Dispatcher Departmental Standardized Quarterly Training Program (PSD DSQTP) is to present standardized training statewide in conjunction with local command training days. The purpose of the program is to provide ongoing departmental training for Public Safety Dispatchers (PSD), Public Safety Operators (PSO), and Public Safety Dispatch Supervisors (PSDS) to meet POST Continuing Professional Training (CPT) requirements. Although the program mandates POST-specific hours for each course, time will be allotted during each training to allow commanders to address local issues.
  - b. With statewide standardization of the curriculum contained in the PSD DSQTP, personnel who are unable to attend training dates in their assigned command may attend the same training in another command. This ensures all personnel are up to date on required departmental training.
  - c. The purpose of POST CPT is to maintain, update, expand, and/or enhance the employee's knowledge and/or skills.
  
3. TRAINING REQUIREMENTS.
  - a. Commission on Peace Officer Standards and Training Mandated Continuing Professional Training Requirements.
    - (1) All PSD, PSO, and PSDS I personnel shall satisfactorily complete 24 or more hours of POST-qualifying CPT training every two years.
    - (2) All courses taught in the PSD DSQTP qualify as courses that meet the POST CPT requirement. In addition to the PSD DSQTP, other departmental and allied agency POST-certified training courses qualify as CPT credit.
    - (3) A complete list of qualifying and nonqualifying training can be found in the OST Administrative Manual located on the POST Website at [www.post.ca.gov](http://www.post.ca.gov).

#### 4. COURSE DELIVERY.

##### a. Attendance.

(1) The dispatch personnel may miss up to 10 percent of a PSD DSQTP course and still receive full credit. Should an employee miss greater than 10 percent of the course or fail the course, the hours attended and unsuccessful course completion shall be documented on a CHP 161, POST Training Course Roster.

(2) Attendance will be documented on the CHP 161 and shall be entered into the Employee Training Records System (ETRS) upon course completion by the Area ETRS coordinator.

(3) The course roster shall be entered into the POST Electronic Data Interchange (EDI) by CCSS within ten calendar days after each presentation.

##### b. Lesson Plans.

(1) The CCSS maintains expanded course outlines, lesson plans, and supplemental training aids of all departmental POST-certified PSD DSQTP courses. The Area instructors shall adhere to, and base their lesson plans on, the POST-approved curriculum on file with CCSS.

(2) The Area training coordinator can add to the lesson plan provided by CCSS but shall not delete or omit any of the content.

##### c. Learning Verification.

(1) The POST requires a learning verification metric for each course. The learning verification metric and performance criterion will be documented in the lesson plan.

(2) Course learning verifications shall be kept on file at the CC where the course was administered with accompanying course roster(s).

##### d. Cheating.

(1) Cheating is any attempt or act by a student to gain an unfair advantage or give an unfair advantage to another student or group of students taking a POST-certified course examination. Cheating is defined in POST Administrative Manual, Section 1001.

(2) Any dispatch personnel found to be cheating on a PSD DSQTP examination shall be subject to disciplinary action as outlined in Highway Patrol Manual 10.2, Internal Investigations Manual.

5. RESPONSIBILITIES.

a. Communications Centers Support Section.

(1) The CCSS is responsible for:

(a) Coordinating the PSD DSQTP program. This includes the development and maintenance of policies, procedures, and training information.

(b) Maintaining and submitting course presentations and rosters to POST via EDI.

(c) Completing the annual PSD DSQTP training matrix. The matrix will be sent to the training coordinators in the fourth quarter, no later than 60 days prior to the beginning of the next year's scheduled training. The PSD DSQTP schedule will contain specific quarterly training classes and total CPT hours.

(d) Scheduling annual meetings with the training coordinators. The meetings will focus on current and future training needs and materials, as well as CC concerns.

(e) Developing variable training formats to ensure the presentation of required training is enhanced through the use of virtual training, DVDs, and review/discussion of case studies.

(f) Attending training days to fulfill the requirements of the PSD DSQTP.

(g) Conducting a quarterly and annual audit of PSD DSQTP records to ensure program compliance with the standards outlined in this manual. Audit findings will be disseminated to CCs via e-mail by CCSS staff.

b. Communications Centers.

(1) The Area training coordinators are responsible for:

(a) The overall coordination of the PSD DSQTP at the CC.

(b) Providing assistance to CCSS in the development, maintenance, and dissemination of training material and information related to the program.

(c) Submitting all PSD DSQTP course announcements and training rosters for their CC to CCSS.

(d) Maintaining copies of class rosters for their CC for two years, plus the current year, and ensuring CC compliance with PSD DSQTP training requirements.

(e) Reviewing training records of transfer employees to ensure all CPT requirements have been met. If deficiencies are found, the training coordinator at the receiving command shall provide a makeup presentation of the missing course(s).

(2) Commander responsibilities include:

(a) Commanders are responsible for the implementation of the PSD DSQTP at the command level and ensuring dispatch personnel attend required training.

(b) Commanders should ensure a system is in place for forwarding and maintaining instructor résumés and course rosters. Training received through the PSD DSQTP shall be documented on personnel training records and in ETRS.

## 6. FORMS.

a. Instructor Résumé. All POST Instructors teaching or facilitating courses contained in the PSD DSQTP are required to maintain an instructor résumé. Instructors shall utilize the POST Instructor Résumé builder at <https://instructor.post.ca.gov/>. During the fourth quarter of each year, CCs are required to review and update instructor résumés through the POST Instructor Résumé builder. The CCSS is automatically notified when an instructor résumé has been updated.

b. CHP 161, POST Training Course Roster. A course roster shall be completed for each separate POST-certified PSD DSQTP training presentation. The CHP 161 may be obtained from the Department's form library, refer to Annex A for an example.

(1) A separate course roster is required for each individual POST-certified course given.

(2) All POST-certified courses have a unique POST course control number. The course control number shall correspond with the course given.

- (3) The course instructor cannot be listed as 'various.' A POST certified associate instructor's name(s) shall be listed.
- (4) The course date indicated on the course roster shall be the specific date the course was presented.
- (5) Course rosters shall only display the names of personnel who attended a full or partial portion of the training.
- (6) The course instructor cannot also be listed as a trainee on the roster.
- (7) Completed course rosters shall be signed by either the course instructor or the training coordinator.
- (8) Completed scanned/signed course rosters shall be uploaded to the SharePoint Website (<https://chp2go.sharepoint.com/sites/dtr/SitePages/Home.aspx>) no later than five calendar days after each presentation.
- (9) The CC shall maintain copies of course rosters for the current year plus two years.

## 7. ELECTRONIC DATA INTERCHANGE.

- a. Electronic Data Interchange Coordinator. The CCSS is designated as the PSD DSQTP POST EDI Coordinator.
- b. Electronic Data Interchange Website.
  - (1) The POST EDI Website can be accessed through <https://edinet.post.ca.gov>.
  - (2) The login screen will request a user ID, presenter number, and password.
  - (3) The login and password will be issued by POST through the CCSS EDI Coordinator after a user account has been created.
  - (4) The POST numerical designation for the California Highway Patrol is 1270.
- c. Course Presentations. Course presentations shall be completed in EDI prior to roster entry.
- d. Roster Entry. All rosters related to the PSD DSQTP shall be processed and entered into EDI by CCSS within 10 calendar days after each presentation.

(1) The CCSS shall enter rosters into EDI and submit them to POST for review.

# ANNEX A

## EXAMPLE CHP 161, POST TRAINING COURSE ROSTER

STATE OF CALIFORNIA  
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL  
**POST TRAINING COURSE ROSTER**  
CHP 161 (Rev. 10-17) OPI 094

COURSE CONTROL NUMBER	COURSE TITLE	COURSE INSTRUCTOR			COURSE DATES	
1270-30000-21-XXX	Dispatch Training	PSD Annie B Driver			FROM	05/06/2021 TO 05/06/2021
POST ID NUMBER	NAME OF TRAINEE (Last, First, MI)	I.D. NUMBER	AREA # OR ALLIED AGENCY	HOURS ATTENDED	COMPLETED COURSE (Y/N)	COMMENTS
1. A00-B11	Smith, Bob	A54321	048	4.00	Yes	
2. A01-B012	Jones, Susan	A98765	048	4.00	Yes	
3. A02-B013	Doe, John	A87654	048	2.00	No	
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						
13.						
14.						
15.						
16.						
17.						
18.						
19.						
20.						
21.						
22.						
23.						
24.						
25.						
26.						
27.						
28.						
29.						
30.						

All rosters are due within 10 days of training completion. Rosters will not be accepted without complete training coordinator information and signature.

TRAINING COORDINATOR NAME (PRINT)	PHONE	EMAIL
INSTRUCTOR OR TRAINING COORDINATOR SIGNATURE	DATE	

Page 1 of 1 ADD PAGE DELETE PAGE Chp161\_1017.pdf

THIS PAGE INTENTIONALLY LEFT BLANK