

**CHAPTER 9**  
**IN-SERVICE TRAINING**  
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## CHAPTER 9

### IN-SERVICE TRAINING

1. GENERAL. The Department provides a variety of in-service training courses specifically for communications center (CC) personnel to enhance their knowledge, skills, and abilities. Courses mentioned in this chapter are intended for CC personnel.
  
2. POLICY.
  - a. It is the policy of the California Highway Patrol that all training listed in this chapter will be accomplished pursuant to this manual, Highway Patrol Manual 70.13, Departmental Training Manual; Chapter 7, Mandated Training; and legal statutes.
  
3. AUTHORITY.
  - a. Government Code Section 19995.4. The Department is statutorily required to provide continual leadership training and development for all state supervisors and managers. Every supervisor and manager shall receive 20 hours of leadership training per biennial cycle.
    - (1) Training required by other government codes (e.g., sexual harassment prevention, ethics, or defensive driver training) do not count toward the 20-hour leadership training requirement.
    - (2) Continual training and development taken toward completion of the required 20 hours of leadership training shall focus on improving or expanding leadership skills.
    - (3) Supervisors and managers who promote and/or attend initial appointment training are exempt from the current biennial cycle.
  
4. RESPONSIBILITIES.
  - a. Communications Centers Support Section.
    - (1) Communications Centers Support Section (CCSS) is responsible for schedule creation, curriculum maintenance, and facilitation of in-service training.

- (2) Track compliance for Government Code (GC) Section 19995.4.
- (3) Shall prepare the annual Communications Training and Evaluation Program in-service training schedule.
- (4) Maintain the mandatory course attendance roster.

b. Area Training Coordinator.

- (1) Coordinate with CCSS to schedule students for in-service training.
- (2) Shall contact CCSS to enroll an employee in a class. Requests can be made via electronic mail to [CTP@chp.ca.gov](mailto:CTP@chp.ca.gov) and shall include:
  - (a) Course.
  - (b) Student name.
  - (c) Departmental identification number.
  - (d) Area number.
  - (e) Indicate if housing is needed.
  - (f) Peace Officers Standards and Training (POST) ID number.
- (3) Provide employees attending in-service training any course-related information.
- (4) Immediately notify CCSS if there is a need to cancel and/or reschedule an employee's training.
- (5) Enter completed training into the Employee Training Records System (ETRS).

c. Trainee.

- (1) Attend assigned training classes as scheduled.
- (2) Immediately notify the Area Training Coordinator if they are unable to attend scheduled training and/or will miss any portion of training.
- (3) Arrive prepared with all necessary materials for the scheduled course.
- (4) Familiarize themselves and comply with departmental travel and housing regulations, including Academy rules, dress code, and reporting instructions.

(5) Upon completion of training, provide Area Training Coordinator with certificate for entry into ETRS.

5. COURSE AVAILABILITY.

- a. The annual training schedule, containing in-service training, will be released by December for the upcoming year and uploaded on the Dispatcher Resource Web site. The site can be accessed at <https://chp2go.sharepoint.com/sites/dtr/SitePages/Home.aspx>.
- b. Training is scheduled based upon needs of the Department. Training classes may be added or cancelled at any time.
- c. A Communications Network message will be sent to all commands in the event of a change in predetermined courses.

6. ATTENDANCE.

- a. Formal attendance rosters shall be maintained using the CHP 161, POST Training Course Roster.
- b. Exemption Process.
  - (1) The exemption process is mandatory for preassigned courses.
  - (2) Peace Officer Standards and Training Courses. Students may miss up to 10 percent of the scheduled course and still obtain credit. If greater than 10 percent is missed, the student shall be required to make up the entire course.
  - (3) Department Mandated Courses. If any portion of the class is missed, the student will be required to make up the hours missed.
    - (a) Exemptions from assigned course dates shall require approval, through channels, from the Division Chief or appropriate Assistant Commissioner. When exemptions are approved, students will automatically be added to the next available course.
    - (b) Exemptions from more than one rostered course shall only be granted under rare circumstances. All rescheduling efforts shall be made by the employee and the employee's command to ensure compliance with legislative or departmental mandates.

(4) Students who miss portions of their training course, either excused or unexcused absences, will be required to make-up the component as outlined in paragraph 6.b.(2)-(3) of this chapter. A certificate of completion will be provided upon successful completion of the entire course.

## 7. COURSE LIST AND PREREQUISITES.

### a. Communications Center Commanders' Training Symposium.

(1) This course is intended for newly appointed and current communications center (CC) commanders.

(2) All CC commanders shall attend the course annually.

(3) Exemptions to attending the training symposium shall only be granted by the appropriate division commander.

(4) This course will provide CC commanders with essential information to understand the roles and responsibilities within the communications center; training, hiring, and retention; and facilitated discussion on current trends within the CC.

### b. Communications Center Managers' Orientation.

(1) This course is intended for newly appointed Public Safety Dispatch Supervisor (PSDS) IIs.

(2) All newly appointed PSDS IIs will be assigned attendance, by CCSS, based on their promotion date. Attendance should be within three months of appointment.

(3) This course is intended to provide new PSDS IIs with information to effectively transition to their role, provide a foundational understanding of their responsibilities, and effective management and leadership techniques.

### c. Managers' Forum.

(1) This course is intended for PSDS IIs who have completed initial appointment training through the departmental Middle Management Training Course.

(2) All PSDS IIs shall be assigned to attend the course on a two-year cycle.

(3) Attendance satisfies the mandated 20 hours of leadership training pursuant to GC Section 19995.4.

d. Supervisors' Forum.

(1) This course is intended for PSDS Is who have completed the initial appointment training through the departmental First-Line Supervisors' Academy.

(2) All PSDS Is shall be assigned to attend the course on a two-year cycle.

(3) Attendance satisfies the mandated 20 hours of biennial leadership training pursuant to GC Section 19995.4.

e. Communications Training and Evaluation Program for Supervisors' Course.

(1) This course is intended for Area Training Coordinators, and designated alternates.

(2) Attendance shall be within one year of appointment to the duties of Area Training Coordinator.

f. Communications Training Officer Course.

(1) Any Public Safety Dispatcher/Public Safety Operator (PSD/PSO) prior to performing the duties of a Communications Training Officer (CTO) shall attend the CTO course.

(2) Students will receive POST Continuing Professional Training credit.

g. Advanced Communications Training Officer Course.

(1) This course is intended for PSDs/PSOs who have been performing the role of CTO in the communications center for a minimum of two years.

(2) The CTO Course is a prerequisite.

(3) Students will receive POST Continuing Professional Training credit.

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