

# **CALIFORNIA HIGHWAY PATROL**



## **COMMUNICATIONS TRAINING AND EVALUATION PROGRAM MANUAL**

**HPM 60.5**





DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

COMMUNICATIONS TRAINING AND EVALUATION PROGRAM MANUAL

THIS PUBLICATION MAY BE PURCHASED FROM THE  
CALIFORNIA HIGHWAY PATROL.

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## **FOREWORD**

The purpose of this manual is to provide direction regarding training of Public Safety Dispatchers (PSD) and Public Safety Operators (PSO). This manual contains material on the Communications Training and Evaluation Program (CTEP) for new PSDs and PSOs. The CTEP was designed to introduce new PSDs and PSOs to the realities and responsibilities of the communications center and produce dispatchers capable of providing service to the public and the Department under both routine and emergency conditions. The program is guided by a job-related, standardized training curriculum and utilizes fair and objective techniques to evaluate and document each trainee's progress. Additionally, the Public Safety Dispatcher Departmental Standardized Quarterly Training Program and the Public Safety Dispatcher Solid, Realistic, Ongoing, Verifiable Training Program are both designed to ensure PSD and PSO personnel are provided ongoing training.

All inquiries and questions regarding this manual should be directed to Communications Centers Support Section at (916) 843-4280.

For purposes of clarification, use of the term communications center will represent both communications and dispatch centers.

OFFICE OF THE COMMISSIONER

OPI: 048



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