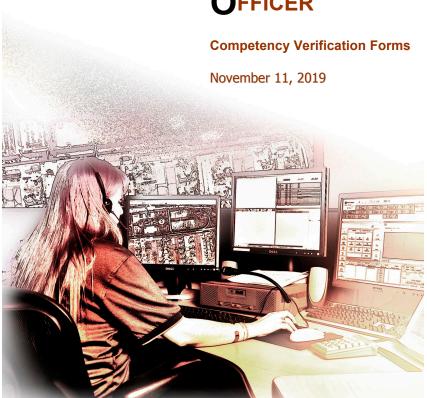




## **CSU San Bernardino Police Department**

**Trainer's Manual** 

# COMMUNICATIONS TRAINING OFFICER



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Trainee's Name (Last, First) (Name)	CTO's Name (Last, First) (Name)	Date MM/DD/YYYY
Trainee Initial		

## **ADMINISTRATIVE ORIENTATION**

			TRAINING MATERIAL REVIEWED									
		Explain	ed	Demonst	trated	Perfori	med	Competency				
С	OMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determined by:				
1.	Facility Tour							☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess				
	<b>,</b>							Date: Initials:				
2.	Employee							☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess				
	Orientation							Date: Initials:				
3.	Organization's Chain of							☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess				
	Command							Date: Initials:				
4.	0 ,							☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess				
	General Orders							Date: Initials:				
5.	Training Manual							☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess				
	J							Date: Initials:				
6.	General Rules/							☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess				
	Code of Conduct							Date: Initials:				
7.	Training Program							☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess				
	Overview							Date: Initials:				
8.	Ergonomics							☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess				
	J							Date: Initials:				
9.	Work Hazards/							☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess				
	Evacuation Plans							Date: Initials:				

## **AGENCY FORMS**

		TRAINING MATERIAL REVIEWED									
		Explained		Demonstrated		Performed		Competency			
С	OMPONENTS	Date	Initials	Date	Initials	Date	Initials		nined by:		
1.	Time Sheet/							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
	Card							Date:	Initials:		
2.	Leave Forms (Sick Leave,							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
	Time Off, Etc.)							Date:	Initials:		

# **AGENCY FORMS (CONT)**

			TF	RAINING	MATERIAL R	EVIEWE	:D		
	Explained		Demonst	Demonstrated		Performed		Competency	
COMPONENTS	Date	Initials	Date	Initials	Date Initials			ined by:	
3. Schedules							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
4. Memo/Internal							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
Correspondence							Date:	Initials:	
5. Miscellaneous Agency Forms							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	

# **ALLIED AGENCIES**

			TRAINING MATERIAL REVIEWED									
		Explaine	ed	Demonstrated Performed			Comp	etency				
С	OMPONENTS	Date	Initials	Date	Initials	Date	Initials		ined by:			
1.	/ taute i l'otootivo							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
	Services (APS)							Date:	Initials:			
2.	Airports							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			
3.	Alcohol Beverage Control (ABC)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			
4.	Animal Control							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			
5.	Bureau of Alcohol, Tobacco and							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
	Firearms (ATF)							Date:	Initials:			
6.	California Highway Patrol							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
	(CHP)							Date:	Initials:			
7.	California State Parole							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			
8.	Child Welfare Services (CWS)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			
9.	Coroner							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			

# ALLIED AGENCIES (CONT)

			TRA	AINING	MATERIAL RI	EVIEWE	:D	
	Explaine	d	Demonstra	ated	Performe	ed	Comp	etency
COMPONENTS	Date	Initials	Date	Initials	Date	Initials		ined by:
10. County Probation							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
11. Department of Motor Vehicles							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
(DMV)							Date:	Initials:
12. District Attorney's Office							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
13. District Attorney's Office							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
14. Federal Bureau of Investigation (FBI)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
15. Fire Agencies							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
16. Homeland Security							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
Investigations (formerly Immigration and Customs Enforcement (ICE)							Date:	Initials:
17. Hospitals							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
<ol><li>Housing Authority Police</li></ol>							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
<ol><li>Mental Health Agencies</li></ol>							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
20. Railroad							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
21. Rape Crisis Center							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:

# **ALLIED AGENCIES (CONT)**

	TRAINING MATERIAL REVIEWED									
	Explained		Demonstrated		Performed		Competency			
COMPONENTS	Date	Initials	Date	Initials	Date	Initials		ined by:		
22. Shelters							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
23. School District Police							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		

#### **ANIMAL SERVICES**

				Т	RAINING I	MATERIAL F	REVIEWE	D	
		Explained		Demonstrated		Perform	ed	Competency	
С	OMPONENTS	Date	Initials	Date	Initials	Date	Initials		ined by:
1.	Animal Control procedure							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
2.	Calls for Service							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
3.	Event Entry							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
4.	After-hours Emergency Calls							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
5.	Animal Services Resources							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:

# **BROADCASTING BOLO'S AND APB'S**

	D							
	Explained		plained Demonstrate		ed Performed		Comp	etency
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determined by:	
1. BOLO							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
2. Receiving BOLO's from							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
Outside Agencies							Date:	Initials:

# **BROADCASTING BOLO'S AND APB'S (CONT)**

		TRAINING MATERIAL REVIEWED									
		Explained		Demonstrated		Performed		Competency			
С	OMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:		
3.	Officer Initiated BOLO's							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
4.	Notifying Surrounding							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
	Agencies							Date:	Initials:		

## **COMPUTER AIDED DISPATCH (CAD) SYSTEM**

		TRAINING MATERIAL REVIEWED									
		Explaine	d	Demonst	rated	Perform	ned	Competency			
CO	MPONENTS	Date	Initials	Date	Initials	Date	Initials		ined by:		
	CAD System Overview							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
	Sign On and Off Password							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
3. S	Screens							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
4. F	Printer							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
	nterface with MDC/MDT							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
	nterface with Records							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
	nterface with CLETS							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
	nterface with 9-1-1							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
9. N	Mapping							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
	Keyboard/ Mouse							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		

# **CAD SYSTEM: COMMANDS**

	TRAINING MATERIAL REVIEWED									
	Explain	ed	Demonst	trated	Perform	ned		etency		
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:		
<ol> <li>Types of Call Codes</li> </ol>							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
2. Status Codes							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
3. Command Codes							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
4. Command Line							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
5. Narrative/ Comments							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
6. Locations							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
7. Priority							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
8. Flags							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
Incident Entry     Mask							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
10. Canceling an Incident							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
11. Duplicate Incidents							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
12. Call Print Out							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
13. Messages							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
14. Unit							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		

# CAD SYSTEM: COMMANDS (CONT)

	TRAINING MATERIAL REVIEWED										
	Explained		Demonstrated		Performed		Competency				
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:			
15. Event							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
16. Info							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
17. View							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
18. Help							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			

## **CAD SYSTEM: COMMAND LINE ENTRY**

	TRAINING MATERIAL REVIEWED								
	Explair	ned	Demonstrated		Performed		Competency		
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:	
1. Access							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
2. Format							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
3. Functions							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
Interfaces Multiple     Command Line     Windows							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess	
Windows							Date:	Initials:	

## **CAD SYSTEM: FILES**

	TRAINING MATERIAL REVIEWED										
	Explained		Demonstrated		Performed		Competency				
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:			
Information and Referral Files							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess Initials:			
2. Intranet							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
On-call (Call-out)     Lists							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			

# **CAD SYSTEM: INCIDENT ENTRY**

	TRAINING MATERIAL REVIEWED									
	Explain	ed	Demonst		Perform		Competency			
COMPONENTS	Date	Initials	Date	Initials	Date	Initials		ined by:		
Locations/     Verification							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
2. Database Searches							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
3. Call Types							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
Reporting Party     Information							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
5. Remarks/ Comments							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
6. Agency Override							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
7. Event/Incident Times							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
8. Stacked Events							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		

# CAD SYSTEM: INCIDENT ENTRY (CONT)

	TRAINING MATERIAL REVIEWED										
	Explained		Demonstrated		Performed		Competency				
COMPONENTS	Date	Initials	Date	Initials	Date	Initials		ined by:			
Accepting the Event							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
10. Event/Incident Display							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			

## **CAD SYSTEM: INQUIRES**

		TRAINING MATERIAL REVIEWED									
		Explain	ed	Demonst	rated	Perforn	ned	Competency			
C	OMPONENTS	Date	Initials	Date	Initials	Date	Initials		ined by:		
1.	Incident/Event Search							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
2.	Display Incident/ Event							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
3.	Premise Hazard/Special							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
	Information							Date:	Initials:		
4.	Skill Inquiry							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
5.	Unit Status							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
6.	Equipment Inquiry							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
7.	Unit History							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
8.	CAD Reports							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
9.	On Duty/Logged- on Resources							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		

# CAD SYSTEM: MANUAL MODE (SYSTEM DOWN/CRASH)

	TRAINING MATERIAL REVIEWED									
	Explaine	d	Demonstr	ated	Perform	ed	Competency			
COMPONENTS	Date	Initials	Date	Initials	Date	Initials		ined by:		
Tracking Method							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
2. Calls for Service							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
3. Officer Initiated							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
4. Date/Time Method							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
5. Incident/Case Numbers							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
6. Back-entering Information/							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
Catch up Mode							Date:	Initials:		
7. Map Books/Beat Maps							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
8. CLETS Access							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
9. Call Takers Responsibility							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
10. CAD Crash Drawer							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
11. Card System							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		

## **CAD SYSTEM: MESSAGES**

		TRAINING MATERIAL REVIEWED								
		Explaine	Explained		Demonstrated		ed	Competency		
C	DMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:	
1.	Send Message							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
2.	Update Message							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
3.	Receive Message							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
4.	Retrieve Message							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
5.	Officer Safety							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	

## CAD SYSTEM: UNIT LOG ON/LOG OFF

	TRAINING MATERIAL REVIEWED									
	Explained		Demonstrated		Performed		Competency			
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:		
1. Log-on Units							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
2. Log-off Units							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
3. Unit Lineups							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
Change Unit Information							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		

# **CALL-OUT PROCEDURES**

		TRAINING MATERIAL REVIEWED								
C	OMPONENTS	•	Explained  Date Initials		Demonstrated		led Initials	Competency Determined by:		
1.	Call-out Documentation and Notification	Date	initials	Date	Initials	Date	initials	Observation Written Exam Date:	Role Play Verbal Assess Initials:	
2.	Call-out of Specialized Teams							☐ Observation ☐ Written Exam Date:	☐ Role Play ☐ Verbal Assess Initials:	
3.	Call-out Lists							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess	
4.	Call-outs for Utility Companies							Date:  Observation Written Exam Date:	Initials:  Role Play Verbal Assess Initials:	
5.	Call-out for Public Works							☐ Observation ☐ Written Exam	Role Play Verbal Assess	
6.	Call-out for a Tow Company							Date:  Observation Written Exam Date:	Initials:  ☐ Role Play ☐ Verbal Assess  Initials:	

## **CODES AND ABBREVIATIONS**

	TRAINING MATERIAL REVIEWED								
	Explair	ned	Demonstrated		Performed		Competency		
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:	
1. Radio Codes							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
2. Type Codes							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
3. Phonetic Alphabet							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
4. State Codes/ Abbreviations							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
5. Color Codes/ Abbreviations							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	

# **CODES AND ABBREVIATIONS (CONT)**

		TRAINING MATERIAL REVIEWED									
	Explain	Explained		Demonstrated		Performed		etency			
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:			
6. Directional Abbreviations							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
7. Days of the Week Abbreviations							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
8. Additional Abbreviations							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
and Acronyms							Date:	Initials:			

# **COMMUNITY RELATIONS**

									RELATIONS
				T	RAINING	MATERIAL	REVIEWE	D	
		Explair	ned	Demons	trated	Perforn	ned	Competency	
С	OMPONENTS	Date	Initials	Date	Initials	Date	Initials		ined by:
1.	Community Oriented Policing							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
	(COP)							Date:	Initials:
2.	Problem Oriented Policing (POP)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
3.	Placing Callers on Hold							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
4.	Providing Direction							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
5.	Controlling Conversations							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
6.	Difficult Callers							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
7.	Tone of Voice							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
8.	Empathy/ Patience							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
9.	Denial of Public Safety Services							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:

## **DATABASE SYSTEMS**

				TRA	AINING	MATERIAL R	EVIEWE	D	
		Explaine	d	Demonstr	ated	Performe	ed	Comp	etency
С	OMPONENTS	Date	Initials	Date	Initials	Date	Initials		ined by:
1.	Security of Information, Responsibility							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
	and Liability							Date:	Initials:
2.	California Law Enforcement Telecommunications							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
	System (CLETS)							Date:	Initials:
3.	Criminal Justice Information							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess
	System (CJIS)							Date:	Initials:
4.	California Automated Restraining and Protective Order							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
	System (CARPOS)							Date:	Initials:
5.	Armed and Prohibited Persons							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
	System (APPS)							Date:	Initials:
6.	Supervised Release File							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
	(SRF)							Date:	Initials:
7.	Stolen Vehicle System (SVS)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
8.	Automated Boat System (ABS)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
9.	Automated Property System							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess
	(APS)							Date:	Initials:
10.	Automated Firearms System							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
	(AFS)							Date:	Initials:
11.	Wanted Persons System (WPS)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
12.	Mental Health Firearms							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
	Prohibition (MHFP)							Date:	Initials:
13.	Missing Persons System (MPS)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:

# DATABASE SYSTEMS (CONT)

			TRA	AINING	MATERIAL R	EVIEWE	:D	
	Explaine	d	Demonstra	ated	Performe	ed	Comp	etency
COMPONENTS	Date	Initials	Date	Initials	Date	Initials		ined by:
14. Unidentified Persons System							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
(UPS)							Date:	Initials:
15. Violent Crime Information							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
Network (VCIN)							Date:	Initials:
16. National Crime Information							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
Center (NCIC)							Date:	Initials:
17. National Law Enforcement Telecommunications							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess
System (NLETS)							Date:	Initials:
18. Department of Motor Vehicles							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
(DMV)							Date:	Initials:
<ol><li>Criminal History Systems</li></ol>							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
20. Oregon Law Enforcement Data							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
System (LEDS)							Date:	Initials:
21. Immigration Violator File (IVF)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
22. Known or Appropriately Suspected Terrorist (KST)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
File							Date:	Initials:
23. California Law Enforcement							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
Website (CLEW)							Date:	Initials:
24. Administrative Messages							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
25. Local Systems							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:

# **DATABASE SYSTEMS (CONT)**

	TRAINING MATERIAL REVIEWED										
	Explained		Demonstrated		Performed		Competency				
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determined by:				
26. Confirmation of Information							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
27. Database Manuals							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			

# DB SYSTEMS: INQUIRY PERSON FILES

				Т	RAINING I	MATERIAL	REVIEWE	D	
С	OMPONENTS	<b>Explain</b> Date	ed Initials	<b>Demons</b>	Initials	Performed  Date Initials		Competency Determined by:	
1.	Driver License (DL)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
2.	Wanted Persons System (WPS)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
3.	Sex Arson Registration							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
	(SAR)							Date:	Initials:
4.	Automated Warrant System							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
	(AWS)							Date:	Initials:
5.	California Restraining Order and Protective System							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
	(CARPOS)							Date:	Initials:
6.	Supervised Release File							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
	(SRF)							Date:	Initials:
7.	Missing Persons System (MPS) and Unidentified Persons System							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
	(UPS)							Date:	Initials:

# DB SYSTEMS: INQUIRY PERSON FILES (CONT)

	TRAINING MATERIAL REVIEWED										
	Explained		Demonstrated		Performed		Competency				
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determined by:				
8. National Crime Information							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
Center (NCIC)							Date:	Initials:			
9. NCIC Sub Files							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			

# DB SYSTEMS: INQUIRY STATE/NATIONAL WANTED PERSONS SYSTEMS

									NS SYSTEMS
				TI	RAINING I	MATERIAL	REVIEWE	D	
		Explain	ed	Demonstrated		Performed		Competency	
С	OMPONENTS	Date	Initials	Date	Initials	Date	Initials		ined by:
1.	Wanted Persons System (WPS)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
2.	WPS – Inquiry							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
3.	WPS – Confirmation							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
4.	WPS – Extradition							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
5.	WPS – Warrant Confirmation							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
6.	National Crime Information							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
	Center (NCIC)							Date:	Initials:
7.	NCIC – Inquiry							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
8.	NCIC – Confirmation							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
9.	NCIC – Locate							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:

# DB SYSTEMS: INQUIRY STATE/NATIONAL WANTED PERSONS SYSTEMS (CONT)

	TRAINING MATERIAL REVIEWED										
	Explained		Demonstrated		Performed		Competency				
COMPONENTS	Date	Initials	Date	Initials	Date	Initials		ined by:			
10. NCIC – Extradition							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
11. NCIC – Warrant Confirmation							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			

# DB SYSTEMS: INQUIRY STATE/NATIONAL CRIMINAL HISTORY SYSTEMS

		STATE/NATIONAL CRIMINAL HISTORY SYSTEMS									
			T	RAINING I	MATERIAL	REVIEWE	D				
	Explair	ned	Demons	trated	Perforn	ned	Competency				
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:			
Criminal History     System (CHS)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
Definition							Date:	Initials:			
2. CHS – Liability							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
CHS – Relaying     Criminal History							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
via Radio or MDC							Date:	Initials:			
4. NCIC Name							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
5. Automated CHS							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
6. CHS Response Types							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
7. Juvenile Contacts							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
8. Juvenile Liabilities and							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
Restrictions							Date:	Initials:			
9. CJI Name Inquiry							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			

# DB SYSTEMS: INQUIRY STATE/NATIONAL CRIMINAL HISTORY SYSTEMS (CONT)

	TRAINING MATERIAL REVIEWED										
	Explained		Demonstrated		Performed		Competency				
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determined by:				
10. CJI Number Inquiry							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
11. Release of Information via							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
Radio or MDC							Date:	Initials:			

# DB SYSTEMS: INQUIRY PROPERTY SYSTEMS

								PROPER	TY SYSTEMS
				TI	RAINING	MATERIAL	REVIEWE	D	
		Explain	ed	Demonst	trated	Perforn	ned	Comp	etency
C	OMPONENTS	Date	Initials	Date	Initials	Date	Initials		nined by:
1.	Automated Property System							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
	(APS)							Date:	Initials:
2.	APS – Inquiry							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
3.	APS – Confirmation							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
4.	Automated Firearms							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
	Systems (AFS)							Date:	Initials:
5.	AFS – Inquiry							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
6.	AFS – Confirmation							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
7.	AFS – Historical/ Law Enforcement							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
8.	Automated Boat System (ABS)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
9.	Automated Boat System – Parts							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:

# DB SYSTEMS: INQUIRY DRIVER LICENSE

		TRAINING MATERIAL REVIEWED								
		Explain	ed	Demonst	rated	Perforn	ned	Comp	etency	
C	OMPONENTS	Date	Initials	Date	Initials	Date	Initials		ined by:	
1.	California Driver License (CDL)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
	Inquiry – Number							Date:	Initials:	
2.	CDL Inquiry – Name							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
3.	Out-of State Driver License							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
	Inquiry							Date:	Initials:	
4.	CDL – Suspension							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
	Response							Date:	Initials:	
5.	CDL – Provisional							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
	Licenses							Date:	Initials:	
6.	CDL – Class of License							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
7.	CDL – Restrictions and							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
	Court Probation							Date:	Initials:	
8.	Soundex Similar							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
9.	CDL Photos							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	

# DB SYSTEMS: INQUIRY VEHICLES

		TRAINING MATERIAL REVIEWED											
	Explair	Explained		Demonstrated		med	Competency						
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determined by:						
Vehicle Status     Inquiry							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess					
							Date: Initials:						
2. Vehicle Registration							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess					
Inquiry							Date:	Initials:					

# DB SYSTEMS: INQUIRY VEHICLES (CONT)

		TRAINING MATERIAL REVIEWED									
		Explair	ned	Demons		Perfori		Comp	etency		
С	OMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determined by:			
3.	Dealer Plate Inquiry							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
4.	Vehicle Identification Number (VIN)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
	Inquiry							Date:	Initials:		
5.	License Plate Type Codes							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
6.	New Owner Information							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
7.	Providing Vehicle Information via							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
	the Radio							Date:	Initials:		
8.	Routine Returns							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
9.	Stolen Vehicles and Officer							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
	Safety							Date:	Initials:		
10	Out-of-State Stolen Vehicles –							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
	SVS and NCIC							Date:	Initials:		
11.	. Confirmation							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
12.	Automated Warrant System							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
	Inquiry							Date:	Initials:		
13.	Parking Citations							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		

# DB SYSTEMS: ENTRY VEHICLE PRIVATE PROPERTY IMPOUND OR VEHICLE REPOSSESSION

	TRAINING MATERIAL REVIEWED											
	Explain	Explained		Demonstrated		ned		etency				
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:				
Private Property     Impound (PPI)							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess				
							Date:	Initials:				
2. PPI - Liability							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
							Date:	Initials:				
3. PPI – CAD Call Type							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
							Date:	Initials:				
4. PPI – SVS Entry							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
							Date:	Initials:				
5. Repossession – Liability							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
							Date:	Initials:				
6. Repossession – SVS Entry							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
							Date:	Initials:				
7. Repossession – CAD Call Type							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
System – Parts							Date:	Initials:				

# DB SYSTEMS: ENTRY VEHICLE RECOVERED VEHICLES

		TRAINING MATERIAL REVIEWED								
	Explained		Demonstrated		Performed		Competency			
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:		
Liability Related to Recovered, Located, Cleared Vehicles							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess		
VOITIOIOO							Date:	Initials:		
2. Recovered Stolen Vehicle in the Reporting Agency's Jurisdiction (CLEAR							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
Procedure)							Date:	Initials:		

# DB SYSTEMS: ENTRY VEHICLE RECOVERED VEHICLES (CONT)

				TRA	AINING	MATERIAL RE	VIEWE	D	
		Explaine	d	Demonstr	ated	Performe	ed	Compe	etency
С	OMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determi	ned by:
3.	Recovered Stolen Vehicle Outside of the Reporting Agency's Jurisdiction (LOCATE							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
	Procedure)							Date:	Initials:
4.	Dissemination of Paperwork on Recovered Stolen							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
	Vehicles							Date:	Initials:
5.	Notification to Owners of Recovered Stolen							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
	Vehicles							Date:	Initials:

## **DIFFICULT CALLERS**

			TRAINING MATERIAL REVIEWED									
	OMBONENTO	Explained		Demonstrated		Perfori	med	Competency				
C	OMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determined by:				
1.	Effective Call- taking							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			
2.	Rude or Angry Callers							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			
3.	Callers with Mental or Physical							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
	Health Issues							Date:	Initials:			
4.	Hysterical Callers							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			
5.	Limited/non English Speaking							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
	Callers							Date:	Initials:			
6.	Child Callers							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			
7.	Elderly Callers							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			

# **DIFFICULT CALLERS (CONT)**

	TRAINING MATERIAL REVIEWED									
	Explaine	d	Demonstra	ated	Performe	ed	Comp	etency		
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:		
8. Callers Who May be Under the							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
Influence							Date:	Initials:		
9. Suicidal Callers							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
10. Speech/Hearing Impaired Callers							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
11. When Callers May be in Danger							☐ Observation ☐ Written Exam	<ul><li>☐ Role Play</li><li>☐ Verbal Assess</li></ul>		
							Date:	Initials:		
12. Callers with Weapons							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
13. Evasive Callers							☐ Observation☐ Written Exam	<ul><li>☐ Role Play</li><li>☐ Verbal Assess</li></ul>		
							Date:	Initials:		
14. Complaints Against Personnel							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
15. Confidentiality and the Public							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
16. Media							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
17. Confidentiality and the Agency							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
18. Interviewing Suspects							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		

## **EQUIPMENT OR SYSTEM FAILURES**

		TRAINING MATERIAL REVIEWED								
		Explain	ed	Demonst	rated	Perforn	ned	Comp	etency	
С	OMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:	
1.	Power Failure							☐ Observation ☐ Written Exam	<ul><li>☐ Role Play</li><li>☐ Verbal Assess</li></ul>	
								Date:	Initials:	
2.	CLETS System Failure							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
3.	9-1-1 Equipment Failure							☐ Observation ☐ Written Exam	<ul><li>☐ Role Play</li><li>☐ Verbal Assess</li></ul>	
								Date:	Initials:	
4.	9-1-1 System Transfer to/from							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
	Alternate PSAP							Date:	Initials:	
5.	ANI/ALI Failure or Errors							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
6.	Headset Maintenance and							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
	Failure							Date:	Initials:	
7.	CAD Failure							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
8.	Equipment Malfunction Reporting							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
	Procedures							Date:	Initials:	
9.	Radio Failure							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	

# **EVACUATION OF COMMUNICATION STAFF**

	TRAINING MATERIAL REVIEWED											
	Explained		Demonstrated		Perforn	ned	Competency					
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determined by:					
Evacuation     Routes							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
							Date:	Initials:				
2. Notifications							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
							Date:	Initials:				

# **EVACUATION OF COMMUNICATION STAFF (CONT)**

				TRA	AINING	MATERIAL RI	EVIEWE	D	
		Explaine	d	Demonstrated		Performed		Competency	
С	OMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:
3.	Evacuation Kit							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
4.	9-1-1 Switch Over to Alternate PSAP							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
5.	Power Shut-off Switches							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
6.	Power Failure							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:

## **GEOGRAPHY**

	TRAINING MATERIAL REVIEWED								
	Explained		Demonstrated		Performed		Competency		
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determined by:		
1. Map Books							☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess		
							Date: Initials:		
2. Mapping System							☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess		
							Date: Initials:		
Geographical     Boundaries/Beats							☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess		
							Date: Initials:		
4. Landmarks							☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess		
							Date: Initials:		
5. Directions							☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess		
							Date: Initials:		
6. Common Place Names							☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess		
							Date: Initials:		

# **GEO-POLICING**

	TRAINING MATERIAL REVIEWED								
	Explained		Demonstrated		Performed		Competency		
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determined by:		
1. Geo-Policing							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
2. Beat Structure							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
3. Radio Call Signs							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
4. Patrol Shifts							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
5. Unit Types and Responsibilities							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	

# **INCIDENT TYPES**

	TRAINING MATERIAL REVIEWED								
2011201170	Explained		Demonstrated		Performed		Competency		
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determined by:		
Abandoned vehicles							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
2. Administrative Details							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
3. Agency Assist							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
4. Aircraft Incidents							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
5. Alarms							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
6. Alcohol Violations							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
7. AMBER Alert							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	

# **INCIDENT TYPES (CONT)**

	TRAINING MATERIAL REVIEWED							
	Explained	Demonstrated	Performed	Competency				
COMPONENTS	Date Initials	Date Initials	Date Initials	Determined by:				
8. Animal Incidents				☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess				
				Date: Initials:				
9. Arson				☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess				
				Date: Initials:				
10. Assault				☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess				
				Date: Initials:				
11. Assault with a Deadly Weapon				☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess				
				Date: Initials:				
12. Attempt to Locate (BOLO)				☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess				
				Date: Initials:				
13. AWOL/Fugitive				☐ Observation       ☐ Role Play         ☐ Written Exam       ☐ Verbal Assess				
				Date: Initials:				
14. Barricaded Suspect				☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess				
				Date: Initials:				
15. Battery				☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess				
				Date: Initials:				
16. Boat Accident/Distress				☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess				
				Date: Initials:				
17. Bomb				☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess				
				Date: Initials:				
18. Brandishing				☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess				
				Date: Initials:				
19. Bribery				☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess				
				Date: Initials:				
20. Burglary				☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess				
				Date: Initials:				
21. Child Abuse				☐ Observation ☐ Role Play ☐ Written Exam ☐ Verbal Assess				
				Date: Initials:				

# **INCIDENT TYPES (CONT)**

	TRAINING MATERIAL REVIEWED							
	Explained		Demonstra	ited	Performe	ed	Competency	
COMPONENTS	Date Ini	itials	Date	Initials	Date	Initials		ined by:
22. Child Custody							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
23. Child Molestation							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
24 . Civil or Criminal							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
24 . Citizen complaint							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
25 .Citizen Contact							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
26. Citizen Detention							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
27. Civil Demonstration							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
28. Civil Rights Violation							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
29. Civil Standby							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
30. Computer Crimes							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
31. Concealed Weapon							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
32. Conspiracy							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
33. Contributing to the Delinquency of a							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess
Minor							Date:	Initials:
34. Coroner Case							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:

# **INCIDENT TYPES (CONT)**

	TRAINING MATERIAL REVIEWED							
	Explained	d	Demonstrated		Performe	ed	Competency	
COMPONENTS	Date	Initials	Date	Initials	Date	Initials		ined by:
35. Counterfeit Money							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
36. Criminal Threats							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
37. Defrauding an Innkeeper							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
38. Dispute							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
39. Disturbing the Peace							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
40. Domestic Violence							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
41. Driving Under the Influence							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
42. Drowning							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess Initials:
40. Ell. Al.							Date:	
43. Elder Abuse							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
44. Embezzlement							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
45. Environmental Crimes							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
46. Escape							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
47. Evacuations							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
48. Explosives							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:

	TRAINING MATERIAL REVIEWED									
	Explaine	ed	Demonstra	ated	Performe	ed		etency		
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:		
49. Extortion							☐ Observation ☐ Written Exam	<ul><li>☐ Role Play</li><li>☐ Verbal Assess</li></ul>		
							Date:	Initials:		
50. Extra Patrol							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
51. Fight							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
52. Fire Incidents							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
53. Fireworks Violation							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
54. Fish and Game Violations							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
55. Forgery							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
56. Found/Lost Property							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
57. Fraud							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
58. Gambling							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
59. Gang Activity							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
60. Harassment							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
61. Hate Crimes							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
62. Hazardous Materials							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		

	TRAINING MATERIAL REVIEWED								
	Explaine	d	Demonstra	ated	Performe	ed	Comp	etency	
COMPONENTS	Date	Initials	Date	Initials	Date	Initials		ined by:	
63. Hazards							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
64. Hijacking							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
65. Homicide/ Attempted Homicide							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
66. Hostage							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
67. Identity Theft							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
68. Insufficient Funds							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
69. Illegal Alien							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
70. Internet Crimes							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess Initials:	
74   1   1   1   1   1   1   1   1   1							Date:		
71. Industrial Accident							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
72. Indecent Exposure							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
73. Impersonating an Officer/Official							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
75. Jail Incidents							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
76. Juvenile Crimes							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
77. Kidnapping							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	

	TRAINING MATERIAL REVIEWED									
	Explaine	d	Demonstra	ated	Performe	ed		etency		
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:		
78. Lockout							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
79. Loitering							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
80. Mass Casualty Incidents							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
81. Medical Incidents							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess Initials:		
82. Meagan's Law Requests							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
83. Mentally III							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
84. Military							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
85. Misconduct by Public Official							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
86. Missing Persons/Lost Persons/Found							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess		
Persons							Date:	Initials:		
87. Misuse of 9-1-1							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
88. Municipal Code Violations							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
89. Murder/Homicide							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
90. Mutual Aid							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		
91. Narcotics Violation							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
							Date:	Initials:		

	TRAINING MATERIAL REVIEWED								
	Explained	Ŀ	Demonstra	ated	Performe	ed	Comp	etency	
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:	
92. Natural Disasters							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
93. Non-English Speaking Caller							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
94. Notifications							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
95. Officer Safety							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
96. Overdose							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
97. Panhandling							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
98. Parking Violations							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
99. Personal Location/Tracking							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
Devices							Date:	Initials:	
100. Poisoning							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
101. Pollution							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
102. Pornography							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
103. Prostitution							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
104. Prowler							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
105. Public Assist							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	

	TRAINING MATERIAL REVIEWED								
	Explained	ı	Demonstra	ited	Perform	ed		etency	
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:	
106. Public Intoxication							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
107. Public Nuisance Crimes							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
108. Pursuit							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess Initials:	
							Date:		
109. Rape							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
110. Recovered Property							<ul><li>☐ Observation</li><li>☐ Written Exam</li></ul>	<ul><li>☐ Role Play</li><li>☐ Verbal Assess</li></ul>	
							Date:	Initials:	
111. Repossession							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
112. Resisting Arrest							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
113. Riot							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
114. Robbery							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
115. Search and Rescue Incidents							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
116. Sexual Crimes/ Sexual Assault							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
117. Shooting into Occupied							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
Dwelling							Date:	Initials:	
118. Shots Fired							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
119. Shots Heard							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	

	TRAINING MATERIAL REVIEWED								
	Explaine	d	Demonstra	ated	Performe	d	Comp	etency	
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:	
120. Stalking							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
121. Stolen Property							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
122. Stolen Vehicles							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
123. Stranded Motorist							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
124. Suicide							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
125. Supervised Release							☐ Observation ☐ Written Exam	<ul><li>☐ Role Play</li><li>☐ Verbal Assess</li></ul>	
Violation							Date:	Initials:	
126. Surveillance							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
127. Suspicious Circumstances							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
128. Suspicious Person							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
129. Suspicious Vehicle							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
130. Terrorism							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
131. Theft							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
132. Threats							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	

	TRAINING MATERIAL REVIEWED								
	Explaine	d	Demonstra	ated	Performe	ed	Comp	etency	
COMPONENTS	Date	Initials	Date	Initials	Date	Initials		ined by:	
133. Traffic Collision							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
134. Traffic Hazard							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
135. Traffic Violations							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
136. Train Incident							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
137. Transient							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
138. Trespassing							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
139. Unknown Trouble							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
140. Vandalism							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
141. Vehicle Stops							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
142. Vehicle Tampering							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
143. Warrants							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
144. Weapons Violations							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
145. Welfare Check							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	

#### **MUTUAL AID**

			TRAINING MATERIAL REVIEWED										
		Explained		Demonstrated		Performe	ed	Competency					
C	OMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:				
1.	Local (Allied Agencies)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
								Date:	Initials:				
2.	County Office of Emergency							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
	Services (OES)							Date:	Initials:				
3.	California Emergency Management							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess				
	Agency (Cal EMA)							Date:	Initials:				

# NON-DISPATCH INCIDENTS ALTERNATE CALL ROUTING

			TRAINING MATERIAL REVIEWED									
		Explain	ed	Demonstrated		Performe	ed	Competency				
С	OMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:			
1.	Referrals							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			
2.	Documentation Only Requests							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			
3.	Abandon Vehicles							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			
4.	Mail, Telephone Reports and On-							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
	Line Reporting							Date:	Initials:			

#### **PUBLIC RELATIONS**

		TRAINING MATERIAL REVIEWED									
	Explained		Demonstrated		Performed		Competency				
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determined by:				
1. Confidentiality							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
2. No Specific ETA							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			

# PUBLIC RELATIONS (CONT)

		TRAINING MATERIAL REVIEWED								
		Explaine	d	Demonstra	ated	Performe	ed	Comp	etency	
С	OMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:	
3.	Advice Versus Referrals							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
4.	Not a Counselor							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
5.	Citizen Request Contact or No Contact from Responding Units							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
6.	Providing Excellent Customer Service							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
	Customer Service							Date:	Initials:	
7.	Avoid Making Commitments to							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
	Callers							Date:	Initials:	
8.	Directing the Interview							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
9.	Special Relationships							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
10.	Ending Conversation							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
	Positively							Date:	Initials:	
11.	Emergency Alert System (EAS)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
12.	Emergency Notifications							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
	System							Date:	Initials:	
13.	Community Oriented Policing (COP) and Problem Oriented							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
	Policing (POP)							Date:	Initials:	
14.	Tone of Voice							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
15.	Empathy							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	

#### RADIO: INTRODUCTION TO RADIO SYSTEMS AND EQUIPMENT

			TRAINING MATERIAL REVIEWED									
		Explair	Explained		Demonstrated		ned	Competency				
С	OMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determined by:				
1.	Radio System							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			
2.	Federal Communications Commission (FCC)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
	Regulations							Date:	Initials:			
3.	Overview of Radio Equipment							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			
4.	Instant Recall Recorder (IRR)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			

# **RADIO: 800 MHZ EMERGENCIES**

		TRAINING MATERIAL REVIEWED											
		Explair	Explained		Demonstrated		med	Competency					
С	OMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:				
1.	Radio Identifiers							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
								Date:	Initials:				
2.	Emergency Activations							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
								Date:	Initials:				
3.	Emergency Button							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
								Date:	Initials:				
4.	Emergency Reset							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
								Date:	Initials:				
5.	Site Trunking Failure							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
								Date:	Initials:				
6.	Fail-Soft							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
								Date:	Initials:				
7.	Radio System Failure							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
								Date:	Initials:				

# **RADIO: CONSOLE**

		TRAINING MATERIAL REVIEWED									
		Explain	ed	Demonst	rated	Performe	ed	Competency			
С	OMPONENTS	Date	Initials	Date	Initials	Date	Initials		ined by:		
1.	Foot Pedal							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
2.	Headset/Handset							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
3.	Cell Sites /Repeaters							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
4.	Select/Unselect Frequencies							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
5.	Channels/Talk Groups							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
6.	Outside Agency Channels/Talk							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
	Groups							Date:	Initials:		
7.	Mutual Aid Channels							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
8.	Radio Patch							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		

# **RADIO: DEMEANOR**

		TRAINING MATERIAL REVIEWED										
	Explained		Demonstrated		Performed		Competency					
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:				
Hearing Versus     Listening							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
							Date:	Initials:				
Acknowledgement of the Radio							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
Transmission							Date:	Initials:				
3. Transmitting							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
							Date:	Initials:				

**RADIO: DEMEANOR (CONT)** 

			TRAINING MATERIAL REVIEWED										
		Explain	ed	Demonstrated		Perform	ed	Competency					
С	OMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:				
4.	Radio Voice							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
								Date:	Initials:				
5.	Proper and Professional							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
	Terminology							Date:	Initials:				
6.	Terminology and Jargon							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
								Date:	Initials:				
7.	Radio Codes and Clear Text							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
								Date:	Initials:				
8.	ABC's of Dispatching (Accuracy,							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
	Brevity, Clarity)							Date:	Initials:				

# **RADIO: DISPATCHING CALLS FOR SERVICE**

	TRAINING MATERIAL REVIEWED										
	Explained		Demonstrated		Performed		Competency				
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:			
How to Broadcast a Call for Service							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
2. Event Priorities							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
3. Response Times							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
4. Area Integrity							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
5. Premise Information							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
6. Selection of Units							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
7. Mobil Data Computer (MDC)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
Policy							Date:	Initials:			

# RADIO: DISPATCHING CALLS FOR SERVICE (CONT)

		TRAINING MATERIAL REVIEWED									
	Explaine	ed	Demonstr	ated	Performe	ed	Comp	etency			
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:			
8. CAD Color Coding							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
Relaying Accura     Information	te						☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
10. Tracker – Unit Locations							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
11. CAD Dispatch Commands							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
12. Disposition Code	es						☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
13. In-Service Versu Clear	S.						☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
14. Request to Cancel							☐ Observation☐ Written Exam	<ul><li>☐ Role Play</li><li>☐ Verbal Assess</li></ul>			
							Date:	Initials:			
15. Issue/ Cancelling a Cas	se						☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
Number							Date:	Initials:			
16. Duplicate Command							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
17. Change Disposition Code							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			

#### **RADIO: EMERCENCY DISPATCH PROCEDURES**

	TRAINING MATERIAL REVIEWED										
	Explained		Demonstrated		Performed		Competency				
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determined by:				
Emergency/Alert     Button							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
2. Alert Tone							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			

#### RADIO: EMERCENCY DISPATCH PROCEDURES (CONT)

		TRAINING MATERIAL REVIEWED										
		Explain	ed	Demonstrated		Perform	ed	Competency				
COMPONE	NTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:			
3. Bomb Thre	eats							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			
4. Code 3 Pol	licy							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			
5. Air Support	t							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			
6. K-9 Officers	S							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			
7. Mutual Aid								☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			
8. Pursuits								☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			
9. "Officer Ne Help" Calls								☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			
10. Special We and Tactics								☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
(SWAT)								Date:	Initials:			

#### **RADIO: EQUIPMENT**

		TRAINING MATERIAL REVIEWED										
	Explained		Demonstrated		Performed		Competency					
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determi	ined by:				
Overview of Radio     Equipment and							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
System							Date:	Initials:				
Instant Recall     Recorder (IRR) at							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
the Radio Position							Date:	Initials:				
3. FCC Regulations							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess				
							Date:	Initials:				

#### **RADIO: OFFICER SAFETY**

									ER ON ETT
				TR	RAINING	MATERIAL I	REVIEWE	D	
		Explain	ed	Demonstrated		Perforn	ned	Competency	
С	OMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:
1.	Documentation							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
2.	Updating Officer Status							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
3.	Awareness of Officer Safety							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
	Issues							Date:	Initials:
4.	Unit Response							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
5.	CAD (Timer) Alerts							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
6.	Assigning Back- up Units							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
7.	Response Codes							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:
8.	High-risk Vehicle Stop							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
								Date:	Initials:

#### **RADIO: PURSUIT MANAGEMENT**

	TRAINING MATERIAL REVIEWED										
	Explained		Demonstrated		Performed		Competency				
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determined by:				
1. Pursuits							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
2. Pursuit Documentation							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
3. Radio Control							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			

# RADIO: PURSUIT MANAGEMENT (CONT)

		TRAINING MATERIAL REVIEWED										
		Explained		Demonstrated		Performed		Competency				
CON	MPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:			
	ursuits Exiting ne Jurisdiction							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			
	ursuits Entering ne Jurisdiction							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
								Date:	Initials:			

#### **RADIO: SPECIALIZED RESPONSES**

		TRAINING MATERIAL REVIEWED									
		Explain	ed	Demonst	rated	Perform	ed	Comp	etency		
С	OMPONENTS	Date	Initials	Date	Initials	Date	Initials		ined by:		
1.	Hazmat Team							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
2.	Crime Scene Investigators							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
3.	Traffic Accident Investigators							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
4.	Parking Enforcement							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
	Officers							Date:	Initials:		
5.	Motorcycle/ Traffic Officers							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
6.	Commercial Enforcement							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
	Officers							Date:	Initials:		
7.	Community Service Officers							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
8.	Custody Officer							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
9.	Special Events Dispatcher							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		

# RADIO: SPECIALIZED RESPONSES (CONT)

	TRAINING MATERIAL REVIEWED										
	Explained		Demonstrated		Performed		Competency				
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:			
10. Emergency GPS Tracking System							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
11. Telematics Equipped							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
Vehicles							Date:	Initials:			
12. Mobile Command Post (MCP)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			

#### **RECORDS MANAGEMENT SYSTEM**

			TR	AINING	<b>MATERIAL RE</b>	VIEWE	D		
	Explaine	d	Demonst	rated	Performe	d	Comp		
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determi	ned by:	
1. Names							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
2. Locations							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
3. Vehicles							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
Bicycle     Registration							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
5. Employees							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
6. Alarm Permits							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
7. Arrests							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
8. Other Modules							☐ Observation ☐ Written Exam	Role Play Verbal Assess	
							Date:	Initials:	

#### **REFERENCE MATERIAL**

		TRAINING MATERIAL REVIEWED									
		Explair	ed	Demonst	rated	Perform	ed	Comp	etency		
С	OMPONENTS	Date	Initials	Date	Initials	Date	Initials		ined by:		
1.	Computer Manuals							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
2.	Equipment Manuals							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
3.	CLETS/NCIC Manuals							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
4.	Map Books							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
5.	Code Book							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
6.	Information Books/Files							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
7.	Directories							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
8.	Internet Resources							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		

# SECURITY SYSTEMS ALARMS AND EMERGENCY GENERATORS

		TRAINING MATERIAL REVIEWED									
	Explained		Demonstrated		Performed		Competency				
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determined by:				
1. Duress Alarms							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
2. Fire Alarm							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			

#### **SECURITY SYSTEMS**

# **ALARMS AND EMERGENCY GENERATORS (CONT)**

		TRAINING MATERIAL REVIEWED									
	Explained		Demonstrated		Performed		Competency				
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determined by:				
3. Alarm Panels							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
4. Emergency Generators							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			

#### **STATION INTERCOMS**

	TRAINING MATERIAL REVIEWED										
	Explained		Demonstrated		Performed		Competency				
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determined by:				
1. Access Intercom							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
2. Door and Gate							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			

#### **TELEPHONE: CALL-OUTS**

			TR	RAINING	MATERIAL R	EVIEWE	D	
	Explain	Explained		Demonstrated		ed	Competency	
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:
1. Tow Trucks							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
2. Blood Technician							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
3. Taxi							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
4. Utility Company							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:
5. Coroner							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess
							Date:	Initials:

# TELEPHONE: CALL-OUTS (CONT)

		TRAINING MATERIAL REVIEWED									
	Explained		Demonstrated		Performed		Competency				
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:			
6. Coroner							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess Initials:			
7. Mutual Aid							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
8. Other Calls-outs							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			

# **TELEPHONE: EQUIPMENT**

			TRAINING MATERIAL REVIEWED								
	OMBONENTO	Explain		Demonst		Perforr		Competency Determined by:			
C	OMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	inea by:		
1.	Handset and Headsets							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
2.	Telephone System							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
3.	Transferring Callers							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
4.	E-9-1-1							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
5.	Instant Replay Recorder (IRR)							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
6.	Intercom							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		
7.	Master Logging Recorder (MLR)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess		
								Date:	Initials:		

# **TELEPHONE: SKILLS AND TACTICS**

		TRAINING MATERIAL REVIEWED								
		Explaine	d	Demonstra	ated	Performe	ed	Comp	etency	
С	OMPONENTS	Date	Initials	Date	Initials	Date	Initials		ined by:	
1.	Incoming Calls for							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
	Service							Date:	Initials:	
2.	Outgoing Telephone Calls							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
3.	Address/ Location Confirmation							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
	Committation							Date:	Initials:	
4.	Effective Interviews							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
5.	Basic Interview Questions							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
6.	Description Documentation							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
7.	Incident Documentation							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
8.	Call Classification							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
9.	Call Prioritization							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
10.	Timely Routing of Information							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
11.	Advising the Caller							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
12.	Calls Involving Weapons							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
13.	Transferring Telephone Calls							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
14.	Reasonable Alternatives for							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
	Callers							Date:	Initials:	

#### **TELEPHONE: SKILLS AND TACTICS**

			TF	RAINING I	MATERIAL I	REVIEWE	D		
	Explained		Demonstrated		Perforn	ned	Competency		
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ned by:	
15. Appropriate  Termination of							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
Call							Date:	Initials:	
16. Field Unit Safety Issues							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
17. Multiple Calls for Service							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
18. Translation Services							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
19. Voice Inflection							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	

# **TELEPHONE SYSTEM: 9-1-1 LINES**

	TRAINING MATERIAL REVIEWED										
	Explaii	Explained		Demonstrated		med	Competency				
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:			
1. Answering 9-1-1 Lines							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
State     Requirements							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
3. 9-1-1 Equipment							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
4. ANI/ALI							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
5. Manual Automatic Location Indicator							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
(ALI)							Date:	Initials:			
6. 9-1-1 System Transfers							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
7. Speed Dials Number							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			

# TELEPHONE SYSTEM: 9-1-1 LINES (CONT)

		TRAINING MATERIAL REVIEWED										
		Explained		Demonstrated		Perform	ed	Competency				
С	OMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determi	ned by:			
8.	9-1-1 System Failure and							<ul><li>☐ Observation</li><li>☐ Written Exam</li></ul>	☐ Role Play ☐ Verbal Asses			
	Alarms							Date:	Initials:			
9.	Primary and Secondary PSAP							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Asses			
								Date:	Initials:			
10.	Alternate PSAP							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Asses			
								Date:	Initials:			
11.	9-1-1 Misroutes							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Asses			
								Date:	Initials:			
12.	Wireless 9-1-1 Calls							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Asses			
								Date:	Initials:			
13.	Voice Over Internet Protocol							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Asses			
	(VoIP)							Date:	Initials:			
14.	Incomplete 9-1-1 Calls							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Asses			
								Date:	Initials:			
15.	Address/ Telephone							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Asses			
	Number							Date:	Initials:			
16.	CAD Interface with 9-1-1							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Asses			
								Date:	Initials:			
17.	Instant Recall Recorder (IRR)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Asse			
								Date:	Initials:			
18.	Mapping							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Asses			
								Date:	Initials:			

# TELECOMMUNICATIONS DEVICE FOR THE DEAF (TDD) AND TELETYPE WRITER (TTY)

		TRAINING MATERIAL REVIEWED								
		Explained Demonstrated		rated	Performe	ed	Competency			
C	OMPONENTS	Date	Initials	Date	Initials	Date	Initials		ined by:	
1.	Keyboard							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
2.	Recognizing a TTY/TDD Call							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
3.	Preset Messages							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
4.	Silent Calls							<ul><li>☐ Observation</li><li>☐ Written Exam</li></ul>	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
5.	Language/ Terminology							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
6.	Printout/ Archive of							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
	TTD/TTY Communication							Date:	Initials:	
7.	Relay Service							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
8.	Hearing Carry Over and Voice							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
	Carry Over Calls							Date:	Initials:	
9.	Testing							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
10.	Legal Requirements							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
11.	Responsibility and Liability							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	

#### **VEHICLE LOCATOR SYSTEMS**

		TRAINING MATERIAL REVIEWED								
		Explaine	d	Demonstrated		Performe	ed	Competency		
С	OMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determ	ined by:	
1.	Overview of the Vehicle Locator							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
	System							Date:	Initials:	
2.	Type Code							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
3.	LoJack Inquiry							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
								Date:	Initials:	
4.	Stolen Vehicle System (SVS)							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
	Entry							Date:	Initials:	

# **VIDEO EQUIPMENT**

		TRAINING MATERIAL REVIEWED							
	Explaine	Explained		Demonstrated		Performed		Competency	
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determined by:		
Video Navigation     System							☐ Observation☐ Written Exam	☐ Role Play ☐ Verbal Assess Initials:	
Display of Camera     Views	1						☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
3. Cameras and Monitors							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	

# **WORKSTATION EQUIPMENT**

	TRAINING MATERIAL REVIEWED								
	Explained		Demonst	rated	Perforn	med	Competency		
COMPONENTS	Date	Initials	Date	Initials	Date	Initials	Determined by:		
1. Printers							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	
2. Logging Recorder							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess	
							Date:	Initials:	

# WORKSTATION EQUIPMENT (CONT)

								MENT (CONT)			
	TRAINING MATERIAL REVIEWED										
	Explair	Explained		Demonstrated		ned	Competency				
COMPONENTS	Date	Initials	Date	Initials	Date	Initials		ined by:			
3. Internet							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
4. Speakers							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
5. Telephone							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
6. Radio							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			
7. Headsets/ Headset Jacks							☐ Observation ☐ Written Exam	☐ Role Play ☐ Verbal Assess			
							Date:	Initials:			