



*Kern County*  
**SHERIFF**

## **Phase 1 Expectations**

Welcome! I want to take this time to explain the expectations we have of you as a trainee and also what you can expect from me as your training officer.

In this phase you and I will be working very closely together while I introduce you to the world of dispatching. Questions and more questions is what is expected and also shows your participations in your training. I encourage open communication between us to make sure you get the most out of your training. Ask questions and tell me your ideas. The more you actively participate in your training the better it will be.

I do not expect you to be able to do this job 100% correctly by yourself. Do not be your worst enemy and put yourself down because of mistakes or because you are struggling in a particular area. Many of the skills come with time and repetition. I will always be honest about where I feel you are in your training and what you need to focus on. You are expected to show up on time and be prepared for the day's tasks. I expect 100% effort all the time, but give yourself a break when you make mistakes, they are going to happen. Learn from them and push forward, you will actually learn much more from your mistakes than you will with your successes.

This job is fun and I truly enjoy what I do and I want you to enjoy it as well. Training is a partnership between you and me. My goal is to help give you the skills and knowledge you need to do this job but more importantly, I feel it is also my job to show you why what we do is so great. If you don't understand something, ask me. If you want to learn about something that maybe we haven't touched on, as me and as long as it will not hinder your current progress I will do my best to at least introduce that particular topic.

**In addition to your Academy Expectations, by the end of this phase you will be able to consistently and efficiently:**

1. Demonstrate a working knowledge of the commonly used radio codes, penal codes, event types, and call signs.
2. Working knowledge of CLETS/CJIS returns, with minimal assistance from CTO.
3. Begin to manipulate CAD efficiently; change password, know what your command line is, where it is and how to get to it quickly.
4. Ability to page and dispatch all ACO calls for service. Efficiently dispatch TI and tow trucks without assistance. Ability to contact allied agencies when needed (ECC, BPD, CHP etc.)
5. Complete broadcasts (GTA, PC to Arrest, Missing Person/Juvenile, BOLO, and Silver Alert) and determine which ones to put out over the air without assistance.
6. Ability to manipulate the phone system with no assistance.
7. Enter priority 3 calls and above report calls with no assistance from CTO.
8. Enter priority 3 calls and above in progress calls with minimal assistance from CTO.
9. Understand and possess the ability to transfer callers and understand when to transfer to the appropriate entity; without assistance from your CTO.



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## **Phase 2 Expectations**

Congratulations! You have completed Phase 1 and you are now in Phase 2 of your training. In this phase you and I will still be working closely together but you will be pushed out of your comfort zone and required to start doing more, building your confidence and skills. I still expect and want you to ask questions, be involved 100% in your training. I will begin making you think through your questions before I give you an answer.

Open communication is a huge part in your training. Allowing for us to work closely together throughout the phase and tackle any obstacles as we progress. You are not expected to be able to do this job 100% by yourself. You are expected to give 100% and at this point begin to work independently in certain areas. If you feel you are struggling in a particular area tell me and if you come up with an idea to help you improve tell me.

You may feel this phase is harder or that I am harder on you than last phase. Do not get discouraged! I am pushing you out of your comfort zone and making you take those first big steps into becoming an independent dispatcher. There is more expected of you in this phase therefore I will be pushing you harder.

### **In addition to the previous Phase expectations, by the end of this Phase of training, you will be able to consistently and efficiently:**

1. Manipulate CAD with assistance. Begin memorizing and utilizing CAD, command line functions and call-signs.
2. Be able to understand CLETS and CJIS returns and relay the pertinent information to the field units with minimal to no assistance from your CTO.
3. Begin to apply the Communications Center Call Taking quality control standards.
4. Enter priority 3 and above calls with no assistance from CTO.
5. Enter priority 1 and 2 calls for service with minimal assistance from CTO.
6. Ability to utilize the radio console with little to no assistance from CTO.
7. Work the ACO channel with no assistance from CTO.
8. Begin to make yourself aware of what is happening in the room, recognize when your team needs assistance and when to ask for assistance.



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### **Phase 3 Expectations**

Congratulations! You have completed Phase 2 and are now in Phase 3 of your training. You should be proud of what you have accomplished so far in your training. You will be sitting adjacent from me in this phase of your training but I will still be closely monitoring you. You will also begin phone training in this phase.

In this phase as with Phase 2 you will be pushed harder forcing you out of your comfort zone. Continue asking questions! They are vital to your training. You will be pushed harder to think through each question before an answer is given to push you to trust yourself and build your confidence. Be prepared for my first response to you will be "What do you think?" or "How can you find that answer?" You will be expected to start demonstrating your independence by making consistent appropriate decisions. You will be expected to catch any errors and fix them quickly and efficiently without prompt.

Open communication is still important to your training experience. Continue to keep a dialogue with me on where you feel you are struggling, ideas you may come up with to improve a particular skill or your general feelings while in training. 100% effort is still expected and showing up on time prepared to the day's tasks is vital.

**In addition to the previous Phase expectations; by the end of this Phase in training, you will be able to consistently and efficiently:**

1. Ability to manipulate CAD; without assistance.
2. Be able to handle routine radio traffic (Traffic Stops, Code 6, log Patrol Checks) with no assistance from CTO.
3. Handle Radio Priority 1 and 2 calls for service with assistance from CTO.
4. Work through emergency situations; with assistance from CTO.
5. Demonstrate the ability to prioritize and handle tasks on a radio channel with little to no assistance from CTO.
6. Demonstrate your ability to make decisions independently and correct errors as needed; with minimal to no assistance from CTO.
7. Ability to dispatch all calls for service without assistance.
8. Be consistent in the Communications Centers Call Taking Quality Control Standards.
9. Begin to apply the Communications Centers Radio Traffic Quality Control Standards.



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#### **Phase 4 Expectations**

Congratulations! You have completed Phase 3 and are now in Phase 4 of your training. You will continue to sit adjacent to me and the expectation for you to begin working independently will be larger during this phase.

I will guide you in finding answers to your questions and not give you the easy answer. You will be required to demonstrate even more your ability to be an independent dispatcher. I will be there guiding and monitoring your activities. You will begin to be expected to multi-task even more as you begin answering phones and talking on the radio at the same time. It is expected that you will have questions about high-risk or emergency situations and I will guide you through them as needed, do not back down from these situations. Remain calm and pull from your knowledge and your training to get through the situation. I am there to assist if I feel there is officer or public safety concerns.

**In addition to the previous Phase expectations, by the end of this Phase of training, you will be able to consistently and efficiently:**

1. Listen, comprehend, and respond without delay to all radio traffic, even when handling phone calls; without assistance.
2. Maintain control of the radio traffic; without assistance
3. Appropriately prioritize all tasks; without assistance.
4. Accurately document field activity with minimal errors in CAD, and recognize and correct any errors in a timely fashion.
5. Remain calm and in control in emergency and high-risk situations.
6. Demonstrate that you are a proactive member of the team and know when to ask for assistance without prompting.
7. Have an understanding of what is happening in the room.
8. Able to manipulate CAD, phone system and the radio console; without assistance.
9. Be consistent in the Communications Centers Radio Traffic Quality Control Standards.



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## **Phase 5 Expectations**

Welcome to Phase 5 of your training! You have completed four phases and this is the final phase. In this phase you will be demonstrating that you are an independent dispatcher and a part of the team.

I will be monitoring your activity during this phase. You will be expected to handle phones and radio traffic independently. You will be required to think through your questions and attempt to find the answers. You will never know everything about this job but knowing where to find the information is important. I will still be there to guide when needed but will be pushing you to look for the answers.

**In addition to the previous Phase expectations, by the end of this Phase of training, you will be able to consistently and efficiently:**

1. Handle all radio and phone traffic, simultaneously.
2. Manipulate CAD, phone system, and the radio console.
3. Remain calm and in control during emergency and high-risk events.
4. Assist team members and ask for assistance when needed.
5. Be familiar with most common policies and know where to find them when needed.
6. Require no assistance from your CTO; rely on your team and resources as needed.
7. Be a contributing member of your team.