

TEXARKANA, TEXAS POLICE DEPARTMENT
GENERAL ORDERS MANUAL

<i>Effective Date</i> February 1, 2008		<i>Amended Date</i> November 1, 2015		<i>Directive</i> 3.18.1	
<i>Subject</i> Required Telecommunicator Training					
<i>Reference</i>					
<i>Distribution</i> All Personnel City Manager City Attorney		<i>TPCA Best Practices Recognition Program Reference</i> 3.18.1 Required Telecommunicator Training		<i>Review Date</i> July 25, 2023	
				<i>Pages</i> 2	

This Operations Directive is for internal use only and does not enhance an officer's civil or criminal liability in any way. It should not be construed as a creation of a higher standard of safety or care in an evidentiary sense, with respect to third party claims. Violations of this Operations Directive, if proven, may only form the basis for a complaint by this Department, and only in a non-judicial administrative setting.

SECTION 1 PURPOSE

The purpose of this policy is to require the proper training of telecommunicators and to require the proper documentation of the training.

SECTION 2 POLICY

It is the policy of the Department that all telecommunicators be trained in accordance with TCOLE Rule 221.13 Emergency Telecommunications Proficiency.

SECTION 3 PROCEDURES

- A. In accordance with TCOLE rule 221.13, all telecommunicators will meet all of the below standards within one year of employment to obtain their Basic Telecommunicator Proficiency Certificate:
 - 1. Completion of the Basic Telecommunication Certificate Course.
 - 2. Personnel Orientation (if appointed after January 1, 2014).
 - 3. Completion of Crisis Communication Telecommunicator course or an approved equivalent course (if appointed after December 1, 2011).
 - 4. Completion of a field training course (if reported after June 1, 2004).
 - 5. Completion of TDD/TTY for Telecommunicators or an approved equivalent course within the last six months.
- B. All new telecommunicators will be required to successfully complete the Field Training Program as outlined in the Central Records and Communications Training Synopsis.
- C. During the Field Training Program, all new telecommunicators will be evaluated daily by their trainer, and the evaluation will be documented daily on a Daily Observation Report. Telecommunicators will also be evaluated monthly and the monthly evaluations will be documented on the Monthly Proficiency

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Evaluation which is reviewed by the trainee, trainee's supervisor, Training Coordinator, and the Communications Manager.

D. All new telecommunicators will receive training and be required to demonstrate proficiency on each of the tasks listed on the Central Records and Communications tasks/competency list.

E. RESPONSIBILITY

1. All members of the Department shall know and comply with all aspects of this directive.
2. All Division Commanders and supervisory personnel are responsible for ensuring compliance with the provisions and intent of this directive.