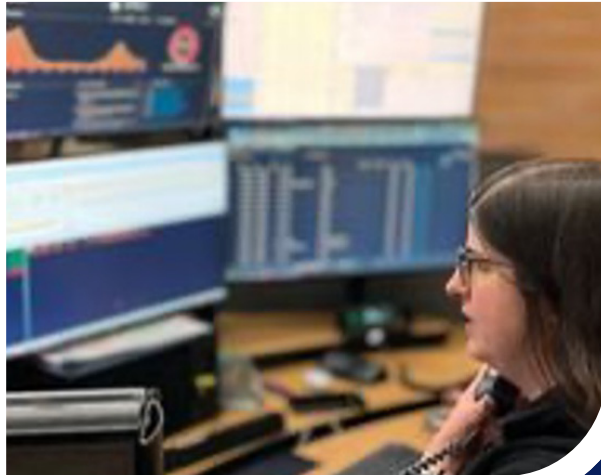
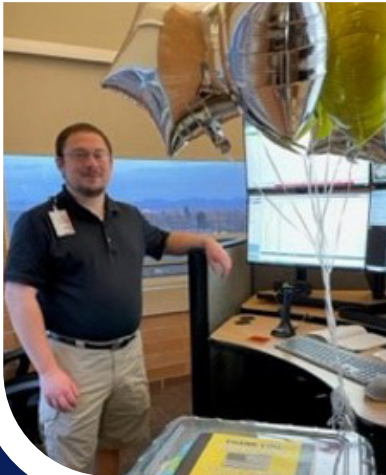
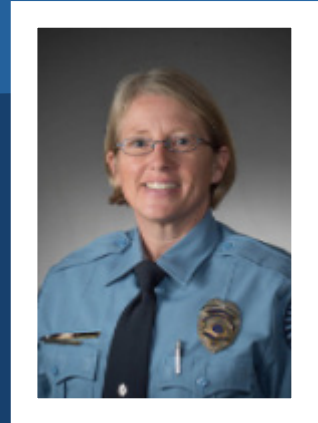


Communications Technician



Training Program

Introduction



Training serves three broad purposes. First, well-trained personnel are better prepared to act decisively and correctly in a broad spectrum of situations, which helps reduce risk to our officers and the University community. Second, training results in greater productivity and effectiveness. Third, training fosters cooperation and unity of purpose.

The Department of Campus Safety delivers new officers training through a variety of methods that include formal classroom training, practical exercises, tabletop exercises, and on-the-job training. Personnel are required to attend annual in-service training and are encouraged to take an active role in career development.

The Training Coordinator is responsible for the management of the Department's training function and associated training programs. They work in collaboration with the certified instructors and Training Committee to build a program relevant to job duties, regulatory requirements, emerging trends, technology changes, and policy updates.

The program aims to equip personnel with the necessary knowledge and skills for effective job performance and career success.

Sgt. Christina Atwood

Training Coordinator

Classroom Training

1 WEEK

- Accreditation
- Active Shooter Preparedness
- All Hazard Plan
- APCO – Public Safety Telecommunicator 1
- ARMS Computer Aided Dispatch
- Avigilon
- C-Cure
- Clery Act
- Denver County Court Website
- Diversity & Inclusion in the Workplace
- DU Alert
- DU Safe App
- Ethics
- FEMA 100.c
- FERPA
- Hazard Awareness
- T2 Parking
- Managing Bias
- Manitou Neo
- Mental Health First Aid
- Preventing Harassment & Gender Biased Violence
- Radio Training
- University Policies

Dispatcher: Ethics in Public Service

1 HOUR

This one-hour course provides the necessary training to develop an understanding of how ethics has an effect on Dispatcher's work and personal life.

Learning Objectives:

- Learn how to identify potential ethical dilemmas
- Analyze situations you find yourself in
- Learn tools for making ethical decisions
- Understand how ethics play a role in the workplace and your life
- Understand how ethics work
- Understand how to make decisions



Mental Health First Aid

8 HOURS

This is a skills-based course created by the National Council on Mental Well-being about mental health and substance-use issues. Participants learn to **identify, understand, and respond** to a wide range of psychological distress, including:

- Suicidal ideation
- Non-suicidal self-harm
- Panic attacks
- Acute psychosis
Overdose or withdrawal from alcohol or drug use



Critical & Support Software

8 HOURS

The critical software systems are the most essential technology in the Communications Center. These systems maintain a 100% up-time and the communications personnel must be able to perform all of the functions within these systems in order to provide the life-safety operations needed to protect community members and protect University property.

- ARMS Computer Aided Dispatch
- Avigilon Camera Viewer
- C-Cure Alarms and Campus Lockdown
- Denver County Court Records System
- DU Safe App
- DU Alert (RAVE Mobile Safety)
- Facility Work Orders
- Manitou Neo Alarms
- T2 Flex Parking Management & Gate Arm Control
- Trello Messaging Board
- Zoom Voice Recorder
- 9-1-1 Monitoring

On-the-Job Training

5 WEEKS

Once a trainee has successfully completed a week of formal classroom training, they advance to on-the-job field training. Trainees rotate through different trainers and train on both shifts (days & nights).

Trainers are required to document trainee work performance through Daily Observation Reports. At the end of each week, the trainer must determine if the trainee is competent to advance or recommend, they enter remedial training.

Field Trainers must complete a minimum of 16-hours of Field Training Instruction. This training includes:

- Accreditation standards
- Liability
- Testing, evaluation, and documentation
- Daily Observation Reports and scoring guidelines
- Program components
- Supervision and management
- Adult learning concepts
- Instructional techniques
- Remedial training plans