

	<b>ANDOVER POLICE DEPARTMENT GENERAL ORDER</b>		Number: M1307
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			Distribution: All
Title: CIVILIAN TRAINING		Section: Training	
Issued: 08/30/2011	Effective: 09/07/2012	Revised: 09/25/2013	
Rescinds: All Previous		Amends:	
CALEA References: 33.7.1, 33.7.2, 41.2.7d			
Review: Annual	Authority: Chief Michael A. Keller 		

## I. Purpose

The purpose of this General Order is to establish procedures for training civilian employees.

## II. Policy

All civilian employees shall be properly trained to meet the requirements of their job responsibilities.

## III. Definitions

(This section intentionally left blank).

## IV. Regulations

(This section intentionally left blank).

## V. Procedures

### A. Civilian Training Content

1. At a minimum, civilian employees will be trained to meet the requirements of their job description, and will receive information on:
  - a. Orientation to the department's role, purpose, goals, policies and procedures (33.7.1a).
  - b. Mission and value statements.
  - c. Working conditions and regulations (33.7.1b).
  - d. Responsibilities and rights of employees (33.7.1c).
  - e. Review of City benefits.
  - f. Overview of the department's computer network and KCJIS security policies.
  - g. Training for personnel in dealing with persons suspected of being mentally ill (41.2.7d).
  - h. Accreditation overview (33.5.3a).

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## **B. Pre-Service and In-Service Training Requirements**

1. Communications Officers shall receive pre-service training on their duties and obligations as emergency communicators.
2. All civilian personnel will receive KCJIS Security Awareness training every three years.
3. The department may provide opportunities for annual training to all civilian employees. Such training is intended to update skills and increase knowledge and overall job performance. At the Police Chief's discretion certain in-service training classes may be deemed mandatory for civilian employees.
4. Training for employees who often work directly with the public (i.e. Communications Officers, Administrative Assistants, etc.) may be offered training regarding methods and techniques for successful interpersonal communication or customer service.