

# WINTER HAVEN POLICE DEPARTMENT

## GENERAL ORDER 33.1

### TRAINING

**ACCREDITATION STANDARDS:** CALEA – 33.1.2, 33.1.3, 33.1.4, 33.1.5, 33.1.7, 33.2.3, 33.2.4, 33.3.1, 33.4.1, 33.4.2; CFA – 10.01, 10.02, 10.04, 10.08, 10.10, 10.11

**EFFECTIVE DATE:** February 2, 1996

**RESCINDS:** G.O. 33.1, 33.4, 33.5, and 33.6 November 25, 2013 and all applicable Amended/Temporary Orders prior to January 5, 2018

**LAST REVISED DATE:** January 5, 2018

---

### CONTENTS

This General Order contains the following numbered sections:

- I. Responsibilities
  - II. In-Service Training Attendance
  - III. Training Attendance at Specialized/Advanced Courses
  - IV. Lesson Plans
  - V. In-Service Training
  - VI. Roll Call Training
  - VII. Specialized
  - VIII. Remedial Training
  - IX. Training Instructors
  - X. Police Academy Liaison
- 

### POLICY

It shall be the policy of the Winter Haven Police Department to establish and maintain a Training Section which shall plan, develop and implement agency wide training programs to enhance the development of new skills, improving and updating skills, recertification of mandatory retraining in high liability areas, the development of specialized skills and provide an awareness of training innovations and new technologies available for all members.

### PURPOSE

The purpose of this order is to establish the authority, duties and responsibilities for the development, explanation, and coordination of all Department training programs.

### SCOPE

This order shall apply to all Department members.

## **DISCUSSION**

The diverse and complex tasks and responsibilities within the Department require that training be presented to Department members and be centralized and coordinated within a designated training section.

## **PROCEDURE**

### **I. Responsibilities**

- A.** The training function of the Department shall be the responsibility of the Training supervisor. They shall also be known as the Department's Training Officer.
  - 1.** It shall be the Training Officer's responsibility to plan, develop and coordinate all training and presentations affecting the Department.
  - 2.** The Department's Training Officer shall be responsible for notifying all Department members of upcoming training programs to be presented by the Department or approved outside sources. The Department however, encourages members to locate, and present for approval, viable seminars and courses as offered by public and private concerns.
  - 3.** It shall be the responsibility of the Training Officer to develop and maintain centralized records of training presented to Department members, to include in-service as well as training received from approved outside sources.
- B.** Training request:
  - 1.** All requests for training attendance, as well as all pertinent literature, will be forwarded from a requesting member through their supervisor to the Training Officer, utilizing forms WHPD 15A and WHPD-15
  - 2.** Attendance of training programs must have the approval of the Chief of Police or their designee.
  - 3.** The Department may grant educational leave with pay to members accepted for advanced training. The Department will pay the cost of tuition, fees, books, meals, lodging, travel or other additional expenses as authorized by the Chief of Police.
  - 4.** All arrangements for attendance shall be made by the Training Officer once approval has been granted. The Training Officer will notify the requesting member of the approval or denial and the arrangements made for attendance.
  - 5.** Disapproved training requests shall be returned to the requestor by the Training Officer.

### **II. In-Service Training Attendance (CALEA 33.1.2)(CFA 10.01)**

- A.** Attendance shall be "mandatory" when scheduled by the Department.

- B.** Attendance will be taken at the beginning of the class. The Training Class Roster (WHPD-147) shall be signed by each member in attendance. The instructor will verify the members attendance and participation.
- C.** Members may be excused from a scheduled class for a bona fide reason such as court, sickness, etc. The member must contact their immediate supervisor, the training officer or the instructor prior to class and inform them of their absence.
- D.** A makeup date may be scheduled to ensure that all members benefit from scheduled training whenever possible.
- E.** To ensure that each member is recognized for successful completion of an in-service training program, the class-training roster shall be forwarded to the Training Officer.
  - 1.** The Training Officer shall then document in the master training file each member's attendance.
  - 2.** If training certificates are issued members' shall forward a copy to the Training Officer. The Training Officer shall make copies and distribute them as follows: (1) one copy to be placed in the member's training file; (2) two copies forwarded to the Office of the Chief of Police, of which one is placed in the personnel file and the other forwarded to the City of Winter Haven Human Resources Department. This shall be done in addition to documenting the training in the Master training file.
  - 3.** The documentation in the master training file shall include:
    - a.** Date of training;
    - b.** Type/Course Name of training received; and
    - c.** Test scores if applicable.
- F.** The Department maintains records of each training class it conducts, to include at a minimum: (CALEA 33.1.7)
  - 1.** The lesson plan showing course content; (CALEA 33.1.7a)
  - 2.** A roster of Department attendees; and (CALEA 33.1.7b)
  - 3.** The performance of individual attendees as measured by tests, if administered. This will be accomplished by attaching the training class roster (WHPD-147) to the Lesson Plan (WHPD-142). (CALEA 33.1.7c)

### **III. Training Attendance at Specialized/Advanced Courses**

- A.** If the Department requires a member to attend a specialized or advanced training course, attendance shall be mandatory and compensated as on-duty time.
- B.** If a member registers for a specialized/advanced training course, attendance of that course shall be mandatory. Failure to attend a registered training course may result in disciplinary action. If the member finds that they are not able to attend the course the member shall:

1. Immediately contact the Department's Training Officer to have them removed from the class.
  2. Submit a memorandum to the Training Officer through their chain of command detailing the reason they will not be able to attend the course. This memorandum shall be maintained in the member's training file.
- C. Any member that is absent for any instructional time of an approved course shall make up the missed time as instructed by the instructor.
- D. Members that have voluntarily registered for specialized/advanced training may attend training as on or off duty status. The decision for a member to attend specialized/advanced training as on or off duty is at the discretion of the member's immediate supervisor.

#### **IV. Lesson Plans (CFA 10.02)**

- A. All Department in-service training will require the use of lesson plans. All lesson plans will follow the format as outlined on Lesson Plan Cover Sheet (WHPD-142) and must relate training to job tasks. (CALEA 33.1.4)
- B. Lesson plans shall include: (CFA 10.02a,b,c,d,e,f)
1. Guidelines and format for lesson plan development as outlined in Instructor Techniques classes;
  2. A statement of performance and job related objectives; (CALEA 33.1.4a)
  3. The content of the training and specification of the appropriate instructional techniques. The method of instruction shall be correlated to the subject matter being presented; (CALEA 33.1.4b)
  4. Lesson plans will be submitted to the Training Officer via the chain of command for approval at least two weeks prior to scheduled instruction. This is to ensure completeness, consistency with Department requirements and that they coincide with Department policy. All lesson plans and approvals will be maintained by the Training Officer; and (CALEA 33.1.4c)
  5. When tests are used in the training process, the Department shall use competency-based tests that use performance objectives and measure participant knowledge of and ability to use job related skills. Performance tests are preferred; however, objective multiple-choice questions on written tests are acceptable. All written examinations shall require a score greater than or equal 80% to pass. Performance tests shall be on a pass/fail basis. (CALEA 33.1.4d)

#### **V. In-Service Training**

- A. All new members shall receive the following training: (CALEA 33.7.1a, b, c)
1. The Department's role, purpose, strategic plan, policies, and procedures;
  2. Working conditions and regulations; and
  3. Responsibility and rights of members.

- B.** Annually, all members authorized to carry weapons, shall receive in-service training in the following applicable areas: (CALEA 33.5.1) (CFA 10.10a,b,c,d)
1. Firearms qualifications;
  2. Use of force policies;
  3. Legal updates;
  4. Expandable/side handle baton recertification;
  5. TASER recertification;
  6. O.C Spray; and
  7. Impact weapons
- C.** Training for civilian members who deal with the public such as Community Service Officer, should include the legal, safety and coordinative responsibilities of their assignment and information on dealing with the public.
- D.** Other areas of in-service training should include but not be limited to:
1. Review of Department policy and procedures with emphasis on changes;
  2. Review of statutory and case law as it affects law enforcement operations;
  3. Review of the functions of agencies in the local criminal justice system;
  4. Exercise of discretion;
  5. Review of interviewing and interrogating techniques;
  6. Emergency medical services;
  7. Review of Performance Evaluation System;
  8. Emergency Fire Suppression techniques;
  9. Review of new investigative or technological techniques;
  10. Hazardous material handling techniques and procedures;
  11. Review of contingency plans;
  12. Crime Prevention policies and procedures;
  13. Collection and preservation of evidence;
  14. Report writing skills;
  15. Records system procedures and requirements; and
  16. Victim/Witness rights, policies and procedures.

- C. Non-sworn members shall receive annual retraining that includes the importance of the link they provide between citizens and the Department as well as the technical aspects of their duties and increase their job knowledge.
- D. In areas of similar skills and knowledge, non-sworn and sworn members may be scheduled together for in-service training.
- E. Sworn members shall complete forty hours (40) of training every four (4) years as mandated by the Florida Department of Law Enforcement Criminal Justice Standards and Training Commission. The responsibility, planning and scheduling of in-service training shall rest with the Department Training Officer.

## **VI. Roll-Call Training**

- A. Roll-Call Training is a training session of short duration conducted immediately prior to or after duty. Roll-Call training subjects cover items of an immediate need to know nature in reference to new laws, changes in procedures and new equipment handling procedures. It is also used to keep members up to date between formal training sessions. (CALEA 33.5.2)
  - 1. The Training Officer shall coordinate the planning and scheduling of roll-call training with the shift supervisor. The shift supervisor may initiate roll-call training on their own. Upon conclusion, the supervisor will be responsible for providing all necessary documentation to the Training Officer for filing.
  - 2. Each individual assigned roll-call instruction responsibilities shall ensure that the material is presented properly and in a manner which is conducive to learning.
  - 3. Material for roll call training may consist of the following:
    - a. Recorded programs;
    - b. Special instructions of a local nature;
    - c. Review of General Orders; and
    - d. Other topics of general training interests.
  - 4. Members who may conduct roll-call training shall be those assigned by the supervisor or Training Officer. The selection of members shall be based on the skills, knowledge, abilities and motivation of individuals on particular topics.
  - 5. Method of instruction shall include singularly or in combination with any of the following:
    - a. Lectures;
    - b. Demonstrations;
    - c. Videotape programs;
    - d. Role playing;

- e. Simulations;
  - f. Group discussion;
  - g. Written directive handouts;
  - h. Question and answer sessions; and
  - i. Written or oral examinations.
6. Evaluation of roll-call training can be achieved through written, oral testing or by the supervisor's observation. Remedial training should be scheduled if a member fails to grasp the content.
  7. Each supervisor and officer is responsible for ensuring that the courses meet the needs of the Department. Each supervisor and officer shall actively participate and endeavor to cultivate an efficient and effective roll-call training program.

**VII. Specialized (CFA 10.11)**

- A. Specialized training shall be provided for those positions that require training beyond basic law enforcement. The amount of training shall depend on the particular function. The individual specialized component shall be responsible for briefing newly appointed members concerning the management, supervision, personnel policies, and support services of that particular function. The amount of training shall depend on the particular function.
- B. Those functions within the Department which require specialized training include but is not limited to: (CALEA 33.6.1)
  1. Field Training Officers;
  2. Criminal Investigations;
  3. Evidence/Property Personnel;
  4. Crime Scene Investigators;
  5. Motorcycle Officer;
  6. Crime Prevention Specialist;
  7. Training Officer and Instructors;
  8. Internal Affairs Investigator;
  9. Department Armorer;
  10. School Resource Officer;
  11. DARE Officer;
  12. Supervisors;
  13. Emergency Response Team members;

14. Canine Officer;
15. Personnel Selection Coordinator;
16. Accreditation Administrator
17. Clerk/Typist;
18. Community Service Officer;
19. Victim Witness Advocate and;
20. Felony Intake.

- C.** Specialized training for members includes at a minimum the following: (CALEA 33.6.1a)
1. Development and/or enhancement of the skills, knowledge, and abilities particular to specialization;
  2. Management, administration, supervision, personnel policies, and support services of the function/component;
  3. Supervised on the job training;
  4. Crime scene investigators should continually receive specialized training to develop and enhance their skills and knowledge for crime scene processing. Investigators should also receive this type of refresher training as a component of their in-service training; and (CALEA 33.6.1a)
  5. Emergency Response Team members shall engage in training and readiness exercises as outlined in General Order 46.5 (CALEA 33.6.1a)

**VIII. Remedial Training (CALEA 33.1.5) (CFA 10.04a,e)**

- A.** The need for remedial training may be identified by several means to include:
1. Members who consistently demonstrate a lack of skill, knowledge or ability in job task performance, based upon observation reports;
  2. Members who have received disciplinary action that can be corrected through remedial training;
  3. When deficiency is noted during a staff inspection; and
  4. When ordered by the Chief of Police.
- B.** If the immediate supervisor believes remedial training is required and is outside of their scope to provide, the supervisor will meet with the Training Officer to consider: (CFA 10.04b)
1. If the questionable action is a training problem;
  2. If the training has been given on the topic to the member; and

3. Is applicable training available either through the Department or from an outside source.
- C.** Once the decision has been reached, with the approval of the Bureau Commander (Captain), that remedial training is required, the immediate supervisor and Training Officer shall:
1. Plan a course of training directed at the problem;
  2. Ensure that the required remedial training be initiated, scheduled and completed by the involved member within thirty (30) days. In some instances, the remedial training may not be able to be scheduled and/or completed until the next training date is made available. (CFA 10.04c)
- D.** A member who is required to participate in remedial training, and who fails to participate or respond to such training shall be subject to disciplinary action. (CFA 10.04d)

**IX. Training Instructors (CFA 10.08)**

- A.** Department members will be selected as instructors based on the desire to instruct, subject matter knowledge, education, experience and instructional ability.
- B.** Instructors must have successfully completed the Criminal Justice Standards and Training Instructor Techniques course to assume instructor duties with the Department. The instructor must have received training, which includes, at a minimum:
1. Lesson plan development; (CALEA 33.3.1a)
  2. Performance objective development; (CALEA 33.3.1b)
  3. Instructional techniques; (CALEA 33.3.1c)
  4. Learning theory;
  5. Testing and evaluation techniques; and (CALEA 33.3.1d)
  6. Resource availability and use. (CALEA 33.3.1e)
- C.** It is the Department's philosophy to utilize the most qualified persons to train its members. Therefore, both public and private resources shall be considered. This shall include other criminal justice agencies. The Department also recognizes that expertise of its own members and encourages instructors to provide training to other criminal justice agencies if requested. This mutual sharing of knowledge promotes cooperation and agencies if requested. This mutual sharing of knowledge promotes cooperation and better understanding among criminal justice agencies and the private sector.
- D.** Requests for Department members to instruct outside the Department shall be submitted to the Chief of Police for approval.
- E.** Outside instructors shall be selected based upon a review of their skills, knowledge, ability and educational credentials. They shall also be required to provide lesson plans and copies of all handouts.

## **X. Police Academy Liaison**

- A.** The Department requires all newly sworn members to complete or have completed a recruit academy training program in accordance with Florida Criminal Justice Standards and Training Commission requirements prior to any routine assignment in any capacity in which the member is allowed to carry a firearm or is in a position to make an arrest. Polk State College (PSC) Criminal Justice Academy has been designated by the Criminal Justice Standards and Training Commission (CJSTC) as a regional training academy for law enforcement officers. (CALEA 33.2.3, 33.4.1)
- 1.** PSC presents a curriculum of study that has been authorized by CJSTC. The Department has a responsibility to review the academy curriculum to ensure that the requirements of Chapter 943, Florida State Statutes are being met. The academy provides an orientation handbook to all new recruit personnel at the time academy training begins, to include information concerning: (CALEA 33.2.4)
    - a.** The organization of the academy;
    - b.** The academy's rules and regulations;
    - c.** The academy's rating, testing and evaluation system;
    - d.** Physical fitness requirements; and
    - e.** Daily training schedules
  - 2.** The department provides a Sergeant assigned to Polk State College as an Instructor/Coordinator. The Instructor/Coordinator shall be the Departments liaison with the academy staff to address any issues that might arise.
  - 3.** The process for providing Department input is through the PSC Criminal Justice Advisory Board of which the Department shall actively participate.
- B.** Department members are covered by Workers' Compensation and liability insurance while attending classes at PSC Criminal Justice Academy.
- C.** At the request of the academy, the Department, with the approval of the Chief of Police, will provide staff, facilities, instructors and any other resource to the academy. The Department may also utilize classroom space at PSC to aid in the presentation of in-service or advanced/specialized training classes for members. Arrangements and authorization to do so shall be ensured through a cooperative working relationship established through the Training Officer and academy staff.
- D.** The Department's only financial obligations to the academy is the cost of tuition and other related expenses incurred by members attending the academy.
- E.** The basic recruit curriculum is established by the Florida Department of Law Enforcement, Division of Criminal Justice Standards and Training Commission. Curriculum development is based on the job task analysis of the most frequent assignment of members who complete recruit training, and the use of evaluation techniques designed to measure competency in the required skills, knowledge and abilities. (CALEA 33.4.2a,b)

- F. All curricula taught in the recruit academy is mandated by the State of Florida and CJSTC.
- G. Upon successful completion of the academy and certification as a law enforcement officer, members shall be trained in Department directives and General Orders through the Department's Field Training and Evaluation Program and in-service training.

APPROVED



---

**Charles Bird**  
**CHIEF OF POLICE**