



TYLER POLICE DEPARTMENT

GENERAL ORDER: 09.100

	TRAINING	
	EFFECTIVE DATE: 05-23-1994	
	REVISED DATE: 03-30-2021	
CALEA STANDARDS: 11.3.4; 31.4.2; 33.1.1; 33.1.2; 33.1.4 – 33.1.7; 33.2.3; 33.2.4; 33.4.1 – 33.5.3; 33.6.1; 33.7.1; 33.7.2		

09.101 PURPOSE

- A. The department has an obligation to provide a professional standard of law enforcement to the community. To fulfill this responsibility, it is essential that department personnel be properly trained. Department training is a continuous process for all employees from entry level training of newly hired employees to advanced in-service training for senior personnel. Training is provided to accommodate department needs and actualize the interests and concerns the department has for the self-improvement and personal development of its employees.

09.102 ORGANIZATION AND FUNCTION

- A. The Career Development Unit oversees the department's training function, which includes:
1. Developing or arranging training programs requested and authorized by Asst. Chiefs / Division Commanders or the Chief of Police. The unit will accomplish this by using qualified personnel within the department, acquiring training guides from authoritative sources, and/or utilizing instructors from outside agencies.
 2. Notifying supervisory staff of personnel scheduled for training, including the date, time, and location of the training so that the most efficient use of scheduling and notification can be achieved.
 3. Notifying Division and Shift Commanders of scheduled training so that personnel can be selected to attend courses that meet department needs, Texas Commission on Law Enforcement (TCOLE) requirements, and/or Career Development Unit goals.
 4. Maintaining training files / records (electronic and hardcopy) on each employee of the department.
 5. Ensuring that employees scheduled for training are notified of their required attendance.

- a. If attendance is not satisfied the immediate supervisor will be notified by the instructor or training unit personnel so that the proper action can be taken.
6. Coordinating, developing, scheduling, and / or instructing training classes as necessary.
7. Selecting instructors who have expertise or training in specific areas of training to prepare and / or instruct classes.
8. Evaluating training programs by means of a cost benefit ratio, appropriateness, and necessity based on information received from instructors, students, and available materials.
9. Coordinating all training programs through the Career Development Unit.
10. Filing all necessary documentation with the Texas Commission on Law Enforcement (TCOLE) that relate to the continuation of the Tyler Police Department TCOLE Training Agreement.

09.103 RESPONSIBILITIES OF THE TRAINING COORDINATOR

- A. Coordinate the planning and development of training programs.
- B. Notify appropriate supervisory personnel of required training and training that is available to department personnel.
- C. Oversee the maintenance of the training records.
- D. Evaluate department training programs.

09.104 ANNUAL REPORT

- A. Annually, the Career Development Unit Lieutenant shall review the training function of the department to ensure that it meets the personnel and operational needs of the department and supports the goals and objectives of the department.
- B. Using this information, the Career Development Unit Lieutenant shall prepare an annual report for submission to the Chief of Police. The report shall contain:
 1. The number of employees trained, and the extent of training provided;
 2. The identification of problems encountered in pursuit of the training function, if any;
 3. Recommendations concerning planned changes to the training function, if any, which may include:
 - a. New training programs; and
 - b. Changes caused by legal or departmental decisions.

09.105 TRAINING RESOURCES

To ensure department training programs are providing the necessary training, several sources of

information and data should be reviewed. Where data indicates a problem or deficiency that could be corrected through training, steps will be taken to provide training in those areas. To accomplish this, information will be solicited and gathered from several sources, to include:

1. Inspection, staff, and internal affairs reports;
2. Consultation with field personnel or observation of field conditions;
3. Evaluation of training critiques / tests;
4. Directives by the Chief of Police and staff; and
5. Changes in mandated statutory requirements for training.

09.106 ATTENDANCE – [CALEA Standard: 33.1.2; 33.1.6]

- A. Whenever possible, advance notice of available training sessions / programs will be provided to all department employees.
 1. If the Training Coordinator or other Training Unit personnel should schedule an employee for an upcoming training opportunity the employee's Chain of Command is to be notified.
- B. The attendance or absence of those attending department and/or outside training programs shall be documented by the instructor.
- C. Exceptions to mandatory attendance shall be granted by an employee's Asst. Chief / Division Commander for reasonable excuses of a conflicting nature (i.e. court appearances, illness, department business of an emergency or serious nature, personal emergencies, etc.).
 1. Employees on vacation at the time of a training session shall be exempt from attending. When a training session is established / scheduled employees should avoid taking vacations during that time unless classes can be easily made up.
- D. Upon successful completion of a training class / program, appropriate documentation shall be entered into the employee's training and personnel file.
 1. Each employee attending a training session who is presented with a certificate of completion shall provide a photograph or photo-static copy of the certificate to be forwarded to the Career Development Unit for entry into their training file.
 - a. This is to be done within **ten (10) working days** after returning from or completion of the training.
 2. Each employee who attends a training class that does not receive a certificate of completion and TCOLE hours are award is required to complete the department's [TCOLE Training Memorandum: Hours Given](#). If no TCOLE hours were award the employee is required to complete the [TCOLE Training Memorandum: No Hours Given](#). Both memorandums are to be forwarded to the Career Development Unit for entry into the employee's training file.
 - a. Both memorandums are to be completed within **ten (10) working days** after returning from or completion of the training.
 - b. The memorandum will indicate the title of the class, the topic covered,

the agency or instructor who provided the instruction, the date(s) and total hours of credit received, and whether the training was TCOLE approved.

3. Department instructors who teach a certifying, in-service, or roll-call training class / course will ensure the appropriate training roster ([TCOLE Report of Training](#) or [TPD Roll-Call Training Roster](#)) is completed; identifying the class / course taught, total time of the class / course, and which employees attended the training.

09.107 TRAINING PROGRAM PROCEDURES – [CALEA Standard: 33.1.4; 33.1.5; 33.1.6; 33.1.7]

- A. Training programs must relate to job task analysis and incorporate performance objectives which acquaint the trainee with the information he/she is required to know, the skills which must be demonstrated, and the circumstances under which skills will be used. These performance objectives should include the following:
 1. A focus on the elements of the job-task analysis for which formal training is needed.
 2. Provide clear statements of what is to be learned.
 3. Provide the basis for evaluating the participants.
 4. Provide a basis for evaluating the effectiveness of the training programs.
- B. Lesson Plans
 1. All in-service training shall require lesson plans. Instructors shall ensure that all periods of instruction are adequately covered by the lesson plan outline. All lesson plans should include the following:
 - a. A statement of purpose / performance;
 - b. Clearly defined job-related learning objectives;
 - c. An outline explaining each job-related learning objective;
 - d. A list of references / resources used to develop the curriculum;
 - e. Resources used and / or provided to deliver the training (i.e. audio/visual recordings, handouts, PowerPoint presentations, etc.);
 - f. If appropriate, an explanation of the application method (i.e. roll play, group discussion, practical exercise, etc.); and
 - g. Method used to evaluate student retention of stated job-related learning objectives (i.e. written test, performance demonstration, etc.).
 2. Lesson plans shall be prepared in the format designated by the Training Coordinator. Lesson plans shall be submitted to the Training Coordinator for approval prior to the scheduled instruction.

- a. If the Training Coordinator is unavailable lesson plans shall be submitted to a designee for approval as determined by the Training Coordinator or Career Development Lieutenant.
3. The development of lesson plans should ensure that the subject to be covered in training is addressed completely, accurately, and properly sequenced with other training materials. Lesson plans bring together the purpose of instruction, set forth the performance objectives, relate the training to critical job-task, and identify the material to be taught.
4. In order to evaluate the participants of a training session, a pre-test and/or post test may be required. Instructors should use competency-based testing which uses performance objectives and measures participant's knowledge of job-related skills. Passing and failing scores must be incorporated into the lesson plan, if used.

C. Remedial Training

1. To ensure department personnel do not suffer deficiencies in basic skills, knowledge, and abilities required to perform their assigned job task, a remedial training function shall be established and maintained.
 - a. When, based on sound evidence (identified by an employee's supervisor or training personnel through testing or job performance evaluation), that an employee demonstrates a deficiency in basic abilities to perform assigned job tasks, and there is reason to believe that such deficiency may be corrected, the employee may be directed to attend a specific remedial training program.
 - 1) If the recommended remedial training is the result of or in addition to a disciplinary matter the employee may be directed, *in writing*, to attend such training per the Chain of Command review with the approval of the Chief of Police.
 - b. An employee's immediate supervisor may place the employee into a specific remedial training session or recommend the desired remedial training program through the Training Coordinator. For remedial Firearms Training policy and procedures see [General Order 12.100: Use of Force](#).
 - c. Once notified the Training Coordinator shall schedule the employee to attend the next available training session that will address the identified deficiency.
 - d. If the recommended remedial training is the result of or in addition to a disciplinary matter the employee shall be required to attend the remedial training within 30 days of the issued discipline or the next available training session.
 - 1) The Integrity Unit Sergeant shall notify the employee's immediate supervisor and direct the Training Coordinator to schedule the employee to attend the appropriate remedial training session.
 - 2) The Training Coordinator shall notify the Integrity Unit Sergeant and the employee's immediate supervisor directly following the

employee's completion of the remedial training session.

- e. Upon completion of a remedial training program, participants shall be evaluated by their immediate supervisor to determine whether or not existing deficiencies were alleviated. The results of the evaluation shall be forwarded to the Career Development Unit for inclusion into the employees training file and noted in the employee's performance evaluation.
 - 1) If the specific job-related deficiency still remains the employee's immediate supervisor or Training Coordinator may schedule the employee to attend additional remedial training. Should the employee remain deficient in a specific job-related area following the additional remedial training the employee may be subject to disciplinary action up to and including termination.
- D. In accordance with the retention schedule established by the [Texas State Library and Archives Commission: GR 1050-28\(a-d\)](#), the department shall maintain a record of all department instructed training sessions / programs for a period of no less than two (2) years. At a minimum, department training records shall include:
 - 1. Employee names attending the training session / program;
 - 2. Type of training / subject matter and course content (lesson plan);
 - 3. Measured performance, if testing is administered and scores are made available.
- E. Department training records shall only be released to outside agencies by the Career Development Unit Lieutenant with the consent of the Chief of Police or the employee whose record is being requested.

09.108 RELATIONSHIPS WITH OUTSIDE ACADEMIES – [CALEA Standard: 33.2.3; 33.2.4; 33.4.2]

- A. The Tyler Police Department shall utilizes the [Tyler Junior College \(TJC\) Law Enforcement Police Academy](#) for its State of Texas mandated basic police officer and continuing education requirements as established by the [Texas Commission on Law Enforcement \(TCOLE\)](#).
- B. The Training Coordinator is responsible for maintaining a positive relationship with the basic law enforcement academy by:
 - 1. Acting as a liaison between the department and the academy;
 - a. Ensuring an academy orientation handbook is issued to all police recruits prior to or at the time academy training begins.
 - 2. Providing the academy with input based upon departmental needs;
 - a. Aiding in the development of a curriculum based on the tasks most often performed by sworn personnel that have completed academy training.
 - 3. Coordinating request from Tyler Police Department staff, facilities, instructors, and other resources with the academy;
 - a. That the use of evaluations techniques are adequately designed to

measure the knowledge, skills, and abilities of the recruits.

4. Coordinating the financial obligations of the department and the academy through written contracts; and
 5. Assisting in determining the legal liability of the department through the City Attorney's Office.
- C. Either before or immediately after department personnel have completed and passed the State mandated Basic Law Enforcement Training courses, they will complete an additional study covering the policies, procedures, rules, and regulations of the department. The additional department required training is to be coordinated by the PTO Coordinator.
- D. The Department may use outside training providers for the instruction of in-service, Advanced or Specialized training. The training providers used will be certified by the Texas Commission on Law Enforcement (TCOLE) or other state / federal endorsing agency.

09.109 INSTRUCTOR SELECTION

- A. Selection of quality instructors is critical to the operation of a successful training program. Requirements for achieving instructor status will be determined by:
1. Knowledge of teaching theories, methods, and practices.
 2. Knowledge of subject matter.
 3. Basic Instructor Certification is preferred but not essential.
 4. Ability to effectively instruct, organize, and manage a class.
- B. Instructors will be required to complete the Texas Commission on Law Enforcement (TCOLE) Basic Instructor Proficiency Course. Upon completion the basic instructors training course personnel will have been trained in:
1. Lesson plan development;
 2. Performance objective development;
 3. Instructional techniques;
 4. Learning theory;
 5. Testing and evaluation techniques; and
 6. Resource availability and use.

09.110 PROBATIONARY OFFICER TRAINING – [CALEA Standard: 31.4.2; 33.4.1; 33.4.2]

- A. A police recruit will not be sworn in as a police officer with full authorization to enforce the laws and/or ordinances of the state or any political subdivisions thereof, until the officer has successfully completed the minimum basic training academy requirements and passed the Texas Commission on Law Enforcement (TCOLE) Peace Officer Certification Examination.

1. Prior to entering the Police Training Officer (PTO) Program, Probationary Officers will not be allowed to carry a weapon or be placed in a position to make an arrest.
- B. In addition, Probationary Officers shall not be permitted to act on their own or in a “Solo” capacity until they have completed the department’s prescribed Police Training Officer (PTO) Program. Until released from the Police Training Officer (PTO) Program, Probationary Officers will not be allowed to work overtime on their own or off-duty jobs without prior authorization from the Chief of Police.
 1. Probationary Officers shall receive additional training on the use of deadly force and qualify with their duty weapon before being authorized to carry a firearm.
- C. The Police Training Officer (PTO) training program utilized by the department involves four training phases (A – D) and two evaluation phases (Mid-Term & Final). See [General Order 09.200: Police Training Officer \(PTO\) Program](#) for additional information.
 1. All police recruits will have successfully completed and passed the Texas Commission on Law Enforcement (TCOLE) approved basic peace officer training academy and state peace officer licensing test prior to being allowed to enter the department’s Police Training Officer (PTO) Program.
 2. Upon completion of the basic law enforcement academy and notification of the issuance of a valid Peace Officers License the probationary officer may be placed into the Police Officer Training (PTO) Program. The Department’s Police Training Officer (PTO) Program shall include:
 - a. A curriculum based on the job tasks most frequent performed by sworn personnel that have completed academy training; and
 - b. Use of evaluation techniques designed to measure competency in the required skills, knowledge and abilities.

09.111 IN-SERVICE TRAINING – [CALEA Standard: 33.4.3; 33.5.1; 33.5.2]

- A. All sworn personnel are required to complete annual in-service training. Depending on the sworn employee’s job assignment the annual training will include, but is not limited to:
 1. A review of department policy, procedures, rules, and regulations with an emphasis on revisions and updates.
 2. A review of statutory and/or case laws affecting law enforcement, jail, or processing operations with emphasis on revisions and updates.
 3. [General Order 12.100: Use of Force](#), including the use of deadly force.
 4. New or innovative law enforcement investigative or technological techniques and methods.
 5. Hazardous materials incidents.
 6. Reviews of contingency plans, including those relating to special operations, unusual occurrences, and All Hazards.
 7. Crime awareness policies and procedures.

8. Collection and preservation of evidence.
 9. Procedures and requirements for report writing and records keeping systems.
 10. Designated firearms training, including semi-annual firearms qualification cycles.
- B. A sworn employee's training continues after the basic law enforcement academy by means of numerous types in-service training (i.e. roll-call, classroom, field exercises, online, etc.). Sworn employees will be kept up to date on new topics and changes in law, regulations, and policies and procedures through the in-service training methods noted above, shift briefing discussions, staff meeting, email, and various other training / communication methods.
1. It is the responsibility of all personnel to teach those with whom they work the skills and knowledge necessary to perform their assigned tasks and duties.
- C. In order for the department to possess a well-structured roll-call and/or online training program that is at the same time flexible, training methods should, at a minimum, include:
1. Planning and scheduling for both roll-call and online training;
 2. Techniques used for both roll-call and online training;
 3. The relationship between the department's training unit and the personnel to receive training;
 4. Instructional methods for both roll-call and online training;
 5. Instructional personnel needed for both roll-call and online training;
 6. An evaluation of the roll-call and/or online training when applicable; and
 7. The role of supervisors and officers in reference to the roll-call and/or online training.

09.112 NEW SWORN SUPERVISOR TRAINING – [CALEA Standard: 11.3.4]

- A. Recently promoted sworn personnel shall attend / complete specific training and instruction commensurate to their new position as mandated by the Department and State. The training shall be designed to better prepare the newly promoted employee to meet the challenges of being a sworn supervisor. At a minimum the training shall consist of:
1. Meet with and receiving training on the major functions of each element / unit within the Department;
 2. Participate in the Department's in-house Sergeant's Academy training;
 3. Receive specific instruction / training of the Department's internal investigative process and the management of critical incidents; and
 4. Any other training deemed necessary following the sworn employee's promotion.

09.113 ADVANCED TRAINING – [CALEA Standard: 33.5.3]

- A. Advanced training is training which is designed to impart higher levels of supervisory and

management skills to both sworn and select non-sworn personnel. It usually takes place outside the department.

B. Training schools for advanced training would include, but not be limited to:

1. FBI National Academy.
2. Federal Law Enforcement Training Center (FLETC);
3. Law Enforcement Management Institute of Texas;
4. Southern Police Institute;
5. Traffic Institute (10 week or 9 month course); and
6. Communication Center.

C. Selection Criteria.

1. The Chief of Police may select sworn and certain non-sworn employees for advanced training to meet the needs of the department and assist with individual career development.
2. Personnel selected must meet the following minimum qualifications:
 - a. Have served the department for at least 3 years.
 - b. Have attained the rank of sergeant or that of a non-sworn supervisor prior to attending the training.
 - c. Have demonstrated outstanding leadership and competency in the performance of their duties during the two years leading up to their selection.

D. Post-Training Personnel Assignments.

1. In order to align with the purposes of providing advance training, returning supervisors shall be reassigned, when practical, to meet department managerial requirements.
2. Supervisors who complete advanced training are expected to be flexible in the application of their newly acquired skills and knowledge, whether progressing in their current assignments or acclimating to future ones.
3. All sworn supervisors and required non-sworn supervisors will complete Texas Commission of Law Enforcement (TCOLE) mandated training.

E. Accreditation Training.

1. All newly hired employees (sworn and non-sworn) will be acquainted with the accreditation process within 30 days after their employment begins. If necessary, accreditation training may be postponed to within 30 days after the completion of the basic training academy for those hired for sworn positions.

- a. Documentation indicating an employee has completed accreditation training will be forwarded to the Career Development Unit.
5. All department personnel will be provided with a review of the accreditation process in order to become reacquainted with the practice prior to an on-site assessment for re-accreditation.

****The department required all personnel to become familiar with the accreditation process during the self-assessment phase of its initial accreditation.***

09.114 SPECIALIZED TRAINING – [CALEA Standard: 33.6.1]

- A. In-Service and/or certified instruction for members appointed to positions whose knowledge base exceeds that provided during previous training and employment experience defines the need for specialized training. The Training Coordinator shall be responsible for identifying positions requiring specialized training. Those areas of specialization include, but are not limited to the positions listed below.

SAMPLE LISTING OF AREAS REQUIRING SPECIALIZED TRAINING	
Armorer	Canine Handler
Community Response Officer (CRO)	Crime Analyst
Crime Scene Investigator (CSI)	Criminal Investigator / Supervisor
Defensive Tactics Instructor	Firearms Instructor
First-Line Supervisor	Hostage Negotiator
Insurance Inspector	Intoxilyzer Operator
Motorcycle Officer	Narcotics Investigator / Supervisor
Personnel Officer	Police Training Officer (PTO)
Polygraph Operator	Property Custodian / Specialist
Special Operation Team (SOT) Member / Supervisor	Accident Investigator (AI)

- B. To prepare employees for new assignments, the department provides specialized training in those areas where a need has developed. New and refresher training is provided as necessary to keep pace with changes in technology and mythology. Specialized training that is provided to personnel shall, at a minimum, include the following:
 1. A detailed description of the training initially required to aid in the development of the skills, knowledge, and abilities particular to the specialization;
 2. Familiarization with management, administration, supervision, policies, and supporting services for the specialized position;
 3. Explanation of department policies, procedures, rules, and regulations specifically related to the specialized position;
 4. Continuous in-service training related to the specialization's requirements with an emphasis on performance criteria and expectations of the specialized assignment / position; and
 5. Supervised on-the-job training to complement previous instruction when and where practical.

09.115 NON-SWORN TRAINING – [CALEA Standard: 33.7.1; 33.7.2]

- A. All newly hired non-sworn employees shall receive training on the following topics:

1. Orientation to the department's role, purpose, goals, policies and procedures.
 2. City and department working conditions and regulations.
 3. Responsibilities and rights of employees covered under City of Tyler Personnel Policies.
- B. Non-sworn employees in the following positions, shall receive additional training:
1. Tele-communications Supervisor
 - a. Supervision / management training.
 2. Tele-communications Personnel.
 - a. Equipment procedures and familiarization.
 - b. Public relations.
 - c. Outside training when available.
 3. Public Service Officers (PSO)
 - a. Public relations.
 - b. Crime Prevention.
 4. Data Management Supervisor.
 - a. Supervision / management training.
 - b. Public Information Act training.
- C. Non-sworn personnel will receive annual training to update their job knowledge and skills when possible. The length and type of training will depend on the employee's specific role / assignment.

09.116 TRAINING COMMITTEE / TCOLE ADVISORY BOARD – [CALEA Standard: 33.1.1]

- A. The Training Committee / TCOLE Advisory Board shall adhere to the listed TCOLE guidelines:
1. The board shall consist of at least four (4) members appointed by the Chief of Police, not including the Committee Chairman.
 - a. The Committee Chairman is to appointed by the Chief of Police.
 2. At least one-third of the board must consist of public / community members (non-law enforcement).
 3. The board must keep written minutes of each meeting.
 4. The meeting minutes must be maintained by the committee for at least five (5) years.

B. Specific duties of the Training Committee / TCOLE Advisory Board:

1. Effectively discharge its responsibilities and otherwise comply with TCOLE rules;
2. Provide recommendations on the need to study, evaluate, and identify specific training needs;
3. Make recommendations concerning the type, frequency, and location of courses to be offered; and
4. Offer recommendations on the establishment of standards for admission, prerequisites, minimum and maximum class size, attendance, and retention.
5. Provide guidance and direction on the establishment of admission standards; determine the order of preference between employees or prospective appointees of sponsoring organization and other persons, if any.
 - a. No person may be admitted to a training course without meeting the admission standards.
 - b. The admission standards for any licensing course must be available for review by TCOLE upon request.
6. The board / committee may, when discharging its responsibilities, request that a report be made or some other information be provided to them by a training or course coordinator.

C. Composition of the Training Committee / TCOLE Advisory Board will be as follows:

1. Support Service Asst. Chief of Police – Committee Chairman
2. Career Development Unit Lieutenant
3. Firearms Instructor
4. One (1) Investigator
5. Two (2) non-law enforcement people chosen by the Chief of Police.

D. Process of selecting and replacing committee members.

Positions listed in subsection 09.115 (C) (1-4) above are automatically assigned to the committee. The other members shall be selected by the Chief of Police.

E. The relationship of training function to the committee shall be to meet on an annual bases or as necessary to meet the needs of the training function. This relationship shall be maintained in order to achieve the following:

1. Identify and schedule training as required by Department policy;
2. Identify and schedule training for all TCOLE required instruction;
3. Seek input from all personnel concerning the need for specialized classes; and
4. Identify training needs for non-sworn employees.

F. Authority and responsibility of the Training Committee / TCOLE Advisory Board:

1. The Asst. Chief of Police for the Support Service Division shall be appointed to the board by the Chief of Police and will serve as the Committee's Chairman.
 - a. Annually, or as necessary, the Chairman will schedule a committee meeting and is responsible for notifying all members as to where and when the meeting is to be conducted.
2. The Training Committee has the responsibility of identifying in-service training needs of the department. The recognized training will be forecasted for one (1) calendar year. The Training Committee has the authority to select the instructor best qualified to teach a given subject. The committee also has the responsibility of not scheduling any training that would conflict or interfere with staffing needs (e.g. shift change).
3. Scheduled training and instructor appointments should be reviewed by Asst. Chiefs / Division Commanders for their approval prior to recommendations being forwarded to the Chief of Police.

 G. The Training Committee shall report to the Chief of Police through the chain of command.

Approved: 03-30-2021

Jimmy Toler
Chief of Police