

# TRAINING

Once a candidate has successfully passed each step of the hiring process, they will receive a final job offer with a start date for the in-house academy, which is the first stage of the training process. The training process is intensive, but we strive to offer a supportive and nurturing training environment.

## WVCC IN-HOUSE ACADEMY TRAINING

Our in-house academy consists of 4-6 weeks of classroom training (depending on class size). This is designed to prepare trainees with a foundation of knowledge to start their on-the-job training. Some examples of what will be taught are:

- Policies and procedures
- Geography and mapping
- Criminal and Civil law
- Call questioning and documentation
- Use of computer and phone systems
- Techniques for dealing with different types of callers
- Emergency Medical Dispatch (EMD).
- First Aid/CPR

There will be group learning activities, assessments, and scenario training. A final exam will be administered at the end of the academy.

## ON-THE-JOB TRAINING

At the completion of the in-house academy, trainees will be assigned to a communications training officer (CTO), who will work side by side with them as they take calls and begin to apply what was learned in academy while continuing to learn. This process takes an average of 4-6 months but is highly individualized.

- Trainees can expect to work with several CTOs during training.
- Trainees will be required to work a variety of shifts including day, night, and/or swing shift to gain experiences that are unique to each (You will be given at least 2 weeks' notice prior to any schedule change).
- Performance and progress will be evaluated each day.

## DPSST ACADEMY TRAINING

Telecommunicators in the State of Oregon are required to attend the three-week long Basic Telecommunicator Academy at the Department of Public Safety Standards and Training (located in Salem) during their first 18 months of employment. Trainees will be notified once this has been scheduled, as it is based on class availability. For more information about DPSST: [Department of Public Safety Standards & Training: About DPSST : State of Oregon](#)

## PROMOTIONAL TRAINING

Becoming a 9-1-1 call taker is the first step in an exciting and rewarding career as a Communications Specialist with the City of Salem. After the initial 18-month probation period as a call taker, employees in good



standing will automatically be on track for promotional opportunities (subject to training availability).

- Communications Specialist 1 (CS1) – Qualified call takers will be provided training to become qualified on each of our four police radio dispatch positions. Once fully trained, they gain full promotion to the CS1 position and can be assigned to police radios and/or phones.
- Communications Specialist 2 (CS2) - Qualified CS1's will be provided training to become qualified on each of our three fire/EMS radio dispatch positions. Once fully trained, they gain full promotion to the CS2 position and can be assigned to fire and EMS radios in addition to police radios and/or phones.

---

## CONTINUED EDUCATION

WVCC provides ongoing continued education opportunities in various formats including our online learning management system and our annual in-service training.