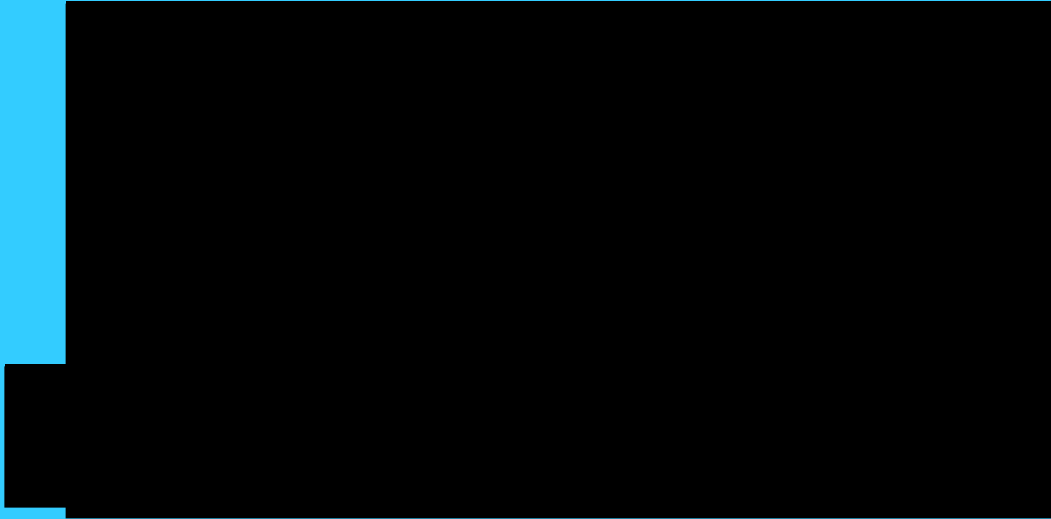


COURSE ORIENTATION



San Jose Police Dept.



Community Service Officer

ORIENTATION OBJECTIVES

- Uniforms
- Greetings
- Visible Police Gear
- Computers
- Area Orientation
- Success Criteria
- Course Schedule
- Academic Sources
- Testing Protocols

CSO Academy Training Staff

Academy Director/Program Manager



Academy Coordinator



Assistant Coordinator



About You

- Name
- Background (education, career, military, hobbies, other interests, etc.)
- Reason for choosing this career at SJPD
- Most important quality a Community Service Officer should display
- At least one strength you bring to your academy teammates

CSO Academy Mission

- Provide quality instruction at the highest possible level
- Develop recruits morally, mentally, ethically and physically
- Develop recruits who demonstrate sound critical-thinking and problem-solving skills, job knowledge and community awareness
- So you are prepared for the Field Training Program
- Promote leadership, ethics and community policing

The Academy's Responsibility

- Deliver the most current curriculum
- Provide qualified, experienced instructors
- Demand a disciplined, professional learning environment
- Provide daily feedback on behavior and performance
 - Help every student reach his/her highest potential
 - Give all students an opportunity to learn

Recruit's Responsibilities

- **Manage** attitudes and emotions – be positive
- **Focus** on the tasks – active participation
- **Prepare** in advance
 - Read, Re-read, Practice, Organize, Plan
- **Practice** on your own and with others
 - Scenarios, use of radio/codes
- **Individual Leadership and Ethics**

Chain of Command



UNIFORMS

- **Wear Head Gear Outdoors**
- **Gig Line**
- **No Partial Uniforms**
- **Cover Coats**

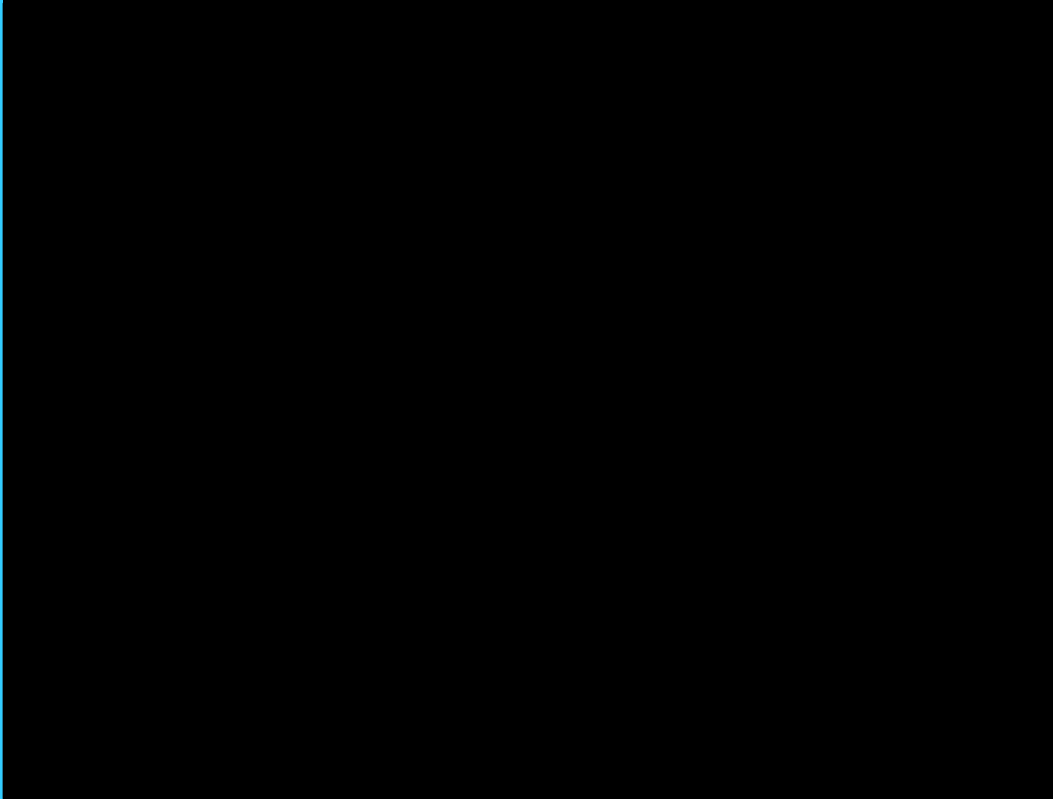
GREETINGS

- **Good Morning Sir**
 - **Ma'am**
 - **Ladies**
 - **Gentlemen**

VISIBLE POLICE GEAR

- **Keep Police materials out of view**
- **Required by Academy Policy**
- **Proper Officer Safety**
- **Random Vehicle Checks**
- **Rationale**

LAPTOP COMPUTERS



Computer Images

Community Service Officer

AREA ORIENTATION

- Parking
- Restaurants
- Student Break Room
- Student Boundaries

Success Criteria

SUCCESS CRITERIA

ACADEMY PERFORMANCE STANDARDS

Initial: _____

- Students must pass all mandatory-pass components of the course.
- Students must achieve a minimum academic average of 80% to successfully complete the course.
- Failure to meet academic standards will be grounds for dismissal from the CSO Basic Course and may result in termination of employment with the City of San Jose.

STUDENT CONDUCT

Initial: _____

- Students are expected to maintain the highest professional standards of conduct and behavior.
- Students will be held to Department standards of professionalism and conduct.
- Students are expected to adhere to the highest levels of honesty and integrity.
- Academic dishonesty and cheating shall not be tolerated.
- Students are expected to report misconduct immediately to their Supervisor or the Course Coordinator.
- Students may be disciplined for misconduct up to and including dismissal from the CSO Basic Course and termination of employment with the City of San Jose.

SUCCESS CRITERIA

STUDENT ATTENDANCE:

Initial: _____

- Attendance accounts for 5% of the overall course grade.
- Classes are mandatory; missing time from the course must be pre-approved by the Course Coordinator.
- Absence slips must be completed and submitted to the Coordinator at the start of the next training day attended.
- There will be no make-up or rescheduled classes due to unexcused absences.

HOMEWORK

Initial: _____

- Homework accounts for 5% of the overall course grade.
- Grading standards are outlined in the homework handout.
- Homework assignments are graded by course staff.
- Refer to the homework handout for assignments and due dates.

ACADEMY TESTS

Initial: _____

- Academy tests account for 25% of the overall course grade.
- Academy tests may include, but are not limited to:
Weekly Tests, Radio Code Quizzes and Penal Code Quizzes

SUCCESS CRITERIA

DEFENSIVE DRIVING:

Initial: _____

- Defensive Driving is a mandatory-pass component of the CSO Basic Course.
- Failure to pass will result in academic failure.
- Defensive Driving accounts for 20% of the overall course grade.
- Exercise test components are set by the Course Coordinator.
- Defensive Driving is scored as Pass/Fail
 - Passing the initial test = 100%
 - Passing the re-test = 80%
 - Failing the re-test = 0% (course failure)
- Students must pass all exercise test components to pass.
- Remedial instruction and re-testing will be administered as directed by the Course Coordinator

SUCCESS CRITERIA

REPORT WRITING:

Initial: _____

- Report Writing is a mandatory-pass component of the CSO Basic Course.
- Failure to pass will result in academic failure.
- Report Writing accounts for 25% of the overall course grade.
- Report writing standards are outlined in the student RW manual.
- Students must score at least a 4 (on a 1-7 scale) to pass the final RW exam.
- Remedial instruction and re-testing will be administered as directed by the Course Coordinator.

SUCCESS CRITERIA

FIRST AID & CPR:

Initial: _____

- First Aid & CPR is a mandatory-pass component of the CSO Basic Course.
- Failure to pass will result in academic failure.
- First Aid & CPR accounts for 20% of the overall course grade.
- Tested components are set by the Course Coordinator.
- First Aid & CPR are scored as Pass/Fail.
 - Passing the initial test = 100%
 - Passing the re-test = 80%
 - Failing the re-test = 0% (course failure)
- Students must pass all test components to pass.
- Remedial instruction and re-testing will be administered as directed by the Course Coordinator

SUCCESS CRITERIA

REMEDIAL TRAINING & RE-TESTING:

Initial: _____

- Remedial training and one re-test will be offered for students who fail any test.
- Remedial training will be administered as directed by the Course Coordinator.
- It is the student's responsibility to attend remedial sessions.
- Students who fail to attend a remedial session will forfeit the training.
- The re-test will be administered no sooner than 24-hours after the remedial training (to provide the student time to study and prepare for the re-test).
 - Exception: remedial training and re-testing for Defensive Driving will be administered during the initial training session.
- Students who pass a retest will receive a score of 80%.
 - Exception: Passing a Report Writing re-test will result in a score of 4.

SUCCESS CRITERIA

I have reviewed this document and have been provided a copy. I understand the Performance Success Criteria and requirements contained herein for the SJPD CSO Basic Course. I know that I am required to read and abide by the Student Procedures Manual. I understand that I will be responsible to adhere to all rules and regulations of this course. Failure to do so could result in dismissal from the CSO Basic Course and may result in termination of employment with the City of San Jose.

Print Name:

Signature:

Date:

Academy Performance Standards

- Must achieve 80% overall academic average to pass this course

Grading Scale

94%-100% A

88%-93% B

80%-87% C

Below 80% Failure

Schedule

- In First Day Packet
- Subject to Change

ACADEMIC SOURCES

- **Learning Domain Workbook**
- **Duty Manual**
- **Recruit Procedures Manual (RPM)**

TESTING PROTOCOLS

Weekly Quizzes

First Aid/CPR

Slow Speed EVOC

Final Test

RW Final

Scenario Training

- Proctored by CSOs
- Will include situations that you will encounter in Field Training