The following list below describes the courses offered to academy graduates as they enter the field training program (2022). These new officers are brought back to training several times as they navigate through the training process:

1. **Course Title: Riot and Crowd Control**  
   **Course Description:** To provide historical knowledge on civil unrest and events, which have shaped law enforcement’s response and actions. To prepare personnel to deal with large crowds and riotous behavior through the use of convention law enforcement tactics  
   **Course Objectives:** Upon completion of this course, the student will be able to:
   - Understand the history, commonalities, and lessons learned from law enforcement’s response to civil unrest.  
   - Review the use and advantages of a Mobile Field Force (MFF).  
   - Understand the difference between planned and spontaneous events.  
   - Know and comprehend the tactics for Crowd Control Measures.  
   - Discuss protestor tactics and devices.  
   - Review and demonstrate tactical formations.  
   - Review the roles and responsibilities of the MFF.  
   - Demonstrate an understanding of Federal Law, existing Case law, State Law, and Department Policy on protests, civil unrest, and riots.  
   - Successfully employ crowd management formations, arrest teams, and tactics in a safe and effective manner.  
   - Utilize effective communication, including both hand and arm signals.
   **Representative Methods of Evaluation:**
   - Class participation  
   - Group presentation  
   - Class performance  
   - Demonstrate proficiency in the roles, tactics, and best practices of crowd management.

2. **Course Title: Crime Scene Management in death cases**  
   **Course Description:** To provide basic knowledge and understanding of crime scene management and the investigation of homicides, Death in Custody, and Officer Involved Shooting.  
   **Course Objectives:** Upon completion of this course the student will be able to:
   - Know the role of a first responder at a critical incident  
   - Recognize different crime scenes and the needs of each  
   - Know the importance of neighborhood canvases  
   - Know the importance of witness identifications and statement documentation  
   - Know their legal authority to detain witnesses  
   - Know the difference between a Special Needs Detention and an Investigative Detention  
   - Know what a Homicide Call-Out consists of, and who authorizes it  
   - Know what documentation is required of an officer at a Homicide scene
Know how to identify possible evidence at a critical incident and what to do when possible evidence is located

Understand the importance of not disturbing possible evidence at a scene

Know which types of evidence (DNA, Blood, Hair, Saliva, Semen) may be present at a scene

Know how to properly handle a weapon at a crime scene

Know the responsibilities of a first responder at the hospital

Know the legal considerations related to a critical incident crime scene

Explain what Excited Delirium is and know the indicators

Appropriately respond to an individual experiencing Excited Delirium

Know what an Officer Involved Shooting Investigation consists of

Know what to expect if they are involved in a Death in Custody or Officer Involved Shooting

Know which internal and external entities respond to a Death in Custody or Officer Involved Shooting

Know what happens at the scene of a Death in Custody or Officer Involved Shooting

Know their rights related to a Death in Custody or Officer Involved Shooting investigation

Know what to expect in an interview when involved in a Death in Custody or Officer Involved Shooting investigation

Understand the departments review process for critical incidents

Understand the Homicide/Felony Assaults Unit’s role in a critical incident investigation

Representative Methods of Evaluation:

Class participation

Course Title: POD, LPR, TAS, LEARN, RTCC Training for new officers

Course Description: To provide a general overview of multiple surveillance systems and license plate reader technology available and to be used by officers and detectives.

Course Objectives: Upon completion of this course, students will be able to:

Know what technology is available and basic understanding of uses:

- POD – Police Observation Device
- LPR – License Plate Reader
- TAS – Target Alert Service
- LEARN – Law Enforcement Archival Reporting Network
- RTCC – Real Time Crime Center

Representative Methods of Evaluation:

Class Participation

Lecture
4. **Course Title: Taser User Course**  
**Course Description:** To provide the basic operational theory and practical training to reasonably, safely, and effectively operate the Taser X26 conducted energy device.  
**Course Objectives:** Upon completion of this course the student will be able to:  
- Explain the technology associated with the X26.  
- Describe the nomenclature and operation of the X26.  
- Describe the nomenclature and operation of the X26 cartridge.  
- Explain the proper care and troubleshooting techniques  
- Explain the tactical considerations associated with the CED use.  
- Explain the probe placement and aiming requirements.  
- Demonstrate safe handling of CED’s  
- Demonstrate and understanding of Federal Law, existing case law, state law, and department policy on the use of force of CED’s.  
- Weapon retention  
- Demonstrate and understanding of after force care after the CED has been deployed.

5. **Course Title: Less Lethal Training**  
**Course Description:** To provide tactical theory and practical training to reasonably, safely, and effectively use our less lethal tools. The focus being the less lethal shotgun with drag stabilized rounds, the 40mm launcher with exact impact rounds, and the pepper ball launcher with live and VXR live rounds.  
**Course Objectives:** Upon completion of this course the student will be able to:  
- Understand our department policy, state and federal law regarding the use of these weapon systems  
- Understand and explain the advantages and disadvantages of each of the weapon systems  
- Understand the potential for contamination of rounds and our prescribed methods for negating that possibility  
- Understand and explain the importance of tactical debriefs in the aftermath of a critical incident  
- Understand and apply common tactics to resolve critical incidents to ensure the safety of the public, the officer, and the suspect  
- Explain and apply the concept of a line of demarcation  
- Explain and apply the concept of overwhelming with less lethal  
- Explain the use and construction of an arrest team  
- Explain the technique and why we place an emphasis on de-escalation  
- Demonstrate safe handling of a shotgun, a 40-mm launcher, and a pepper ball gun  
- Demonstrate an understanding of aftercare follow up (First Aid)  

**Representative Methods of Evaluation:**  
- Class participation  
- Team presentations  
- Breakout sessions  
- Demonstrate the safe and effective use of each weapons system on the range
Demonstrate an understanding of the concepts while conducting scenario based training.

6. **Course Title:** Court Liaison and Court procedures when testifying in court  
**Course Description:** To provide information pertaining to Court appearances, subpoenas, overtime, depositions, and other court proceeding in which officers or employees may be subpoenaed related to their employment.  
**Course Objectives:** Upon completion of this course the student will be able to:  
- Articulate their responsibilities related to subpoenas and court appearances  
**Representative Methods of Evaluation:**  
- Class participation  
- Oral presentation

7. **Course Title:** Basic Traffic Collision Investigation  
**Course Description:** This course fulfills the requirements of 40600 CVC. Topics include traffic law, scene management, evidence identification, collision causation actors, reporting procedures, sketching and diagramming, and court testimony. The course includes a practical exercise.  
**Course Objectives:** Upon completion of this course the student will be able to:  
- Understand the various factors that cause or contribute to collisions  
- Develop the ability to identify and interpret collision related physical evidence  
- Learn the procedures used in investigating collisions  
- Develop the skills necessary to properly document the collision investigation  
- Demonstrate learned skills during a practical mock-collision investigation  
**Representative Methods of Evaluation:**  
- Class participation  
- Class performance  
- Written Examination (POST Test)  
- Demonstrate and pass skills test

8. **Course Title:** K-9 Introduction  
**Course Description:** Provide a basic understanding and overview of the Sacramento Police K-9 Unit.  
**Course Objectives:** Upon completion of this course the student will be able to:  
- Have a basic understanding of K-9 policies and procedures  
- Understand the officer role in relation to the K-9 Officer  
- Introduced to Scent Theory  
- Understand how to safely interact around the dogs  
- Understanding the limitations of the dog  
**Representative Methods of Evaluation:**  
- Class participation

9. **Course Title:** Tactical Lifesaver Course for Patrol Officers  
**Course Description:** To provide additional training related to treating trauma at the individual and mass casualty level.  
**Course Objectives:** Upon completion of this course the student will be able to:  
- Explain the expectation of providing after force care for injured Officers and civilians  
- Explain what massive hemorrhage is and what adjuncts can be used to treat it
Recognize Hypovolemic Shock
Demonstrate the proper use of the CAT-T, SWAT-T, and SOF-T tourniquets
Identify the areas of the body where Junctional Hemorrhage can occur
Describe proper airway management for semi-conscious and unconscious patients
Identify signs of a Tension Pneumothorax and the proper use of a chest seal
List the classifications used by EMS in triage at Mass Casualty incidents
Identify the symptoms presented by trauma victims that would indicate the need for immediate evacuation
Describe the considerations that need to be taken when setting up a casualty collection point
Perform a rescue lift of a casualty
Identify which injuries on an Officer should be transported by Fire personnel and which ones should be immediately evacuated to the hospital by Police personnel
Identify which area hospitals are trauma centers and describe the difference between the levels

Representative Methods of Evaluation:
- Lecture
- Class participation

10. Course Title: Mental Health Unit
Course Description: Introduction to the mental health unit, services they provide, role in helping, patrol, and resources.
Course Objectives: Upon completion of this course the student will be able to:
- Understand the goal and function of the mental health unit
- Understand the role of the clinician
- Understand the role of the peer navigator
- Understand the various threat assessments

Representative Methods of Evaluation:
- Class participation

11. Course Title: Financial Session for New Officers
Course Description: To provide the academy graduate an overview of their employee benefit options and best practices for personal financial management.
Course Objectives:
- Overview of PERS retirement program
- Overview of the Social Security Program
- Overview of Retirement Savings Plan including 457, IRA, and Roth IRA
- Medical Option Plans
- Insurance Plans
- Budgeting and managing person finance
- Financial pitfalls

Representative Method of Evaluation:
- Class participation

12. Course Title: Its in the Bag: Food labels, eating behaviors, and metabolism
Course Description: To provide the practical education of food labels, eating behaviors, and metabolism to sustain a healthy lifestyle.
Course Objectives: Upon completion of this course the student will be able to:
- Explain the key components of a food label.
- Discuss how to analyze and use the information on a food label.
- Explain the concepts of eating behavior.
- Discuss how to improve eating behavior to make better choices.
- Explain the concepts of nutrition and metabolism.
- Discuss the human factors affecting metabolism.
- Discuss ways to manage metabolism for improved health.

Representative methods of Evaluation:
- Class participation
- Class performance
- Demonstrate knowledge of material
- Group oral examination

13. Course Title: Infectious Disease
Course Description: To educate officers as to what an “exposure event” is and what the procedure is if they get exposed on duty.
Course Objectives: Upon completion of this course, the student will be able to:
- Understand the various modes of transmission (bloodborne, airborne, and droplet)
- Identify what is an exposure event and what is not
- Understand the reporting/testing procedure following an exposure event
- Learn different ways to help protect themselves from an exposure event (using appropriate PPE, covering open wounds with bandages during their shift, washing hands with soap and water, etc)

Representative Methods of Evaluation:
- Class participation

14. Course Title: Naloxone/Narcan Administration Training
Course Description: To educate officers about what an opioid/opiate overdose looks like, the nature of naloxone and how to effectively administer it, follow-up and reporting procedures, as well as methods to avoid accidental law enforcement exposures.
Course Objectives: Upon completion of this course, the student will be able to:
- Identify the signs of an opioid/opiate overdose
- Understand how naloxone (Narcan) works in the human body and how to properly administer our department-issued Narcan
- Learn the appropriate first-aid and reporting follow-up after a Narcan administration
- Understand what measures are necessary to avoid accidental exposure (scene safely, PPE, how to appropriately wash off potential contaminants, etc)

Representative Methods of Evaluation:
- Class participation
- Pre-and post-test

15. Course Title: Peer Support and Stress Management
Course Description: To provide a basic overview of stress, resiliency and resources for a career in law enforcement.
Course Objectives: Upon completion of this course the student will be able to:
Have increased awareness of stress education especially as it applies to LEO’s unique needs.
- Identify warning signs and indicators for proactive intervention.
- Understand the stigma of stress challenges by normalizing certain reactions.
- Understand the potential for health problems and substance abuse and how they affect the law enforcement officer.
- Demonstrate an understanding of hyper-vigilance and how it relates to law enforcement.
- Identify and be able to access various resources to help themselves and their families.

**Representative methods of Evaluation:**
- Class participation
- Group Exercises
- Class Performance

16. **Course Title:** Crime Scenes, Evidence, and Forensic Course  
**Course Description:** To provide the basic procedures and training as it pertains to forensic cases in the field for officers and crime scene investigators.  
**Course Objectives:** Upon completion of this course the student will be able to:
- Explain the type of calls CSI respond to
- Explain the processing techniques that are utilized by CSI
- Describe the information officers are required to provide CSI in order to assist
- Describe the proper photography techniques used by patrol
- Explain the basic understanding of fingerprint concepts
- Demonstrate proper collection of a known fingerprint of a subject

**Representative Methods of Evaluation:**
- Class participation
- Demonstrate and pass a skill test

17. **Course Title:** Supplemental Employment Orientation  
**Course Description:** To provide information to new officers regarding policies and procedures when working Arena and contracted events.  
**Course Objectives:** Upon completion of this course the student will be able to:
- Understand what’s required of them when working specific Arena Events
- NBA protocols when working Kings games
- Dress attire and required uniform
- Procedures for working events inside the arena
- Procedures for working traffic control along the surrounding areas of the arena

**Representative Methods of Evaluation:**
- Lecture
- Class discussion

18. **Course Title:** Internal Affairs  
**Course Description:** To provide a basic overview of the internal to:
Explain the process to receive a personnel complaint
Describe an officer’s role when made aware of a personnel complaint
Explain the difference between a Division Investigation and an Internal Affairs Investigation
Demonstrate an understanding of the Peace Officers Bill of Rights (POBR)
Describe the complaint classifications (allegations)
Explain the investigative steps taken in a typical investigation
Explain the management review process
Demonstrate an understanding of complaint dispositions
Describe the role of oversight entities (Office of Public Safety Accountability)
Describe non-disciplinary actions that could be taken
Explain disciplinary actions that could be taken

Representative Methods of Evaluation:
- Class participation

19. Course Title: Gender Awareness Training
   Course Description: To adapt and address norms in the Sacramento Community including but not limited to the transgender, gender variant and intersex community.
   Course Objectives: Upon completion of this course the student will be able to:
   - Communicating in a respectful and professional manner
   - Understand Legal and Policy requirements
   - Understanding, defining, and responding to hate crimes including mandatory reporting
   - Respect Gender
   - Knowledge of Federal, State, and local policy
   - Knowledge of sexual orientation terms
   - Knowledge of medical and legal terms
   - Knowledge of transgender terms
   - Knowledge of current and future Pat and Strip searches
   - Knowledge of proper name and pronoun use
   Representative Methods of Evaluation:
   - Class participation
   - Class discussion
   - Written and Oral demonstration assessment

20. Course Title: Deaf Culture Competency Training
   Course Description: To assist officers in gaining deaf culture competency and give them the resources to effectively work with individuals with hearing difference.
   Course Objectives: Upon completion of this course the student will be able to:
   - Understand what Audism is and its impact on Deaf people
   - Understand the difference between Deaf culture from mainstream culture
   - Gain knowledge of different modes of communication
   - Understand the difference between English and ASL in writing and how to respond properly
Understand what effective communication is
Demonstrate the ability to use basic signs, gestures, writing, and other techniques to communicate with Deaf people
Demonstrate culture competency by avoiding certain words or behaviors when working with Deaf people
Gain knowledge of technology and resources available for Deaf people and themselves
When to request an interpreter and how to utilize their services
Officer safety considerations and concerns

Representative Methods of Evaluation:
- Class Participation
- Scenario Based Learning

21. Course Title: Mobile Data Computer (MDC) and Mobile Report Entry (MRE)
Course Description: To provide the basic operational theory and practical training to operate the Mobile Data Computer and the Mobile Report Entry Software
Course Objectives:
- Properly log on and log off all systems
- Query people, vehicles, and locations
- Use the mapping system
- Document reports appropriately

Representative Methods of Evaluation:
- Class participation and performance during scenarios using the MDT and MRE systems

22. Course Title: CIT (Crisis Intervention Training)
Course Description: The Sacramento Police Department CIT course is a 40-hour comprehensive training led by multiple instructors who are certified and who are specialists in their perspective fields. These instructors teach officers about the nuances with working with the mentally ill demographic.
Course Objective: To provide officers basic knowledge of mental illness, facilitate an understanding, and to be able to implement CIT into their daily methods when presented with a consumer with mental health issues.

Representative Methods of Evaluation:
- Class participation
- Scenario performance
- Pre-test Assessment

23. Course Title: Drager Alcotest 9510 Training and Certification
Course Description: To train new officers on the basics of alcohol analysis and how to properly administer a breath test using the Drager Alcotest 9510.
Course Objectives: Upon completion of this course the student should be familiar with:
- The regulatory aspects of Breath Alcohol Testing
- The role of the laboratory staff and the role of the officer
- The attributes of blood, breath, and urine specimens
- Pharmacology of alcohol
Theory of operation for the Drager Alcotest 9510
Detailed procedure of operation of the Drager Alcotest 9510
Detailed instruction on how to administer the subject test and to follow the precautionary checklist
Causes and solutions to potential error messages that could be seen in the field

Representative Methods of Evaluations:
- Written Examinations
- Practical Examination with the Drager Alcotest 9510

24. Course Title: Brother to Brother Presentation – Neighborhood Wellness Foundation
Course Description: Brother-to-Brother is a community-based outreach program designed to restore lives and rebuild the neighborhood. Powered by ex-offenders, ex-gang members and community leaders, this group actively engages in reaching high risk and gang-affiliated African-American men and youth in hopes of changing the trajectory of their lives through coaching and mentorship.
Course Objectives: Upon completion of this course the student should be able to:
- Bridge the gap between the Police and the neighborhoods they are working
- Understand what the program is about, and services offered
- Understand the support and resources available
- Break barriers and have the ability to relate to each other

Representative Methods of Evaluation:
- Class discussion
- Class participation

25. Course Title: Services at Community Against Sexual Harm (CASH)
Course Description: To provide the information of services at CASH. Also, to illuminate the struggle the women who are prostituting are possibly going through (being trafficked, substance use, no other options in life) so they are looked at and treated like a person and not a problem.
Course Objectives: Upon completion of this course the student will be able to know information regarding:
- Mission of the program
- Human Trafficking: Labor and Sex
- Health, substance abuse, and barriers
- Traffickers
- The demand for sex
- Our approach and services

Representative Methods of Evaluation:
- Class participation

26. Course Title: City of Refuge Sacramento – Return Dignity, Restore Lives, and Rebuild Community
Course Description: City of Refuge Sacramento exists to support people living in marginalized communities of Sacramento and to empower their ability to create a personal transformation that will lead to a healthy and thriving community.
Course Objectives:
- Educate new officers on the program
- Educate new officers of available resources
- Educate new officers of victim experiences and how they can help
- Explain services including youth engagement, refuge housing, workforce development, and community engagement

**Representative Methods of Evaluation:**
- Class participation

27. **Course Title:** Animal Cruelty  
**Course Description:** To provide basic knowledge and understanding of both state and local laws pertaining to animal husbandry, neglect, and cruelty.  
**Course Objective:** Upon completion of this course the student will be able to:
- Identify primary state laws pertaining to animal cruelty and/or neglect.
- Identify SCC ordinances pertaining to general animal care and husbandry
- Identify signs of animal neglect
- Identify signs of animal cruelty with intent or malice.
- Understand the capabilities of Animal Control and how to imitate an investigation
- Understand the process pertaining to the Sacramento Animal Cruelty Task Force and which SPD can assist if needed
- Understand the evidentiary nature of live animals in a cruelty or neglect situation
- Understand that there are laws addressing animal blood sports and how to identify potential animal fighting
- Identify weapon usage as it pertains to animal cruelty.

**Representative Methods of Evaluation**
- Class participation
- Class performance

28. **Course Title:** Unmanned Aerial Systems  
**Course Description:** To provide the basic knowledge of the SPD UAS program along with its uses and abilities, as well as basic knowledge and understanding of FAA Part 107.  
**Course Objectives:** Upon completion of this course the student will be able to:
- Explain the technology associated with the UAS
- Explain what FAA Part 107 is and how it applies
- Discuss the SPD UAS policy and deployment procedure
- Investigate UAS related calls for service
- Explain the tactical considerations associated with UAS deployment
- Understand the environmental considerations for UAS deployment

**Representative Methods of Evaluation**
- Class participation
- Class performance
- Hands on demonstrations
- Scenario based questions

29. **Course Title:** Standardized Field Sobriety Testing - Training  
**Course Description:** To provide the basic operational theory and practical training to reasonably, safely, and effectively conduct roadside field sobriety testing and properly determine impairment.
Course Objectives: Upon completion of this course the student will be able to:
- Explain the relevance of Standardized Field Sobriety Testing.
- Describe the nomenclature and phases of the tests
- Demonstrate and evaluate the tests to NHTSA standards
- Demonstrate an understanding of Federal Law, existing law, state law, and department policy regarding DUI investigations and search warrant protocols.
- Demonstrate an understanding of proper documentation procedures and report writing.

Representative Methods of Evaluation:
- Class participation
- Class performance
- Written Examination
- Demonstrate and pass a skill test

30. Course Title: DUI Investigations, Reports and Testimony
Course Description: This class is taught by the Deputy District Attorney's Office regarding DUI Investigations and court procedures.
Course Objectives: Upon completion of this course the student will be able to:
- Understand requirements needed for a competent and thorough DUI investigation.
- Be aware of common mistakes associated with officer DUI reports.
- Understand the process and requirements when giving court testimony
- Case Law
- Demonstrate an understanding of proper documentation procedures and report writing.

31. Course Title: K-9 Unit Familiarization and Building Searches
Course Description: To provide the basic knowledge of how police K9's operate and how to effectively and safely utilize K9 as a resource during your daily activities as a police officer.
Course Objective: Upon completion of this course the student will be able to:
- Know when and how to request K9 for assistance
- Learn how to establish perimeters around buildings and neighborhoods
- Knowledge of suspect tactics
- How to act as a K9 cover officer during building and area searches
- Helpful information for K9 handlers
- Explain the K9 Unit’s responsibilities
- Community Outreach
- Understand benefits and limitations of a police K9
- Demonstrate an understanding of Federal Law, existing case law, state law, and department policy on the use of force as it relates to K9
- Demonstrate an understanding and the lawful requirement for after care following a K9 apprehension
- How to properly document a K9 apprehension in a police report

Representative Methods of Evaluation:
- Lecture
- Practical Exercises
32. **Course Title: Firearms – (Rifle Update)**

**Course Description:** To provide training in tactical firearms and lethal force as required in the POST Perishable Skills Training Program. The trainee will develop the necessary tactical firearm knowledge and skills to survive a lethal force encounter. The course consists of hands on learning, practical exercises, and skill building.

**Course Objectives:** Upon completion of the course the student will be able to:
- Demonstrate knowledge of their individual department’s UOF firearm policy
- Demonstrate a minimum standard of tactical firearms proficiency with every technique, exercise, and course of fire to include:
  - Judgement and decision making
  - Weapons safety
  - Basic presentation techniques
  - Fundamentals of shooting
  - Target and non-target shooting
  - Speed, accuracy, and effectiveness under stress and movement conditions

**Representative Methods of Evaluation**
- Lecture
- Participation
- Skill Building
- Practical Exercises
- Verbal, written, and practical tests

33. **Course Title: Human Trafficking**

**Course Description:** To provide basic concepts of the subculture of Human trafficking and First Responder investigative techniques.

**Course Objectives:** Upon completion of this course the student will have a basic understanding of the following concepts.
- Victimology and taking a victim centered approach
- Suspect dynamics
- Customers and demand
- HT terminology
- HT indicators
- HT investigative steps for officers in the field
- Resources

**Representative Methods of Evaluation:**
- Class Participation

34. **Course Title: Intentional Mass Casualty: Rescue Strike Team**

**Course Description:** To provide a general understanding of how to respond to an intentional mass casualty (IMCI), including coordination with the fire department. The lecture and scenarios assist officers with common terminology, objectives, and movement with the fire department and to save lived during an IMCI.

**Course Objectives:** Upon completion of this course the student will have a basic understanding of the following concepts.
- The Hartford consensus and Tactical Emergency critical care
- Identify common terminology between fire and Law Enforcement
- Understand what it means to suppress a threat, secure a scene, and escort fire into the indirect threat zone to service victims
- HT terminology
- HT indicators
- HT investigative steps for officers in the field
- Resources

Representative Methods of Evaluation:
- Class Participation
- Scenarios
- Required Test

35. Course Title: Peer Intervention
   
   Course Description: To provide information and reinforce the concepts of peer intervention to peace officers.

   Course Objectives: Upon completion of this course the student will have a basic understanding of the following concepts.
   - Definition of peer intervention.
   - Why peer intervention is important.
   - Civil Rights Act
   - 4th Amendment
   - When intervention is necessary or required.
   - Recognizing signs that intervention is needed.
   - Challenges that you may face.
   - Steps for peer intervention.
   - Resources or personal experiences.

Representative Methods of Evaluation:
- Class Participation
- Scenarios
- Critiques on Videos

36. Course Title: Customer Service for Modern Policing
   
   Course Description: An introduction to the customer service mindset and tools/tactics for the implementation of good customer service practices.

   Course Objectives: To identify why customer service is important to police officers and the community, identify customers of police service and to provide students with a usable process for providing good customer service to enhance police customer experiences.

Representative Methods of Evaluation:
- Class Participation
- Lecture

37. Course Title: Armored Vehicle Introduction/Entry Tactics/Arrest Teams
   
   Course Description: This class is designed to provide students with an understanding of the capabilities of armored vehicles, proper placement, and deployment considerations for varying tactical situations. Officers will be instructed on the proper makeup and use of arrest
teams. Officers will also be instructed on several techniques for clearing residences and large structures.

**Course Objectives:**

- Discuss the ballistic capabilities of the armored vehicles
- Show the location and protocol for patrol use of the armored vehicles
- Walkthrough or armored vehicles to include ballistic panels, spotlights, and turret
- Proper placement of armored vehicles to maximize ballistic protection
- Proper makeup of arrest teams and use behind armored vehicles
- Discuss dynamic vs. methodical clearing
- Practice dynamic and methodical clearing tactics

**Representative Methods of Evaluation:**

- Class Participation
- Lecture

38. **Course Title: Professional Standards Unit**

**Course Description:** Overview of the Professional Standards Division and presentation on how to read policy and legal updates.

**Course Objective:** Upon completion of the course, students will understand the function of SPD’s Professional Standards division. Students will also understand how to read policy and legal updates, along with the location of polices and laws.

**Representative Methods of Evaluation:**

- Class Participation
- Lecture

39. **Course Title: Max Restraint Device**

**Course Description:** Instructors will demonstrate how to use the Max Restraint System (2x minimum)

**Course Objective:** Instructors will touch on requirements of placing max restraints to include supervisor notification, subject already handcuffed, two officer minimum, and monitoring for recovery and position. Stress importance of placing the strap over the hand cuffs to help hold arms close to the body

**Representative Methods of Evaluation:** Students will break up into groups of three or four and practice the application of the max restraints (2x each minimum), as well as properly demonstrate the application while being viewed by an instructor