

	Day 1	Day 2	Day 3	Day 4	Day 5
TZ Week 1	Welcome address and Introductions, Course Overview, Commanders address, Explanations of Assessments, HR talk, Intro to NSWPF, Role of Comms officer, Social Media & Secondary Employment Policies, Ack & collection of Forms	Abb assess, Review and revise, Telephonist Responsibilities & Customer Service Skills, Telephone Procedure, Priority, ISR Types, Priority kahoot quiz, Navigating SOPS How to find SOPS – MIC's & SIG's, Authorised abbreviations, callsigns, Email Outlook	Abb assess Revision, Review and Revise CAD Introduction, Mapping Exercise, Assertive Questioning (Exact locations), Telephonist resources	Abb assess, Review and revise Assertive questioning (Questioning Streams) Scenarios	Variable Shift - Friday/Saturday
	Day 6	Day 7	Day 8	Day 9	Day 10
TZ Week 2	Abb assess, Review and revise, Scenarios, Describing persons/ vehicles/weapons, Scenarios including desc, Admin jobs, unattended station calls, prisoner meals etc, Non-Urgent call queue type calls.	Abb assess, Review and revise Intro to Webcops, Webcop enquires (Veheng, Locenq, Perfind) RTA Enquiries Call Scenarios	Abb assess, Review and revise. Genesys Workspace TIS calls, ICEMS **Class complete SES ICEMS eLearn** **View ICEMS only SOPS**	Abb Assess, Review and revise Partials, Filtering CAD message GWOB (Green, White, or Blue) box MYJOBS, Channels – (ie A- to filter ch) jobs), Scenarios	Variable Shift - Friday/Saturday
	Day 11	Day 12	Day 13	Day 14	Day 15
TZ Week 3	Abb assess, Review and revise, Difficult Locations/Difficult Gazing techniques, Difficult Location Scenarios, Assertive Questioning, KLO4/ KLO4 Scenarios.	Abb assess, Review and revise, Location Confirmations reinforcement and GAZ practice, Alarms- all types, SHLV & Parole Monitoring Hotline	Abb assess, Review and revise, Ford Sync, BMW Connect Drive, Kidnap for Ransom & covert Under Threat Scenarios, Locations Assessment	Abb assess, Review and revise Scenarios, GPS & Emergency Plus WHAT/THREE/WORDS Push MoLI and AML Comfind, Scenarios	Variable Shift - Friday/Saturday
	Day 16	Day 17	Day 18	Day 19	Day 20
TZ Week 4	Abb assess, Review and revise, Repeats, RE, NNTA & updating incidents locations, F10, Scenario, CAD OUT, Location assessment 2, Scenarios, CAD practice.	Abb assess, Review and revise SOPS Assessment Scenarios Interstate/international calls Scenarios	Abb assess, Review and revise Challenging Callers and Mental Health Information Communication skills, Customer Service skills, Scenarios The Professionalism of the Emergency Comms Officer, PSA Presentation	Abb assess, Review and revise Scenarios Bad Customer Service Complete any outstanding Mandatory iLearns <b>Final Theory Assessment Resit (Exit Point)</b>	Variable Shift - Friday/Saturday
Week 5 TZ week	TZ Week of Variable Shifts before Assessment	TZ Week of Variable Shifts before Assessment	TZ Week of Variable Shifts before Assessment	TZ Week of Variable Shifts before Assessment	TZ Week of Variable Shifts before Assessment
	Day 21	Day 22	Day 23	Day 24	Day 25
Week 6 Assessment Week	Practical Assessments/ Variable Shifts/ Practical Development	Practical Assessments/Variable Shifts/ Practical Development	Practical Assessments/ Variable Shifts/ Practical Development	Resits / Variable Shifts/ Practical Development (Exit Point)	Resists / Variable Shifts/ Practical Development (Exit Point)
Week 7	TZ consolidation mixed shifts including weekends and nights				

	Day 26	Day 27	Day 28	Day 29	Day 30
Week 8 DA Week	Abb assess, Debrief TZ week Role of Dispatch Assist, Call signs, CAD DA & Service Requests COPS, Perfind, Locenq, Broadcasting Sensitive Information	Abb assess, Revision, WebCOPs - Vehenq, RTA, Objenq, Natfind, Licenq, Elog setup Broadcasting practicals Immigration Checks,	Abb assess, Revision CAD 10 - Advanced Dispatch functions - merge/link/copy, Coordinating Vehicle stops, HOTLIST DA Mapping & Peremeters Broadcasting practicals Floor Placements - DA position	Abb assess, Revision. Weblinks poi/loi/voi DA Scenarios with trainers DA Checklist Floor Placements - DA position	Abb assess, Revision - Weblinks. Single Unit Policing SOPS DA Scenarios with trainers DA Checklist Floor Placements - DA position
Sunday 27th September to Saturday 3rd October 2020					
Week 9	TZ & Dispatch Assist Consolidation, mixed shifts including weekends and nights				
	Day 31	Day 32	Day 33	Day 34	Day 35
Week 10	Abb assess, Revision, Role of Dispatcher, Broadcasting Procedures, CAD 7A - Basic Dispatch Functions	Abb assess, Revision. CAD 7B Skill builder 1 & 2, CAD 8a Elog Introduction .	Abb assess, Revision. Elog - Cont, practice Broadcasting Jobs, CAD 8b NI/NO - Service Requests Schedule/Delayed Incidents, CAD 11	CAD 11 KLO4s, Non urgent Resources. ICEMS, Skill Builder 4	<b>VSD Day 1 Friday/Saturday</b>
	Day 36	Day 37	Day 38	Day 39	Day 40
Week 11	Abb assess, Revision, Consolidation of Basic Dispatch Functionality & Broadcasting Procedures, Repeat of Skill Builders 1 & 2	Abb assess, Revision - NI/NO Service Requests Schedule/Delayed incidents Skill Builder 2 & 4 (KLO4) ,Revision - Broadcasting checks - licence/CNI/ Transports Revision Copy/Merge/Repeats - Skill builder 3	Abb assess Log Book Revision - sign on, channel merging, taking channels from other centres, mapping, Plotting perimeters, Skill Builder 4, Revision all CAD Commands	Abb assess, Revision Floor Placements - First Individual Scenarios Basic Dispatch functions , NI/NO KLO4, Merge/Link, Elog entries. <b>Floor placements</b>	<b>VSD Day 2 Friday/Saturday</b>
	Day 41	Day 42	Day 43	Day 44	Day 45
Week 12	<b>Resource Day!</b>  <b>Fun day out of office</b>	Revision. CAD 9 - Urgent Incident Dispatch & Partials, Skill Builder 3 Urgent Incident Broadcast scenarios	Revision Coordinating Veh stop Practice & Scenarios Skill Builder 4 - Urgent Incidents	Revision. Consolidation of Urgent Incident Broadcasting scenario Consolidation Scenarios <b>Floor Placements</b>	<b>VSD Day 3 Friday/Saturday</b>
	Day 46	Day 47	Day 48	Day 49	Day 50
Week 13	Revision Individual Scenario's Assessment prep & feedback <b>Floor Placements</b>	<b>Trial Assessments</b> <b>25min Routine Dispatch</b>  <b>Floor Placements</b>	Revision Individual Scenario's Assessment prep & feedback <b>Floor Placements</b>	<b>25 Min Routine Dispatch Assessment</b>  <b>Floor Placements</b>	Revision, Log Books, Perimeters & CP, Logging perimeter pts in CAD & Log Book Consolidation Scenarios, Additional Training Support <b>Floor Placements</b>
	Day 51	Day 52	Day 53	Day 54	Day 55
Week 14	Foot Pursuits Additional Training Support <b>Floor Placements</b>	Pursuits - Lecture/Video Logging Pursuits & Scenarios Additional Training Support <b>Floor Placements</b>	Revision Consolidation & Urgent Incident Broadcasting Scenario's Additional Training Support <b>Floor Placements</b>	<b>25 Min Routine Dispatch Assessment Resits (Exit point)</b>  <b>Floor Placements</b>	Urgent Scenario Consolidation  <b>Floor Placements</b>

	Day 56	Day 57	Day 58	Day 59	Day 60
Week 15	Urgent Scenario Consolidation Floor Placements	Urgent Scenario Consolidation Floor Placements	45 Min Multiple Urgent Scenario's Floor Placements	<b>Multiple Urgent Dispatch Multi Urgent scenarios</b> Floor Placements	<b>Final Theory Exam</b> Consolidation Scenarios Theory exam results/feedback Floor Placements
	Day 61	Day 62	Day 63	Day 64	Day 65
Week 16	45 Min Multiple Urgent Scenario's Revision Final Theory Floor Placements	<b>Trial Assessments 45min Multi Urgent</b> Floor Placements	<b>45 Min Multiple Urgent Dispatch Assessment (Excellerated) 45 Min Multiple Urgent Consolidation Floor Placements</b>	45 Min Multiple Urgent Scenario's Final Theory Resit (Exit Point) Floor Placements	40 Min Multiple Urgent Consolidation Floor Placements
	Day 66	Day 67	Day 68	Day 69	Day 70
Week 17	45 Min Multiple Urgent Additional Training Support Floor Placements	45 Min Multiple Urgent Additional Training Support Floor Placements	45 Min Multiple Urgent Additional Training Support Floor Placements	<b>45 Min Multiple Urgent Dispatch Assessment Resits (Exit point) Floor Placements</b>	<b>Final Day</b> <b>We made it!!!!</b> <b>Graduation Ceremony</b> <b>Guest Speakers</b>

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