

Community Relations/Professional Demeanor

6.1 – 6.6 COMPETENCY REQUIREMENTS

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Note to Administrators

In order for POST to review and approve your agency's *Field Training Guide*, you MUST submit the following electronic files:

- 1) The POST FTP Approval Checklist (Form 2-230)
- 2) Your department's Policy & Procedure Manual
- 3) Your completed Guide (Volumes 1 & 2), including ALL competency requirements covered in Part 5, Sections 1–18.

LIST OF SUBTOPICS

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6.3	CULTUR	AL DIVERSITY	_	6.6.01	Community/Problem Oriented Policing and Community Priorities
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				6.5.05	Problem-Solving Model

SECTION	SECTION 6 COMMUNITY RELATIONS/PROFESSIONAL DEMEANOR										
	СНЕСК (ONE ONLY	: PHASE 1	PHASI	E 2 🔲 I	PHASE 3	PHASE 4	PHAS	SE 5		
Trainee					FTO						
6.1	COMMUNITY RELATIONS	AND SERV	/ICE								
6.1.01	Agency Responsibilities										
	The trainee shall explain the	agency's re	sponsibilities to co	mmunity ser	vice.						
Reference(s	Reference(s): Case # (If applicable) Incident #										
	Received Instruction Competency Demonstrated How Remedial Training How										
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6.1.01	Part A - Reference Agency Po	olicies/Pro	cedures, if applicab	ole (600 char	acters max	imum)					☐ N/A
6.1.01	5.1.01 Part B - Agency Training Details (field will expand automatically)										

6.1.02	5.1.02 Community Service									
		agency's ro	oles and responsibilities in provi	iding comm	nunity service. Thos	e roles may include:				
	A. To protect life and prope									
	B. To maintain order	erty			G. Community partnerships, such as:H. Community Oriented Policing Services (COPS)					
				_	•	•				
	C. Crime prevention					League/Police Activi	• , ,			
	D. Public education J. Drug Abuse Resistance Education (DARE)									
	E. Delivery of service K. Any other agency-approved programs									
	F. Enforcement of laws									
Reference(s	Reference(s): Case # (If applicable) Incident #									
	Received Instruction Competency Demonstrated How Remedial Training How									
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6.1.02	Part A - Reference Agency P	olicies/Proc	cedures, if applicable (600 char	acters max	imum)			☐ N/A		
6.1.02 Part B - Agency Training Details (field will expand automatically)										
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6.2	PROFESSIONAL DEMEANOR AND COMMUNICATIONS										
6.2.01	Professional Principles The trainee shall identify the basic principles that generally apply to professions, and discuss how those principles relate to the profession of law enforcement.										
Reference(s):						Case # (If ap	pplicable)	Incident #		
	Received Instruction Competency Demonstrated How Reme								How		
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Additional	Information:										
6.2.01	6.2.01 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)										
6.2.01	Part B - Agency Training Deta	ails (field wi	ll expand automatically)								

6.2.02	Citizen Evaluations The trainee shall explain the various methods by which citizens evaluate law enforcement agencies and their officers.									
Reference(s	5):						Case # (If applicable)	Incident #		
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6.2.02	6.2.02 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)									
6.2.02	Part B - Agency Training De	etails (field v	will expand automatically)							

6.2.03	2.03 Inappropriate Verbal Language/Communication									
	The trainee shall identify ver	bal factors	which could contribute to a neg	gative respo	onse from the publi	c, including:				
	A. Profanity				C. Offensive terms	s regarding gender,	race, ethni	city, sexua	l orientation,	
	B. Derogatory remarks				nationality, reli	gion, and/or socioed	conomic sta	atus		
Reference(s	-).						Case # (If a	pplicable)	Incident #	
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	Received Instruction Competency Demonstrated How Remedial						l Training		How	
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6.2.04	.2.04 Inappropriate Nonverbal Language/Communication									
	The trainee shall identify non	verbal facto	ors which could contribute to a	negative r	esponse from the p	ublic, including:				
	A. Officious and disrespect	ful attitude			C. Improper cultui	ral response				
	B. Improper use of body lar	nguage								
Reference(s	5):						Case # (If appli	cable)	Incident #	
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6.2.04	Part A - Reference Agency Po	olicies/Proc	edures, if applicable (600 char	acters max	kimum)				☐ N/A	
6.2.04	6.2.04 Part B - Agency Training Details (field will expand automatically)									

6.2.05	Explaining Actions to Citizens The trainee shall discuss why it may be beneficial to explain the reasons for his/her actions to inquiring citizens.										
Reference(s	<u> </u>	Trinay be t	reflection to explain the reason	3 101 1113/110	decions to inquin	18 010120113.	Case # (If a	pplicable)	Incident #		
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Additional	Information:										
6.2.05	Part A - Reference Agency Po	licies/Proc	edures, if applicable (600 char	acters max	kimum)				□ N/A		
6.2.05	6.2.05 Part B - Agency Training Details (field will expand automatically)										

6.2.06	Phone Communication The trainee shall conduct phone conversations in a professional manner.									
Reference(s	5):						Case # (If ap	pplicable)	Incident #	
	Received Instruction		Competency Demonstrated		How		al Training		How	
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Additional	Information:									
6.2.06	6.2.06 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)									
6.2.06	6.2.06 Part B - Agency Training Details (field will expand automatically)									

6.2.07	O7 Other Forms of Communication										
			y to communicate with any seg	ment of th	e public in such a w	ay as to enhance po	lice service	and comr	nunity attitudes		
	toward the police. This may	be demons	trated through:								
	A. Community contacts				D. Positive role m	odeling					
	B. Business contacts				E. Mentoring						
	C. Community involvement	t									
Reference(s	Reference(s): Case # (If applicable) Incident #										
Received Instruction Competency Demonstrated How Remedial Training											
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Additional	Information:										
6.2.07	Part A - Reference Agency P	olicies/Pro	cedures, if applicable (600 chai	acters max	kimum)				☐ N/A		
6.2.07 Part B - Agency Training Details (field will expand automatically)											
			,,								

6.3	CULTURAL DIVERSITY										
6.3.01	Community Cultures										
	The trainee shall explain how	the culture	e of the community can have a	n affect on	the community's rel	lationship with his/	ner agency.				
Reference(s	:):						Case # (If a	pplicable)	Incident #		
	Received Instruction		Competency Demonstrat	ted	How	Remedia	al Training		How		
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Additional	Information:										
6.3.01	6.3.01 Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum) N/A										
6.3.01	Part B - Agency Training Deta	ails (field wi	ll expand automatically)								

6.3.02	Cultural Motivations and Biases										
	The trainee shall identify cult	ural motiva	itions and biases that may affect	ct professio	onal ethics.						
Reference(s	5):						Case # (If ap	pplicable)	Incident #		
	Received Instruction		Competency Demonstrat	ed	How	Remedia	l Training		How		
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6.3.02	Part A - Reference Agency Po	licies/Proc	cedures, if applicable (600 char	acters max	rimum)				□ N/A		
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6.3.02	Part B - Agency Training Deta	ils (field w	ill expand automatically)								

6.3.03	Increasing Trust within Communities The trainee shall assess and explain ways in which he/she can increase the trust of the community he/she serves.											
Reference(s	5):						Case # (If app	olicable)	Incident #			
	Received Instruction		Competency Demonstrat		How		al Training		How			
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6.3.03	Part A - Reference Agency Po	olicies/Pro	cedures, if applicable (600 char	acters max	rimum)				□ N/A			
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6.3.03	Part B - Agency Training Deta	ails (field w	vill expand automatically)									

6.4	RACIAL PROFILING												
6.4.01	Racial Profiling Prohibited and Damaging The trainee will review and discuss Penal Code 13519.4, which states in part, "Racial profiling is the practice of detaining a suspect based on a broad set of criteria which casts suspicion on an entire class of people without any individualized suspicion of the particular person being stopped." The trainee shall recognize that racial profiling: A. Is prohibited by law B. "Presents a great danger to the fundamental principles of a democratic society" C. "Is abhorrent and cannot be tolerated" Case # (If applicable) Incident #												
Reference(s	Case # (If applicable) Incident #												
	Received Instruction Competency Demonstrated How Remedial Training How												
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6.4.01	Part A - Reference Agency P	olicies/Pro	cedures, if applicable (600 char	acters max	ximum)			□ N/A					
6.4.01	Part B - Agency Training Details (field will expand automatically)												

6.4.02	Profiling Behavior The trainee shall explain why effective police work profiles a person's behavior and not a person's race.											
Reference(s	5):						Case # (If applicable)	Incident #				
	Received Instruction	1	Competency Demonstrat	ed	How	Remedia	l Training	How				
	Signature	Date	Signature	Date	Demonstrated?	Signature	Date	Remediated?				
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6.4.02	Part A - Reference Agency	Policies/Pro	cedures, if applicable (600 char	acters max	imum)			□ N/A				
6.4.02	Part B - Agency Training De	tails (field w	vill expand automatically)									

6.4.03	Constitutional Amendments												
	The trainee shall explain the 4th Amendment and 14th Amendment of the U.S. Constitution and how they define law enforcement activities that pertain to racial profiling.												
Reference(s	Reference(s): Case # (If applicable) Incident #												
	Received Instruction		Competency Demonstrat	ed	How	Remedia	l Training		How				
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6.4.03	Part A - Reference Agency Po	olicies/Proc	cedures, if applicable (600 char	acters max	imum)				□ N/A				
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6.4.03	Part B - Agency Training Det	ails (field wi	ill expand automatically)										

6.4.04	Community History The trainee shall discuss how the history of the community can have an affect on the community's relationship with his/her agency.											
Reference(s	;):					<u> </u>	Case # (If a	ipplicable)	Incident #			
	Received Instruction		Competency Demonstrat		How		al Training		How			
FTO: Trainee:	When completed, print full name	Date	When completed, print full name	Date	Demonstrated? Field Perform Role Play Written Test Verbal Test	When completed, print	full name	Date	Remediated? Field Perform Role Play Written Test Verbal Test			
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Additional	Information:											
6.4.04	Part A - Reference Agency Po	licies/Proc	redures, if applicable (600 char	acters max	rimum)				□ N/A			
6.4.04	Part B - Agency Training Deta	ils (field w	ill expand automatically)									

6.4.05	Agency Policy The trainee shall review and l	be able to	summarize the agency's policy I	egarding r	acial profiling.				
Reference(s):						Case # (If applic	able)	Incident #
	Received Instruction		Competency Demonstrat	ed	How	Remedia	l Training		How
FTO:	When completed, print full name	Date	When completed, print full name	Date	Demonstrated? Field Perform Role Play Written Test	When completed, print	full name C	ate	Remediated? Field Perform Role Play Written Test
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	Information:								
6.4.05	Part A - Reference Agency Po	olicies/Pro	cedures, if applicable (600 char	acters max	cimum)				□ N/A
6.4.05	Part B - Agency Training Deta	ails (field w	rill expand automatically)						

6.4.06	Focusing on Behavior The trainee shall demonstrate the ability to perform effective police work focusing on behavior rather than race.											
Reference(s	5):						Case # (If ap	oplicable)	Incident #			
	Received Instruction		Competency Demonstrat	ed	How	Remedia	l Training		How			
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6.4.06	Part A - Reference Agency Po	licies/Proc	edures, if applicable (600 char	acters max	rimum)				□ N/A			
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6.4.06	Part B - Agency Training Deta	iiis (fieid wi	iii expana automaticaliy)									

6.5	CRIME PREVENTION												
6.5.01	Citizen Support												
	The trainee shall demonstrat	e the knowl	ledge and skills necessary to ga	ain citizen s	upport and participa	ation in the prevent	ion of crime	e.					
Reference(s	Reference(s): Case # (If applicable) Incident #												
	Received Instruction		Competency Demonstrat	ted	How	Remedia	al Training		How				
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6.5.01	Part A - Reference Agency Po	olicies/Proc	redures, if applicable (600 char	acters max	kimum)				□ N/A				
6.5.01	Part B - Agency Training Det	ails (field wi	ll expand automatically)										

6.5.02	Forms of Crime Prevention												
	The trainee shall give examp	les of gener	ral forms of crime prevention, in	ncluding:									
	A. Advice concerning mech and target hardening)	anical and ϵ	electronic devices (alarms, lock			fication (marking, er watch programs	ngraving, etc	:.)					
	B. Control of conditions (lig	thting acco	ss and architecture)		L. Neighborhood	watch programs							
	· -	,iitilig, acces	ss, and architecture,										
	C. Public awareness												
Reference(s	Reference(s): Case # (If applicable) Incident #												
Received Instruction Competency Demonstrated How Remedial Training How													
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6.5.02 Part B - Agency Training Details (field will expand automatically)													

6.6	COMMUNITY-ORIENTED/PROBLEM-ORIENTED POLICING (COP/POP)											
6.6.01	Community/Problem Oriente	_	•									
	The trainee shall review and on specific violations, crimes,	•		y/problem	oriented policing as	s it relates to community priori	ties and n	eeds, focusing				
	on specific violations, crimes,	or circuitis	talices.					T.				
	Received Instruction		Competency Demonstrat	ed	How	Remedial Training		How				
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Additional	Information:											
6.6.01	Part A - Reference Agency Po	olicies/Proc	edures, if applicable (600 char	acters max	rimum)			□ N/A				
6.6.01	Part B - Agency Training Deta	ails (field wi	ill expand automatically)									

6.6.02	The Crime Triangle The trainee shall explain the c	The Crime Triangle The trainee shall explain the crime triangle (offender, victim, and location).											
Reference(s	s):						Case # (If a	pplicable)	Incident #				
	Received Instruction		Competency Demonstrate		How		l Training		How				
FTO:	When completed, print full name	Date	When completed, print full name	Date	Demonstrated? Field Perform Role Play Written Test	When completed, print	full name	Date	Remediated? Field Perform Role Play Written Test				
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6.6.02	Part A - Reference Agency Po	licies/Proc	edures, if applicable (600 char	acters max	rimum)				□ N/A				
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6.6.02	Part B - Agency Training Deta	ils (field wi	ll expand automatically)										

6.6.03	Working with the Community to Solve Problems The trainee shall describe the advantages of working with the community to find solutions to problems related to community safety and quality of life issues.							
		auvantage	s or working with the commun	ity to ima s	solutions to problem	ns related to commi	Case # (If applicable)	Incident #
Reference(s	5):						,	
	Received Instruction		Competency Demonstrated		How	Remedia	l Training	How
	When completed, print full name	Date	When completed, print full name	Date	Demonstrated?	When completed, print	full name Date	Remediated?
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6.6.03	Part A - Reference Agency Po	olicies/Proc	edures, if applicable (600 char	acters max	rimum)			□ N/A
6.6.03	O3 Part B - Agency Training Details (field will expand automatically)							

6.6.04	Leadership in Community-Developed Problem Solving The trainee shall demonstrate leadership in facilitating, assisting, and motivating community members to develop solutions to their problems.							
Reference(s):						Case # (If applicable)	Incident #
	Received Instruction		Competency Demonstrated		How	Remedia		How
FTO: Trainee:	When completed, print full name	Date	When completed, print full name	Date	Demonstrated? Field Perform Role Play Written Test Verbal Test	When completed, print	full name Date	Remediated? Field Perform Role Play Written Test Verbal Test
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Additional	Information:							
6.6.04	Part A - Reference Agency Po	licies/Pro	cedures, if applicable (600 char	acters max	kimum)			□ N/A
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6.6.04	Part B - Agency Training Deta	iils (field w	ill expand automatically)					

6.6.05	Problem-Solving Model								
	The trainee shall explain the agency's problem-solving model [e.g., The SARA Model (Scanning, Analysis, Response and Assessment)], and be able to:							able to:	
	A. Learn the service needs	and deman	ids in their patrol area		D. Develop plans with citizens to address crime and disorder problems				
	B. Devise ways to manage	information	n gathered from various comm	unity	E. Work with citize	ens to assess the results of the	ir efforts		
	sources								
	C. Learn how to identify crime and disorder problems, and distinguish them from incidents								
Reference(Reference(s): Case # (If applicable) Incident #							Incident #	
	Received Instruction		Competency Demonstra	ted	How	Remedial Training		How	
	When completed, print full name	Date	When completed, print full name	Date	Demonstrated?	When completed, print full name	Date	Remediated?	
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					Role Play Written Test			Role Play Written Test	
Trainee:					☐ Verbal Test			☐ Verbal Test	
Comments (field will expand automatically)									
Additional Information:									
6.6.05	Part A - Reference Agency Policies/Procedures, if applicable (600 characters maximum)						□ N/A		
6.6.05	6.6.05 Part B - Agency Training Details (field will expand automatically)								

See next page for Attestation

Part 5 - Section 6: Community Relations/Professional Demeanor

ATTESTATION FOR SECTION 6

TO ENTER YOUR ELECTRONIC SIGNATURE:

- Export your file as a PDF. (Go to File > Export > Create PDF/XPS Document)
- Click on "Fill & sign" > Click on "Sign" icon at top of page > Click on "Add signature"
- Click on the "Image" icon > Click "Select image" > Locate your signature file > Click "Apply" to place your signature.
- Enter your full name next to your signature.

YOUR ELECTRONIC SIGNATURES VERIFY that the Field Training Officer (FTO) and Trainee attest to the following:

- 1. The FTO(s) provided all instruction, training, and related feedback/comments to the Trainee in accordance with the agency's training requirements for this portion of the Field Training Program.
- 2. The Trainee demonstrated all competencies required for this portion of the Field Training Program.
- 3. If remedial training was performed, the results were reviewed by the appropriate FTO(s) and accepted by the Trainee.
- 4. The final evaluation of the Trainee's performance for this portion of the Field Training Program were approved by the FTO(s) and accepted by the Trainee.

Primary Field Training Officer:	X	Print Full Name:
Trainee:	X	Print Full Name:

IMPORTANT: After signing the Attestation, the file will be "locked" and **CANNOT BE MODIFIED**. If you need to make changes, both signatures must be removed and re-entered after the final revisions have been made.

To remove the electronic signature: Click on the signature > Click on the trash icon.

See the following pages for Instructions to Administrators and FTOs

How to Complete Part 5 (Sections 1–18)

INSTRUCTIONS TO ADMINISTRATORS

VOLUME 2 OF THE FIELD TRAINING GUIDE CONSISTS OF 18 SECTIONS WHICH MAKE UP PART 5. Each section is provided as a separate file on the POST website (https://www.post.ca.gov/field-training--police-training.aspx). Prior to submitting your FTP Guide to POST for review, you must complete all 18 sections and include them as part of your Guide.

- 1. **Set up:** Keep an unchanged copy of each section file as a master for reference. Make a copy of the file to use for your agency-specific entries.
- 2. Front cover (optional): To keep a hard copy of Volume 2 for internal use, you can add your agency name and date to the front cover.
- 3. For each section (1–18):
 - a. Open the applicable file and add your agency name and date to the header on page 1. (DO NOT change any other headers or footers or alter any other sections of the file.)
 - b. Below each table:
 - Part A: Enter applicable references from your agency's Policies & Procedure Manual.
 - Part B: Enter your agency's training details.
- 4. **After completing ALL sections (1–18),** you MUST submit the following materials via flash drive, CD, or DVD to POST for review and approval (do not send printed copies):
 - 1) Your completed FTP Guide
 - FTP Approval Checklist (<u>POST Form 2-230</u>)
 NOTE: Guides submitted without this form will NOT be reviewed.
 - 3) Your Department's Policy & Procedure Manual
- 5. MAIL YOUR ELECTRONIC MEDIA TO:

Commission on POST 860 Stillwater Road, Suite 100 West Sacramento, CA 95605 Attn: Basic Training Bureau (BTB)

6. All applicants shall be notified in writing within **30** working days regarding the completeness of the package and application. A decision for approval shall be reached within **45** working days from the date the completed application is received.

See next page for Instructions to Field Training Officers

How to Complete Part 5 (Sections 1–18)

INSTRUCTIONS TO FIELD TRAINING OFFICERS (FTOs)

VOLUME 2 OF THE FIELD TRAINING GUIDE CONSISTS OF 18 SECTIONS WHICH MAKE UP PART 5. Each section has been customized by your agency administrator(s) to include references to policies and procedures and training details to meet your agency's Field Training Program requirements. Each file is provided as a separate file. For each section (1–18), complete all tables for each topic.

- 1. **Set up:** Keep an unchanged copy of each section file as a master for reference. Make a copy of the file to use for your training sessions.
- 2. Tracking your training sessions:
 - a. Upon completing each competency, enter the FTO and trainee names and dates, and how the competency was demonstrated, into the applicable tables.
 - b. Enter any note-worthy comments related to the trainee's performance.
- 3. If trainee requires remedial training:
 - c. Enter the FTO and trainee names and dates, and how the competency was remediated, to show that each competency was completed.
 - d. Enter any additional note-worthy comments related to the trainee's performance.
- 4. **Attestation:** After all competencies have been performed, including any remedial training, the primary FTO and Trainee MUST enter their electronic signatures on the Attestation page (see instructions) to verify that the Trainee has completed this portion of the Field Training Program.

End Section