



Manual Part: Human Resources (HR)	Policy Number: HR44PO	Alberta Policing Standards: PA 3.6
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Specialized Services Training Policy

Purpose:

Alberta Provincial Policing Standard PA 3.6 states:

PA 3.6 – If a police service provides specialized services, it shall outline how training needs will be provided. The policy shall include:

- a. A description of the specialized services.
- b. Skill development requirements for commencement of duties.
- c. On-the-job requirements for maintaining/improving competencies.

Specialized Services is defined in the Provincial Policing Standards as:

Services provided by a police service that requires specific skills and training in addition to regular induction and ongoing professional development. These services include, but are not restricted to, tactical/emergency response or public order response teams, privacy act interceptors, surveillance specialists, technologically-based crime investigators, police service dog handlers, and forensic identification specialists.

Statement of Principle:

The objective of specialized training is to enhance the skills, knowledge, and ability of members for their specialized assignment.

Policy Statement:

When a member transfers to a specialized unit requiring advanced training, they may and often must receive specialized training before commencement of their duties and while in the specialized position.

When members require additional training, supervisors and section heads will ensure the required training or orientation is initiated as soon as practicable.

Members also must receive orientation to the specific policies, procedures, rules, regulations and support services of the area.



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The following areas of the EPS have been identified as being within the Alberta Provincial Policing Standards definition of a specialized service:

A. Tactical Team Unit:

1. Description:

Tactical Team Unit members provide operational support services for hostage incidents, high-risk incidents involving armed and/or barricaded persons, special tactics; special weapons and equipment; chemical agents; arrest of armed/dangerous criminals; VIP security escorts, including assistance with RCMP VIP security and escorts; consulate security liaison; emergency planning; special enforcement programs; and response to calls as required.

2. Skill development requirements for commencement of duties:

Tactical Team Unit members must complete the basic tactical training course. Throughout basic training, members will be further exposed to job specific skill tests, peer assessments, training coordinator assessments, and a final review by tactical supervisors. If a candidate fails to meet the qualifications and expectations during this portion of the training, it will result in the candidate's elimination from the process.

3. On-the-job requirements for maintaining competencies:

To increase safety, minimize risk and increase proficiency, Tactical Section targets 25 percent of personnel hours to training (subject to operational deployments). Members must successfully complete the following annually: firearms qualifications, a timed mile and a half in 11:15 minutes and achieve a gold level fitness level as per Fitness and Lifestyle Unit standards.

B. Tactical Section - Explosive Technician:

1. Description:

Duties include response to bomb threats, response to suspicious devices and bombings (post-blast investigations), explosive breaching, assisting with clandestine lab investigations, collection and disposal of explosive materials, identification and deactivation of explosive devices used for criminal purposes, provision of technical assistance in criminal investigations involving explosions (post-blast) and explosive materials, maintenance of required records, post-blast investigations, and provision of training for explosives disposal technicians. Unit members also provide lectures to the public and private sectors relative to bomb threat management, explosives safety, etc.



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2. Skill development requirements for commencement of duties:

Members are selected through a skill/suitability assessment and must successfully complete the EPS inhouse basic course. Following this, Members are required to successfully complete the Police Explosives Technician basic training at the Canadian Police College (CPC) in Ottawa. Additional specialized courses are attended as available.

3. On-the-job requirements for maintaining competencies:

Police Explosives Technicians train a minimum of 150 hours-per calendar year. Performance management includes the use of the Employee Performance & Development Program format to ensure qualification and job standards are maintained. This is completed in conjunction with training qualifications specific to explosive work.

Every three years, each Explosives Technician must attend and successfully complete the CPC revalidation training course. Prior to revalidation, an eye examination, as specified by the CPC Explosives Training Section, must be conducted. The results of this examination are documented and presented to the CPC as part of the revalidation criterion.

C. Disaster Emergency Operations and Planning Section (DEOPS)

1. Description:

The Disaster Emergency Operations and Planning Section (DEOPS) forms the center for disaster and major emergency planning/response for the Edmonton Police Service and operates within the municipal, provincial and federal emergency frameworks. The section is responsible for the planning, mitigation and operational readiness, response and recovery to any natural or man-made disaster, civil disturbance, major event, or unusual occurrence requiring a concentration of police resources, which includes the high-risk armed and barricaded individuals in supplying logistical support. Whether it is the preparation, response and logistic support of a planned major event or the overall site management at a critical incident, DEOPS is responsible for ensuring all plans and logistical needs of that incident are in place. Within DEOPS, there are five operational sub-units to support the service's logistical and operational needs. These sub-units of DEOPS include Logistical Support Unit (LSU), Marine Unit, Search Manager Unit, Extra Duty Detail (EDO) and Public Safety Unit (PSU) are all part-time units within DEOPS.

2. Skill development requirements for commencement of duties:



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- a. Logistical Support Unit (LSU) – All members must complete the LSU basic operator course that is presented by DEOPS. Course consists of understanding the basic operations of DEOPS as well as practical training on trailering, Respiratory Mechanical Fit Testing as well as other operations DEOPS logistical equipment to support the service. Once completed the basic operator course, LSU members will be identified based on experience and qualifications to take on subsequent specialty roles in the operation of the Mobile Command Post (MCP) and the Mobile Action Center (MAC) to support the Level II Incident Command Program.
- b. Marine Unit - All members in Marine Unit must complete the Swift Water Rescue Course, Water Safety Course, Small Prop Watercraft Course and Jet Boat Operator Course which are coordinated by DEOPS. Once completion of the course's members will become active members of the Marine Unit.
- c. Search Manager Unit – All members in the Search Manager Unit must complete a 40-hour Search and Rescue Manager program that is instructed based on the codes and standards of the CSA Z1620 Standards for Ground Search and Rescue Operations. During the training, Search managers will be taught how to manage a search, utilizing local ground SAR members as well other police and external partner resources.

3. On-the-job requirements for maintaining competencies:

During their tenure in these assigned units, all members are required to attend mandatory unit training annually when identified by DEOPS.

 - a. Logistical Support Unit – Complete annual mandatory operations training of current and new equipment as well ensure that National Safety Code (NSC) & City of Edmonton driving courses are completed.
 - b. Marine Unit – All members of Marine Unit must attend Spring Orientation training prior to deploying and maintain an identified number of deployments to ensure competence and confidence when deployed as a Marine Unit Operator.
 - c. Search Manager Unit – Complete annual mandatory training day when identified by DEOPS.

D. Public Safety Unit:

1. Description:



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Public Safety Unit (PSU) members are responsible for crowd management to facilitate lawful and safe public assembly in order to prevent a requirement for crowd control intervention.

2. Skill development requirements for commencement of duties:

All members assigned to the PSU must successfully complete the Alberta Association of Chiefs of Police (AACP) Provincial Crowd Control Certification course. The course involves a 40 -hour comprehensive curriculum including general knowledge, PSU command structure, lawful authorities and crowd control philosophies and techniques.

All members assigned to the PSU must successfully complete the Advanced Crowd Management Certification course. The course involves a forty-hour comprehensive curriculum including general knowledge PSU command structures, lawful authorities, crowd dynamics, and crowd management and control techniques.

3. On-the-job requirements for maintaining competencies:

During their tenure in the PSU, all members are required to attend 20 hours of mandatory training annually. This annual training reiterates and allows members to hone all the distinction covered in the AACP Certification course and train new skills and techniques. In addition to the mandatory annual training, specialized PSU teams conduct training specific to their role and responsibilities.

E. Canine Unit:

1. Description:

Canine Unit utilizes Patrol Dog Teams and Specialty Detection Dog teams which consist of trained dog handlers and trained Police Service Dogs (PSD). The canine teams can provide assistance to all areas of the EPS. The canine teams' primary mission is using the PSDs sense of smell/olfaction to track and/or search, to locate suspects or evidence, including illegal drugs, explosives and human remains. In appropriate circumstances PSDs can also be deployed as a Use of Force option, either through social control or direct suspect apprehension.

Canine teams can also provide specialized assistance to Tactical Section, to assist with the arrest of armed/dangerous persons; Public Safety Unit, to assist with the protection of PSU members, EPS facilities or equipment; or provide search and rescue assistance in the appropriate circumstances.



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2. Skill development requirements for commencement of duties:
 - a. Successful completion of EPS "Dog Master Training Course" (DMTC) including validation to EPS standards.
 - b. Successful completion of an internal or external canine specialty explosives detection, human remains detection or drug detection course, validating to EPS standards.
3. On-the-job requirements for maintaining competencies:
 - a. Annual validations to EPS standards for patrol police service dogs.
 - b. Annual validations to EPS standards for canine explosives detection, human remains detection or drug detection.
 - c. On-going in-service training by canine teams to maintain proficiency and enhance skill sets.
 - d. Adherence to subsidiary EPS Canine Unit Manual(s).

F. Crisis Negotiators:

1. Description:

Crisis Negotiators are responsible for responding to armed and barricaded persons, hostage situations, kidnappings and critical incidents as requested by Incident Commanders.

In addition, Crisis Negotiators are responsible for facilitating crisis interventions and/or negotiations with subjects via telephone/mobile phone, electronic messaging applications, loud hailer or face to face methods in order to facilitate peaceful resolutions. Additional duties involve providing investigative assistance for investigations that may require negotiation (i.e., extortion, kidnapping).
2. Skill development requirements for commencement of duties:

Crisis negotiators are required to attend the CPC Basic Crisis Negotiators course prior to being deployed in active duty.
3. On-the-job requirements for maintaining competencies:

Members must attend five mandatory training exercises per year (including a review of incidents and an active listening skill exercise or scenario). Members must also complete the Red Kidnap course to maintain their status on the team.



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G. Flight Operations Unit:

Pilot:

1. Description:

Flight Operations Unit pilots operate aircraft (rotary, fixed-wing or remotely piloted aircraft systems (RPAS/drones) and are part of the aircrew who provide air support to all operational and investigative areas of the EPS. The Unit also will assist other law enforcement agencies in Edmonton and surrounding areas, as required.

2. Skill development requirements for commencement of duties:

- a. Transport Canada Commercial Helicopter Pilot licence, Transport Canada Commercial Aeroplane licence (or both) or Transport Canada drone pilot Certificate – Advanced Operations.
- b. Transport Canada Night rating (not required for RPAS).
- c. Adherence to the EPS Flight Operations - Helicopter Manual & Fixed-Wing (Aeroplane) Manual or the RPAS Program Policy and RPAS Program Business Rules, dependent upon the type of aircraft operated.

3. On-the-job requirements for maintaining competencies:

- a. Rotary and Fixed-wing - Annual Pilot Proficiency Checks conducted by the respective EPS Chief Pilot.
- b. RPAS – required to complete a flight at least once.
- c. Adherence to the EPS Flight Operations - Helicopter Manual & Fixed-Wing (Aeroplane) Manual or the RPAS Program Business Rules, dependent upon the type of aircraft operated.

Tactical Flight Officer:

1. Description:

Flight Operations Unit Tactical Flight Officers (TFO) are part of the aircrew who provide air support to all operational and investigative areas of the EPS. TFO's utilize technology on-board the EPS helicopter to assist in locating suspects, locating missing persons, tracking crime vehicles, conducting compound searches and provide overwatch of traffic stops conducted by patrol members.



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TFO's also assist other law enforcement agencies in Edmonton and the surrounding areas, as required.

2. Skill development requirements for commencement of duties:

Tactical Flight Officers complete five weeks of training which includes one week of "ground school" covering: theory of flight, helicopter emergencies, crew resource management, weather, searching, criminal flight tactics, working with specialized units in EPS and thermal imagery. Throughout the later four weeks of training, the TFO is exposed to the on-board equipment of the EPS helicopter, target acquisitions and vehicle follows, and call simulations. The TFO is assessed throughout the training and if they fail to meet qualifications the candidate can be removed from the process.

3. On-the-job requirements for maintaining competencies:

Tactical Flight Officers are required to maintain currency by conducting an operational flight at minimum once every 30 days. If this currency lapses, the TFO is required to conduct an operational flight with the Sergeant i/c of Flight Operations or the Chief Tactical Flight Officer. TFO's attend annual recurrent training with the Edmonton Police Service pilots to better assist in any airborne emergencies that may arise.

H. Forensic Identification Services Section (FISS):

1. Description:

FISS members provide services for the technical and scientific identification of persons and substances, the forensic examination of crime scenes and other areas, the recording of evidence, and the maintenance and fulfillment of the photographic needs of the Service.

2. Skill development requirements for commencement of duties:

Successful completion of the EPS Forensic Identification Course or the CPC Forensic Identification Course.

3. On-the-job requirements for maintaining competencies:

- a. Successful completion of the EPS Forensic Identification Section Understudy Program.
- b. Ongoing completion of proficiency testing and internal training days.
- c. Workplace Hazardous Materials Information System course (WHIMS).



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I. Polygraph Unit:

1. Description:

Polygraph Unit members evaluate all requests for polygraph tests submitted by EPS members, schedule and conduct polygraph examinations on a priority basis, record admissions and confessions given during the course of a polygraph examination, report the results of each polygraph examination to the member i/c the case, provide expertise and advice to members on effective interrogation skills, and provide polygraph services to other police agencies as requested.

2. Skill development requirements for commencement of duties:

In order to be certified as a forensic polygraph examiner, members are required to successfully complete all phases of the CPC Polygraph Examiners course (academic course phase, internship phase and certification phase). Typically, it takes a full year from the time the member enters the Unit until the time they are officially certified by the CPC Polygraph School.

3. On-the-job requirements for maintaining competencies:

Polygraph Unit members attend a sanctioned polygraph related seminar or training program which provides a minimum of 40 hours additional training every two years.

J. Legal Application Support Unit:

1. Description:

Legal Application Support Unit members are responsible for enhancing the EPS's overall abilities relative to the preparation and presentation of applications for judicial authorizations, in addition to remaining current on evolving laws and expectations related to search and seizure. The Unit also is available to provide assistance to any member seeking such authorizations or offering advice into whether prior judicial authorization is necessary.

2. Skill development requirements for commencement of duties:

- a. Warrant Writing course offered by RCMP (formerly provided by Alberta Specialized Law Enforcement Training (ASLET)).**
- b. Interception of Private Communications course offered by both the RCMP and the CISO (Criminal Intelligence Service Ontario).**



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3. On-the-job requirements for maintaining competencies:

Maintain knowledge of up-to-date information and case-law relating to warrants and affidavits and search/seizure. Must be willing to share warrant authorities' information and warrant writing skills through training courses offered internally by the EPS.

K. Electronic Surveillance Unit:

1. Description:

Members of Electronic Surveillance Unit (ESU) provide follow-up or supplemental investigative services in relation to offences where the ability to covertly monitor a suspect is required. This assistance comes in the form of lawful electronic monitoring through video, audio or the tracking of a suspect's whereabouts.

2. Skill development requirements for commencement of duties:

One or more of the following courses:

- a. The Certified Technical Investigator (CTI) training course, offered by the National Technical Investigators Association, or equivalent.
- b. The Electronics Technician Certificate, offered by George Brown College, or equivalent.
- c. The Certified Technical Investigators Certificate, offered by the CISO (Criminal Intelligence Service of Ontario), or equivalent.

3. On-the-job requirements for maintaining qualifications:

Maintain knowledge of up-to-date equipment, best-practices and case-law relating to the lawful implementation of covert video, audio, and tracking techniques through consultation with partner agencies, equipment vendors, and through attending related 3rd party training opportunities.

L. Surveillance Unit:

1. Description:

Surveillance Unit members provide surveillance on assigned subjects involved in criminal activity in an effort to gather intelligence and/or evidence of criminal activities in support of charges. Surveillance Unit also provides training to other areas of the service that utilize members for investigative/project-based teams which conduct mobile surveillance.



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2. Skill development requirements for commencement of duties:

Members must have successfully completed the EPS Mobile Surveillance Course, or equivalent approved advanced surveillance course.

3. On-the-job requirements for maintaining competencies:

Advanced Surveillance Techniques Training is an asset, including:

- a. Cast-off DNA Exhibit Collection and Handling,
- b. Surveillance Photography Techniques,
- c. Tactical Vehicle Box in/takedown training,
- d. Surveillance Notes Report-taking,
- e. Tracking Device Installation course, and
- f. Adult Education (Train the Trainer).

M. Wiretap Services Unit:

1. Description:

Under the umbrella of Investigative Services Section, the Wiretap Services Unit is made up of civilian staff members who support numerous functions related to obtaining information and data from the telecommunications companies as follows:

- a. The implementation or execution of wiretap files, through the lawful interception of communications.
- b. The implementation or execution of transmission data recorders obtained through judicial authorization.
- c. The implementation or execution of tracking warrants (for persons) through judicial authorization.
- d. Primary EPS liaison with Canadian telecommunications service providers in relation to judicial authorizations, providing investigators with carrier confirmation and service provider information.

2. Skill development requirements for commencement of duties:



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Civilian members are trained in-house with respect to their duties in the Wiretap Services Unit. There are no immediate or qualifying skills required beyond this in order to commence with duties.

3. On-the-job requirements for maintaining competencies:
 - a. Ongoing peer-to-peer training and training by other subject matter experts in relation to understanding judicial authorizations and court rulings which guide practices during the interception of communications.
 - b. Training opportunities to assist with maintaining competencies such as:
 - i. Intercept System Computer Training – User Support course,
 - ii. conferences in relation to major crime investigative techniques,
 - iii. Wiretap Management Symposium, and
 - iv. other related wiretap courses.

N. Technological Crimes Unit:

1. Description:

The Technological Crimes Unit (TCU) provides specialized support to a number of investigative units within the EPS. TCU also includes the Digital Forensic Services Detail (DFSD).

DFSD assists in the search, seizure and analysis of digital/electronic devices used in the commission of a crime. DFSD provides expertise in the acquisition, preservation and analysis of digital evidence on the vast array of devices.

2. Skill development for commencement of duties:

a. DFSD:

Completion of the Technological Crimes Unit Understudy Program which consists of several examinations and courses typically completed within a 2-year period. The required courses are CompTia A+, Computer Forensic Examiner (CPC), Internet Evidence Analysis (CPC), Mobile Device Acquisition and Analysis (CPC), Network Investigative Techniques (CPC), Network Online Stanford course (Prerequisite for CPC Networking course), and X-Ways Forensics course. The member is away for approximately 10 weeks for in-house training. This follows the same training program across



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Canada and is based on the Royal Canadian Mounted Police Technological Crimes Understudy Program.

3. On-the-job requirements for maintaining competencies:

- a. DFSD – Maintain knowledge of up-to-date equipment, best-practices and case-law relating to the lawful implementation of digital forensics and with partner agencies, equipment vendors, and through attending related 3rd party training opportunities.

O. Cyber Crime Investigations Unit (CCIU):

1. Description:

Cyber Crime Investigations Unit (CCIU) provides coordinated investigative services in response to the criminal use of technology through the prevention, intervention and suppression of crime and disorder. Members of the CCIU are engaged to assist, and when the complexity and/or skill or experience required necessitates, lead investigations of crimes committed using technology.

2. Skill Development for commencement of Duties:

Members of CCIU are expected to take a combination of investigative in-house (EPS) training and Investigative Skills Education Program (ISEP) training combined with courses from the Canadian Police College (CPC), including:

a. Investigative:

- i. Search Warrant Drafting
- ii. Advanced Search Warrant Drafting
- iii. Interviewing and Interrogation
- iv. Source Handling
- v. Major Case Management

b. CPC:

- i. Digital Technologies for Investigators (DTIC)
- ii. Cyber Crime Investigators Course (CCIC)
- iii. Open-Source Intelligence (INTINT)



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- iv. Advanced Open-Source Intelligence (AOISNT)
3. On the Job requirements for maintaining competencies:

Additionally, members participate in specific training supported by private third-party training organizations, post secondary institutions and our partner law enforcement agencies. The training maintains and expands on existing skills. Training courses that members may have (ongoing) include:

- a. FBI – Cyber Crime Investigators Course
- b. United States Secret Service – Crypto Currency Investigations
- c. NCFTA – Dark Web Investigations
- d. Intel Techniques – Open-Source Intelligence
- e. Hunchly – Dark Web and OSINT Capture

P. Facial Recognition Forensic Video:

1. Description:

The Facial Recognition Forensic Video Unit (FRFV) provides specialized video and investigative supports to all areas within the EPS. FRFV consists of two details:

- a. Forensic Video Analysis Detail (FVAD) – Primarily supports major crimes and other non-Patrol investigative units in the forensic acquisition, preservation and analysis of video evidence. Also provides post-production services such as video and audio-enhancement, vetting, timelines and other specialized services based on available technology and training.
- b. Facial Recognition Video Retrieval Detail (FRVR) - Primarily supports Patrol investigations with the forensic acquisition, preservation and analysis of video evidence. Members also create Assist to Identify (ATI) documents for the respective Patrol divisions to aid in the identification of suspects.

Both Details utilize the Neoface Reveal facial recognition software to assist in suspect identification.

2. Skill development for commencement of duties:

- a. FVAD:
 - i. Analyst Level (primarily non-sworn Detail members):



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- ii. Completion of the Law Enforcement & Emergency Services Video Association International Inc. (LEVA) training courses levels 1 through 4
- iii. Adobe Photoshop for Forensic Video Analysts
- iv. Introduction to Audio Forensics
- v. Intermediate Audio Forensics
- vi. Technician Level (primarily sworn Detail members)
- v. NEC NeoFace Reveal vendor training
- vi. FBI Face Comparison and Identification Training
- vii. Axxon Investigates (iINPUT-ACE) vendor trainingAmpedFIVE vendor training

b. FRVR:

- i. NEC NeoFace Reveal vendor training
- ii. FBI Face Comparison and Identification Training
- iii. LEVA Technician certification

3. On-the-job requirements for maintaining competencies:

- a. FVAD:
- i. Maintaining LEVA training certifications (Certified Forensic Video Technician (CFVT) or Certified Forensic Video Analyst (CFVA)) by completing a minimum 80 hours of approved training in a three-year period
- ii. Maintain knowledge of up-to-date equipment/software, best-practices and case-law relating to the lawful implementation of video forensics
- iii. Work with internal partners, external partner agencies and equipment/software vendors to implement new techniques and technology
- iv. Attend related third-party training opportunities for advanced training and to learn about new developments in the forensic video field



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- v. Assist in the development of FRVR members' skills
- b. FRVR:
 - i. Maintain knowledge of up-to-date equipment/software, best-practices and case-law relating to the lawful implementation of video forensics. Maintaining LEVA Certified Forensic Video Technician (CFVT) certification by completing a minimum 80 hours of approved training in a three-year period (if applicable)

Q. Clandestine Lab Unit:

1. Description:

Clandestine Lab Unit members provide operational support services for incidents involving illicit drug manufacturing or synthesis, unknown powder calls, cannabis grow house investigations and butane or propane cannabis extraction facilities.

2. Skill development requirements for commencement of duties:

Clandestine lab members must complete a basic Clandestine Lab course. Throughout basic training, members will be further exposed to job specific skill tests, peer assessments, training coordinator assessments, and a final review. If a candidate fails to meet the qualifications and expectations during this portion of the training, it will result in the candidate's elimination from the process. Upon completion of the basic training course the candidates will be required to pass a medical and physical examination which must be renewed annually.

3. On-the-job requirements for maintaining competencies:

In an effort to increase safety, minimize risk and increase proficiency, Clandestine Lab members must complete:

- a. a minimum of 8 hours of mandatory training commitments per year,
- b. successfully pass the annual medical and physical examinations and be certified and proficient in the use of self-contained breathing apparatus, and
- c. the Workplace Hazardous Materials Information System course (WHIMS).

R. Major Collision Investigation Unit:

1. Description:



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Major Collision Investigation Unit (MCIU) members provide operational support services for all fatal collisions; serious injury collisions involving major surgery / hospitalization and response to service vehicle collisions; response to major crime scenes requiring mapping by ground or by air using the remotely piloted aircraft systems (RPAS). Secondary response to special enforcement programs.

2. Skill development requirements for commencement of duties:
 - a. MCIU members must successfully complete the Level II Collision Investigator course and the Level III Collision Analyst training course within their first two years.
 - b. Throughout the members tenure, members will be supported to attain the Level IV Collision Reconstructionist designate including the following collision investigator disciplines: Electronic Data Recorder Technician 1 and 2, Vericom Technician, Digital Photography, Exhibit Handling, Pedestrian, Collision Investigation, Bicycle Collision Investigation, Motorcycle Collision Investigation, EDR Analysts, EDR Reconstructionist, and Commercial Vehicle Reconstruction.
 - c. Members holding the designate as a Level III Collision Analyst will become a member of the Canadian Association of Technical Accident Investigators and Reconstructionists, (CATAIR), which is the Canadian oversite body to assure a member has achieved a level of knowledge in the field of collision investigation and further holds members accountable for any misconduct.
 - d. Members will receive internal mentorship with all technical work peer reviewed and a final review by their supervisor.
3. On-the-job requirements for maintaining competencies:

In an effort to increase proficiency, members will participate in on-going collision training opportunities relative to their current assignment. Completion of any training course will require the member to provide proof of completion and maintain their work resume / curriculum vitae.