

Entry Formatting

About this lesson

Overview This lesson covers the correct formatting of the fields in the pending event screen. It will also introduce participants to the DRGs – District Response Guides on the intranet.

Learning objectives At the end of this lesson participants will be able to

- recognise the approved abbreviations
- enter names in the correct format
- enter phone numbers in the correct format
- locate DRG's on the intranet.

Assessment Formative assessment will take place during the course as the functions are used in practical sessions.

Summative assessment will take place during the practical assessment.

Resources

- CARD training terminals. .

References

- Comms Intranet - Standard Operating Procedures
- District Response Guides
- Trainers practical guide

Duration 2 hours

Delivery strategy and lesson stages This lesson is delivered in three stages:

- formatting names, addresses and phone numbers
- approved abbreviations
- district response guides (DRGs).

It is delivered using the explain, demonstrate and practice strategy.

Trainer's notes

Introduction

Welcome

Welcome participants and introduce the topic.

Revision and entry level

Question participants to recall learning from the 6 steps lesson.

Lesson overview

We now know that there is an approved format for entering the text of any event and that we need to get the information in a particular order. There is also a need to enter the information so that everyone can understand it. We have approved abbreviations so that dispatchers, supervisors and district staff can read and understand what has been written.

Stage 1 – Formatting Names, addresses and phone numbers

Introduction to formatting Throughout Police, we use the same manner of formatting a person's name. This eliminates any confusion from surnames that can also be used as first names. It also helps when searching or querying a name, we know exactly how it has been entered into any one of our computer systems.

Resources

- CARD training terminals

Duration 30 minutes

Information screen Review the fields in the event information screen. Ask participants to tell you what the Go To field is

Bring the focus down to the line containing the name, address and phone number fields.

Name format The name field always contains the informant's name.

The format used is in reverse order, separated with a / (forward slash) symbol. E.G. surname/first name/middle name. This is the format that is used throughout police and is always the same. To ensure that our information is accurate ask for the correct spelling using the phonetic alphabet as appropriate.

Address The address field contains the contact address for the informant, which is not necessarily the same as the Go To field. If the address is the same, copy and paste the address from the Go To field. If it is different, always verify the address where possible.

In the case where an informant is calling in a work capacity as part of an organisation or company, their address should be their job title as business name. eg Store Manager, Glassons

Phone number format

The phone number listed is the immediate contact for the informant. The format used is:

- 1 for dialling an outside line
- Area code for the applicable area, or
- Prefix for the service provider (for mobile phones)
- Actual phone number for the home, business, or cell

Do not use any spaces or gaps when entering this information. This format allows for anyone to copy and paste into Solidus and then dial the number. Using a standard format ensures staff can search the CARD system on the phone number in the case of a No Speech Emergency Call.

Recap

The informant's name, address, and phone number are to be formatted in a particular way. This needs to be done in every case to ensure consistency across the organisation. The formatting of these fields is just as important as following the six steps for the event text.

Stage 2 – Approved abbreviations

Introduction to approved abbreviations The ability to understand what has been written in an event is vital. The Communications Centres have set in place formatting standards to ensure that everyone is writing things the same way, all the time.

Ask: Can we all understand text speak or Shakespearian English?

We can't afford to have information "lost in translation" so let's look at the approved abbreviations that we can use.

Resources Trainers Practical Guide

Duration 30 minutes

Headline abbreviations Discuss the abbreviations for headlines as listed (refer to page 84 of the practical guide).

Description abbreviations Discuss the abbreviations for people, groups, organisations, and descriptions as listed (refer to page 85 of the practical guide). Ensure that abbreviations for gender and race are used together not used in a sentence on their own.

Direction abbreviations Discuss the abbreviations for directions or movements, activities or incidents, and vehicles as listed (refer to page 86 of the practical guide).

Comms abbreviations Discuss the abbreviations for Comms functions and places as listed (refer to page 87 of the practical guide).

Recap We have looked at the format of the information by using six steps, and now we have discussed the approved abbreviations that ensure that the correct message is conveyed.

Stage 3 – District Response Guides (DRGs)

Introduction to the DRGs	<p>We have already talked about how NZ Police is made up of 12 districts and how within those districts, there are areas. In an ideal world, each of those districts and areas would do everything exactly the same way.</p> <p>Different requirements due to factors such as geography, socio-economic demographics, and issues, mean different processes and policies may apply.</p> <p>DRGs or District Response Guides give us a reference to these differences between districts.</p>
Resources	<p>CARD training terminals</p>
Duration	<p>1 hour</p>
SOPs button	<p>Explain that the SOPs button will populate with different information depending at which stage the participant is at when they refer to them.</p> <p>Have participants press the create button to ensure that the event information window is blank.</p> <p>Draw the participants focus to the SOPs button.</p> <ul style="list-style-type: none">• Explain what SOPs stands for (standard operating procedure).• Explain the difference between the intranet and the internet. <p>Get the participants to click on the SOPs button and discuss where this action takes them.</p>
Locating the DRGs	<p>Explain that there is a lot of information available from this page and that we will look at the difference areas in depth.</p> <p>Draw participants attention to the central column titled “Topical/ Useful Links”</p> <p>Ask participants to click on the District Response Guide link.</p>
1640 example	<p>Ask participants to click on their own Comm Centre, select any dispatch group and select 1640 – minor assault. Give participants time to read the information on screen.</p>
Historic - CRL	<p>Direct participants to the “Click Here” button located to the right of the “select an offence” drop down box.</p>

Ask them to click on it and allow time for the participants to read the information on the screen.

Exploration

Allow time for all participants to explore the DRGs before closing down SOPs.

DRGS during event entry

Refer back to the event information screen and have participants enter a street or intersection in the Go To field and a 1D in the event type field.

Get the participants to click on the SOPs button and discuss where this action takes them.

Have participants close SOPs and click create> abandon to clear the information from the event information screen.

Ask participants to repeat the process again using a different street and event/incident code to see what the results are.

Practice

Repeat as required to allow all participants to practice.

Recap

There are twelve districts nationwide and the processes and policies differ between them. You are not expected to memorise what they all do for every scenario. DRG's are there to assist you to give the correct advice to our callers.

Conclusion

Review

Today we have discussed and practiced

- entry formatting
 - approved abbreviations
 - DRG's.
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Summary

Correct entry, formatting and approved abbreviations are key to ensuring that the information contained in the event is understood by all parties involved and that the event is dealt with appropriately.

Correct entry and formatting allows for accurate searching of events if required.

The DRGs are there to help you provide good customer service by giving guidance on response to enable you to give correct advice to your caller.

Look forward

Explain the next lesson include:

- topic
 - Who the trainer is
 - Where the lesson will take place
 - time due back
 - what time the lesson will start
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