

# Public Safety Communications Officer Basic Training



## *Wyoming Law Enforcement Academy*

### **Proposed Course Syllabus**

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The information contained herein depicts the various philosophies, curriculum concepts, and training methodologies intended for use in training state and local law enforcement professionals specifically in the State of Wyoming and as such may not be suitable for law enforcement professionals in other areas. Copyright ©2022, Wyoming Law Enforcement Academy. All rights reserved. No part of this publication may be reproduced, in whole or in part, in any form or by any means, without the expressed written consent of the Wyoming Law Enforcement Academy.



# Wyoming Law Enforcement Academy

Training Division

Public Safety Communication Officer Basic Course

## Wyoming Communication Officer Basic Course

This basic certification course utilizes an integrated, phased teaching approach and guided experiential learning concepts. Learners are taught and evaluated on curriculum established and certified by the Wyoming Law Enforcement Academy and the Wyoming Peace Officers Standards and Training Commission in the core competencies of criminal law, interpersonal interactions, professional skills and operations skills.

Learners are required to have a Wyoming P.O.S.T. Temporary Certification and be employed by a Wyoming Law Enforcement Agency or be a Pre-Service Candidate.

To receive certification student must attend and successfully complete all aspects of the curricula.

### COURSE COMPETENCIES

CRIMINAL LAW (CL)	1 Topic or Evolution	6 hrs
INTERPERSONAL INTERACTIONS (II)	5 Topics or Evolutions	22 hrs
PROFESSIONAL SKILLS (PS)	8 Topics or Evolutions	26 hrs
OPERATIONS SKILLS (ES)	8 Topics or Evolutions	29 hrs
<b>TOTAL</b>	<b>17 Topics</b>	<b>83 hrs</b>

### COURSE DESCRIPTION SUMMARY

TOTAL HOURS:	83 hrs	
LEARNING HOURS:	50 hrs	60.24%
PRACTICAL APPLICATION HOURS:	25 hrs	30.12%
PRACTICAL INTEGRATION HOURS:	8 hrs	9.64%
<b>TOTAL ON-LINE CONTENT:</b>	<b>12 hrs</b>	<b>14.46%</b>
<b>TOTAL ON-CAMPUS CONTENT:</b>	<b>71 hrs</b>	<b>85.54%</b>





# Wyoming Law Enforcement Academy

Training Division

Public Safety Communication Officer Basic Course

## Course Description

<b>CRIMINAL LAW (CL)</b>		<b>6</b>
CL3000	LEARNING	4
CL3001	Constitutional & Legal Issues Lecture	4
CL3200	APPLICATION	2
CL3201	Basic Law Team Collaboration	2
<b>INTERPERSONAL INTERACTIONS (II)</b>		<b>22</b>
II3000	LEARNING	12
II3001	Interpersonal Communications Lecture	4
II3041	Telephone Communications Lecture	4
II3042	Radio Communications Lecture	4
II3200	APPLICATION	10
II3241	Telephone Procedures Practical Activity	5
II3242	Radio Procedures Practical Activity	5
<b>PROFESSIONAL SKILLS (PS)</b>		<b>26</b>
PS3000	LEARNING	17
PS3010	Professional Orientation & Ethics Lecture	4
PS3030	Mental Health Crisis Management Lecture	8
PS3031	<a href="#">Stress Management On-Line Learning</a>	3
PS3050	<a href="#">Physical Fitness Concepts On-Line Learning</a>	1
PS3051	<a href="#">Nutrition Concepts On-Line Learning</a>	3
PS3070	Peace Officer Standards & Training Lecture	1
PS3200	APPLICATION	9
PS3231	Stress Management Team Collaboration	2
PS3250	Physical Fitness Training	7
<b>OPERATIONS SKILLS (OS)</b>		<b>22</b>
ES3000	LEARNING	14
OS3001	Critical Incident Management Lecture	4
OS3002	Non-Critical Incident Management Lecture	4
OS3011	<a href="#">Arrest Related Death On-Line Learning</a>	2
OS3031	Map Reading Lecture	1
OS3052	Active Shooter Response Lecture	1
OS3061	Domestic Violence Dynamics	2
OS3110	<a href="#">Courtroom Demeanor &amp; Testimony On-Line Learning</a>	3
PS3400	INTEGRATION	12
PS3201	Officer Involved Shooting Practical Integration	4
PS3252	Active Shooter Practical Integration	4
PS3510	Courtroom Testimony Practical Integration	4





# Wyoming Law Enforcement Academy

Training Division

Public Safety Communication Officer Basic Course

## Criminal Law

The desired outcome of the topics within the Criminal Law competency is for the Public Safety Communications Officer Basic student to interact with people in a manner that is legally reasonable and within the constitutional and statutory role of the officer.

### CL3001 Constitutional & Legal Issues Lecture

#### PERFORMANCE STANDARDS

- CL1. Legal Limitations. While engaged in training activities the learner acts within the relevant Constitutional and Statutory limitations of their authority.
- CL2. Individual Rights. While engaged in training activities the learner acts within the relevant Constitutional and Statutory rights of people.
- CL3. Legal Objectives. While engaged in training activities the learner acts with the exclusive intent of achieving the relevant Constitutional and Statutory objectives of their role.

#### LEARNING RUBRIC

CONCEPTS/PRINCIPLES/TACTICS	LEARN UNDERSTAND	APPLY APPLY	INTEGRATE ANALYZE	ADAPT EVALUATE	CREATE CREATE
<b>CL1. Legal Limitations.</b>					
1. The role of the US Constitution.	Relate				
2. The source of US governing power.	Recognize				
3. The purpose of the US Constitution.	Define				
4. The structure of the US Constitution.	Recognize		Correlate		
5. Branches of the US Government.	Define		Correlate		
6. Jurisdictional levels of the US Criminal Justice System.			Distinguish		
7. Five components of the US Criminal Justice System.			Distinguish		
8. Rule of law.	Define				
9. FCC Regulations.	Recognize				
<b>CL2. Individual Rights.</b>					
1. Law enforcement applicable constitutional amendments.			Correlate		
<b>CL3. Legal Objectives.</b>					
1. Structure of Wyoming State Statutes.	Recognize	Utilize			
2. WS Titles 6, 14, 31, & 35.			Correlate		
3. Information dissemination – WS §6-2-319 & §35-20-112.				Interpret	
4. Information dissemination – Wyoming Public Records Act.				Interpret	
5. Civil liability – Wyoming Governmental Claims Act.				Interpret	
6. Official public records and office files and memoranda.			Differentiate		
7. Scope of duties.	Define				
8. Aspects of tort liability phase.	Recognize				
9. Circumstances when liability may attach.			Differentiate		





# Wyoming Law Enforcement Academy

Training Division

Public Safety Communication Officer Basic Course

10. Malfeasance, Misfeasance & Nonfeasance.	Define		Differentiate		
11. Constraints of advising people to act.	Recognize				

## OBJECTIVES

### CL1. Legal Limitations

CL3001.1-1	Relate the role of the US Government to the human rights of its citizens.
CL3001.1-2	Recognize the source of governing power in the US Government.
CL3001.1-3	Define the purpose of the US Constitution.
CL3001.1-4	Recognize the structure of the US Constitution.
CL3001.1-5	Define the role of each branch of the US Government.
CL3001.1-6	Accurately correlate the structure of the US Constitution with each branch of the US Government.
CL3001.1-7	Distinguish between the three jurisdictional levels of the US Criminal Justice System.
CL3001.1-8	Distinguish between the five components of the US Criminal Justice System.
CL3001.1-9	Define the term “rule of law”.
CL3001.1-10	Recognize the relevant Federal Communications Commission regulations in the context of a communications officer.

### CL2. Individual Rights.

CL3001.2-1	Accurately correlate the relevance of the seven amendments to the US Constitution that directly impact US law enforcement.
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### CL3. Legal Objectives.

CL3001.3-1	Recognize the structure of Wyoming State Statutes.
CL3001.3-2	Utilize the structure of Wyoming State Statutes to locate particular statutes.
CL3001.3-3	Accurately correlate Title numbers 6, 14, 31, and 35 with their respective titles.
CL3001.3-4	Accurately interpret the statutory parameters and application of WS §6-2-319 and WS §35-20-112 to communication officers in the context of information dissemination.
CL3001.3-5	Accurately interpret the statutory parameters and application of the Wyoming Records Act to communication officers in the context of information dissemination.
CL3001.3-6	Accurately interpret the statutory parameters and application of the Wyoming Governmental Claims Act to communication officers in the context of civil liability.
CL3001.3-7	Differentiate the terms “official public records” and “office files and memoranda” in the context information utilized by communication officers.
CL3001.3-8	Define the term “scope of duties”.
CL3001.3-9	Recognize the aspects of tort law that must be proven in the liability phase of trial.
CL3001.3-10	Differentiate the circumstances when liability attaches to a communications officer who has assumed a duty to act or respond.
CL3001.3-11	Define the terms “malfeasance”, “misfeasance”, and “nonfeasance”.
CL3001.3-12	Differentiate the terms “malfeasance”, “misfeasance”, and “nonfeasance”.
CL3001.3-13	Recognize the constitutional, statutory, and policy constraints associated with advising people to take particular actions during an incident.





# Wyoming Law Enforcement Academy

Training Division

Public Safety Communication Officer Basic Course

## CL3201 Basic Law Team Collaboration

### PERFORMANCE STANDARDS

- CL1. Legal Limitations. While engaged in training activities the learner acts within the relevant Constitutional and Statutory limitations of their authority.
- CL2. Individual Rights. While engaged in training activities the learner acts within the relevant Constitutional and Statutory rights of people.
- CL3. Legal Objectives. While engaged in training activities the learner acts with the exclusive intent of achieving the relevant Constitutional and Statutory objectives of their role.

### LEARNING RUBRIC

	LEARN <i>UNDERSTAND</i>	APPLY <i>APPLY</i>	INTEGRATE <i>ANALYZE</i>	ADAPT <i>EVALUATE</i>	CREATE <i>CREATE</i>
<b>CONCEPTS/PRINICIPLES/TACTICS</b>					
CL1. Legal Limitations.					
CL2. Individual Rights.					
CL3. Legal Objectives.					
1. Information sharing with the public.		Apply		Analyze	Determine
2. Directing individuals.		Apply		Analyze	Determine

### OBJECTIVES

#### CL1. Legal Limitations

CL3201.1-1 Analyze a series of divergent, realistic circumstances, apply the relevant legal principles and determine if the communications officer acted within their legal limitations while sharing information with a caller.

CL3201.1-2 Analyze a series of divergent, realistic circumstances, apply the relevant legal principles and determine if the communications officer acted within their legal limitations by directing a caller to do something.

#### CL2. Individual Rights.

CL3201.2-1 Analyze a series of divergent, realistic circumstances, apply the relevant legal principles and determine if the communications officer acted within the constitutional and statutory rights of the caller while sharing information with them.

CL3201.2-2 Analyze a series of divergent, realistic circumstances, apply the relevant legal principles and determine if the communications officer acted within the constitutional and statutory rights of the caller by directing them to do something.

#### CL3. Legal Objectives.

CL3201.3-1 Analyze a series of divergent, realistic circumstances, apply the relevant legal principles and determine if the communications officer acted with a legal objective while sharing information with a caller.

CL3201.3-2 Analyze a series of divergent, realistic circumstances, apply the relevant legal principles and determine if the communications officer acted with a legal objective by directing a caller to do something.





# Wyoming Law Enforcement Academy

Training Division

Public Safety Communication Officer Basic Course

## Interpersonal Interactions

The desired outcome of the topics within the Interpersonal Interactions competency is for the Public Safety Communications Officer Basic student to interact with people objectively in a dignified, influential, and effective manner.

### II3001 Interpersonal Communications Lecture

#### PERFORMANCE STANDARDS

- II1. Shared Meaning. While engaged in training activities the learner achieves shared meaning of thought when interacting with people.
- II2. Conflict Management. While engaged in training activities the learner effectively manages conflict when interacting with people.
- II3. Community Service. While engaged in training activities the learner interacts with people in a manner that preserves their dignity and reflects the best interests of the community.

#### LEARNING RUBRIC

CONCEPTS/PRINCIPLES/TACTICS	LEARN <i>UNDERSTAND</i>	APPLY <i>APPLY</i>	INTEGRATE <i>ANALYZE</i>	ADAPT <i>EVALUATE</i>	CREATE <i>CREATE</i>
<b>II1. Shared Meaning.</b>					
1. Principle of disinterest.	Define			Appraise	
2. Common roadblocks to communication.	Recognize				
3. Proxemics.	Define			Appraise	
<b>II2. Conflict Management.</b>					
1. Strategies to deal with verbal abuse.	Recognize				
2. 5 Step Appeal Process.	Define	Utilize			
<b>II3. Community Service.</b>					
1. Professional communications.	Define		Correlate		

#### OBJECTIVES

<b>II1. Shared Meaning.</b>	
II3001.1-1	Define the principle of disinterest in the context of interpersonal communications.
II3001.1-2	Accurately appraise the role of disinterest in effective communications.
II3001.1-3	Recognize common roadblocks to effective communication.
II3001.1-4	Define the concept of proxemics in the context of interpersonal communications.
II3001.1-5	Accurately appraise the role of proxemics in effective communications.
<b>II2. Conflict Management.</b>	
II3001.2-1	Recognize the strategies to effectively deal with verbal abuse during an official interaction.
II3001.2-2	Define the 5 Step Appeal Process.
II3001.2-3	Utilize the 5 Step Appeal Process in a series of divergent realistic circumstances to manage a verbal conflict.
<b>II3. Community Service.</b>	
II3001.3-1	Define the term "professional communications".
II3001.3-2	Accurately correlate professional communications with its impact on the interaction.





# Wyoming Law Enforcement Academy

Training Division

Public Safety Communication Officer Basic Course

## II3041 Telephone Communications Lecture

### LEARNING RUBRIC

CONCEPTS/PRINCIPLES/TACTICS	LEARN <i>UNDERSTAND</i>	APPLY <i>APPLY</i>	INTEGRATE <i>ANALYZE</i>	ADAPT <i>EVALUATE</i>	CREATE <i>CREATE</i>
<b>II1. Shared Meaning.</b>					
1. Five critical questions.	List				
2. Tactics to obtain relevant information.	Define				
3. Information from people who are impaired by alcohol/drugs.	Recognize				
4. Information from people who are cognitively diminished.	Recognize				
5. Information from people who are not understandable.	Recognize				
<b>II2. Conflict Management.</b>					
1. Information from people who are under emotional duress.	Recognize				
<b>II3. Community Service.</b>					
1. Explaining policy to the public.	Recognize				

### OBJECTIVES

<b>II1. Shared Meaning.</b>	
II3041.1-1	List the five critical questions to ask during a telephonic interaction to obtain relevant information.
II3041.1-2	Define the tactics associated with obtaining relevant information in the context of a telephonic interaction.
II3041.1-3	Recognize the tactics associated with obtaining relevant information from a person who is impaired by drugs or alcohol in the context of a telephonic interaction.
II3041.1-4	Recognize the tactics utilized to obtain relevant information from a person who is impaired by drugs or alcohol in the context of a telephonic interaction.
II3041.1-5	Recognize the tactics associated with obtaining relevant information from a person who is cognitively diminished in the context of a telephonic interaction.
II3041.1-6	Recognize the tactics utilized to obtain relevant information from a person who is cognitively diminished in the context of a telephonic interaction.
II3041.1-7	Recognize the tactics associated with obtaining relevant information from a person who is not understandable in the context of a telephonic interaction.
II3041.1-8	Recognize the difference in tactics utilized to obtain relevant information from a person who is not understandable in the context of a telephonic interaction.
<b>II2. Conflict Management.</b>	
II3041.2-1	Recognize the tactics associated with obtaining relevant information from a person who is under emotional duress in the context of a telephonic interaction.
<b>II3. Community Service.</b>	
II3041.3-1	Recognize the purpose and parameters of explaining agency policy and procedure to the public in the context of a telephonic interaction.







# Wyoming Law Enforcement Academy

Training Division

Public Safety Communication Officer Basic Course

## II3042 Radio Communications Lecture

### LEARNING RUBRIC

CONCEPTS/PRINCIPLES/TACTICS	LEARN UNDERSTAND	APPLY APPLY	INTEGRATE ANALYZE	ADAPT EVALUATE	CREATE CREATE
<b>II1. Shared Meaning.</b>					
1. 7 tactics of relaying radio information.	Define				
2. Law enforcement phonetic alphabet.	Relate				
3. Voice projection, diction, & modulation.	Define			Appraise	
4. 8 tactics to control radio traffic flow.	Define				
5. Accuracy, brevity, & clarity.	Define			Appraise	

### OBJECTIVES

<b>II1. Shared Meaning.</b>	
II3042.1-1	Define the seven tactics associated with relaying relevant information in the context of a radio broadcast.
II3042.1-2	Relate each letter to its respective law enforcement phonetic.
II3042.1-3	Define the terms “voice projection”, “diction”, and “modulation” in the context of communicating a radio broadcast.
II3042.1-4	Accurately appraise the roles of voice projection, diction, and modulation in effectively communicating a radio broadcast.
II3042.1-5	Define the eight tactics associated with controlling radio traffic flow and obtaining relevant information.
II3042.1-6	Define the terms “accuracy”, “brevity”, and “clarity” in the context of communicating directions and instructions a radio broadcast.
II3042.1-7	Accurately appraise the roles of accuracy, brevity, and clarity in effectively communicating directions and instructions during a radio broadcast.





# Wyoming Law Enforcement Academy

Training Division

Public Safety Communication Officer Basic Course

## II3241 Telephone Communications Practical Activity

### LEARNING RUBRIC

CONCEPTS/PRINCIPLES/TACTICS	LEARN UNDERSTAND	APPLY APPLY	INTEGRATE ANALYZE	ADAPT EVALUATE	CREATE CREATE
<b>II1. Shared Meaning.</b>					
1. Information from people who are impaired by alcohol/drugs.		Utilize		Interpret	Determine
2. Information from people who are cognitively diminished.		Utilize		Interpret	Determine
3. Information from people who are not understandable.		Utilize		Interpret	Determine
<b>II2. Conflict Management.</b>					
1. Information from people who are under emotional duress.		Utilize		Interpret	Determine

### OBJECTIVES

<b>II1. Shared Meaning.</b>	
II3241.1-1	Accurately determine that a person is impaired by drugs or alcohol during a series of divergent, realistic telephonic interactions.
II3241.1-2	Utilize tactics to receive and accurately interpret information from a person who is impaired by drugs or alcohol during a series of divergent, realistic telephonic interactions.
II3241.1-3	Accurately determine that a person is suffering from diminished cognition during a series of divergent, realistic telephonic interactions.
II3241.1-4	Utilize tactics to receive and accurately interpret information from a person who is suffering from diminished cognition during a series of divergent, realistic telephonic interactions.
II3241.1-5	Accurately determine that a person is not understandable during a series of divergent, realistic telephonic interactions.
II3241.1-6	Utilize tactics to receive and accurately interpret information from a person who is not understandable during a series of divergent, realistic interactions.
<b>II2. Conflict Management.</b>	
II3041.2-1	Accurately determine that a person is in a state of emotional duress during a series of divergent, realistic telephonic interactions.
II3041.2-2	Utilize tactics to receive and accurately interpret information from a person who is in a state of emotional duress during a series of divergent, realistic telephonic interactions.





# Wyoming Law Enforcement Academy

Training Division

Public Safety Communication Officer Basic Course

**II3242**

## Radio Communications Practical Activity

### LEARNING RUBRIC

CONCEPTS/PRINCIPLES/TACTICS	LEARN <i>UNDERSTAND</i>	APPLY <i>APPLY</i>	INTEGRATE <i>ANALYZE</i>	ADAPT <i>EVALUATE</i>	CREATE <i>CREATE</i>
<b>II1. Shared Meaning.</b>					
1. 7 tactics of relaying radio information.		Utilize			Compose
2. Law enforcement phonetic alphabet.		Utilize			Relay
3. Voice projection, diction, & modulation.		Utilize			Relay
4. 8 tactics to control radio traffic flow.		Utilize			Control
5. Accuracy, brevity, & clarity.		Utilize			Relay

### OBJECTIVES

#### II1. Shared Meaning.

II3242.1-1	Utilize the seven tactics of relaying radio information to effectively compose a radio transmission during a series of divergent, realistic radio interactions.
II3042.1-2	Utilize the law enforcement phonetic alphabet and accurately relay a name during a series of divergent, realistic radio interactions.
II3042.1-3	Utilize voice projection, diction and modulation to accurately relay a transmission during a series of divergent, realistic radio interactions.
II3042.1-4	Utilize tactics to effectively control radio traffic flow during a series of divergent, realistic radio interactions.
II3042.1-5	Utilize accuracy, brevity and clarity to effectively relay a transmission during a series of divergent, realistic radio interactions.





# Wyoming Law Enforcement Academy

Training Division

Public Safety Communication Officer Basic Course

## Professional Skills

The desired outcome of the topics within the Professional Skills competency is for the Public Safety Communications Officer Basic student to interact with people in a highly competent, non-discriminatory manner that reflects the established ethical standards of the law enforcement profession.

### PS3010 Professional Orientation & Ethics Lecture

#### PERFORMANCE STANDARDS

- PS1. Ethics. The learner is punctual and prepared, self-disciplined, physically and emotionally composed, and demonstrates honor, integrity, resolve, team work and leadership.
- PS2. Critical Thinking. While engaged in training activities the learner makes objective, non-discriminatory, and valued judgments.
- PS3. Problem Solving. While engaged in training activities the learner accurately identifies and prioritizes needs and solutions and creatively develops and implements processes to achieve those solutions.
- PS4. Professional Responsibility. While engaged in training activities the learner objectively accounts for risk as opposed to acting recklessly.
- PS5. Professional Growth. The learner engages in activities that enhance their professional knowledge and physical attributes relevant to their role.

#### LEARNING RUBRIC

CONCEPTS/PRINCIPLES/TACTICS	LEARN <i>UNDERSTAND</i>	APPLY <i>APPLY</i>	INTEGRATE <i>ANALYZE</i>	ADAPT <i>EVALUATE</i>	CREATE <i>CREATE</i>
<b>PS1. Ethics.</b>					
1. Sexual harassment.	Define				
2. Discrimination.	Define				
3. Hostile work environment.	Define				
4. Morals.	Define				
5. Ethics.	Define				
<b>PS2. Critical Thinking.</b>					
1. Agency values & expectations.				Assess	
2. Agency policy & procedure.				Assess	
<b>PS3. Problem Solving.</b>					
1. Sources of calls.	Define		Differentiate		
2. Common types of incidents.	Recognize		Differentiate		
3. Types of call response.	Recognize		Differentiate	Determine	
4. Types of call documentation.	Recognize			Determine	
<b>PS4. Professional Responsibility.</b>					
1. Agency impact of work conduct.				Assess	
2. Community impact of work conduct.				Assess	
3. Impact of social media posts.				Assess	
<b>PS5. Professional Growth.</b>					
1. Agency training expectations.	Recognize				

#### OBJECTIVES

<b>PS1. Ethics.</b>	
PS3010.1-1	Define the elements and parameters of the legal term “sexual harassment” in the context of the workplace.





# Wyoming Law Enforcement Academy

Training Division

Public Safety Communication Officer Basic Course

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PS3010.1-2	Define the elements and parameters of the legal term “discrimination” in the context of the workplace.
PS3010.1-3	Define the elements and parameters of the legal term “hostile work environment” in the context of the workplace.
PS3010.1-4	Define the term “morals” in the context of the law enforcement profession.
PS3010.1-5	Define the term “ethics” in the context of the law enforcement profession.
<b>PS2. Critical Thinking.</b>	
PS3010.2-1	Accurately assess the influence of agency values and expectations in the context of decision making.
PS3010.2-2	Accurately assess the influence of agency policy and procedure in the context of decision making.
<b>PS3. Problem Solving.</b>	
PS3010.3-1	Define the various sources of calls in the context of a call for service.
PS3010.3-2	Differentiate the various sources of calls in the context of a call for service.
PS3010.3-3	Recognize the common types of incidents received in the context of a call for service.
PS3010.3-4	Differentiate the common types of incident received in the context of a call for service.
PS3010.3-5	Recognize the types of call responses in the context of a call for service.
PS3010.3-6	Differentiate the types of call responses in the context of a call for service.
PS3010.3-7	Recognize the type(s) of documentation utilized for each type of incident and response in the context of a call for service.
PS3010.3-8	Accurately determine the appropriate response type based on the source and type of incident in the context of a call for service.
PS3010.3-9	Accurately determine the type(s) of documentation needed based on the source and type of incident in the context of a call for service.
<b>PS4. Professional Responsibility.</b>	
PS3010.4-1	Accurately assess the impact of work conduct on the functionality of the agency.
PS3010.4-2	Accurately assess the impact of work conduct on the trust between the public and the agency.
PS3010.4-3	Accurately assess the impact of personal social media posts on the professional image of the agency.
<b>PS5. Professional Growth.</b>	
PS3010.5-1	Recognize the agency training expectations in the context of a communicating officer.

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