

Speaking Notes

E-Learning in the Winnipeg Police Service

Presented by Doug Roxburgh, Staff Sergeant in Charge of Training

Thank Organizers for facilitating this meeting

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Intro:

Set the Stage for the climate that caused the WPS re-think its position towards Training.

Currently the Training Academy Staff is made up of 22 members who are responsible for delivering not only recruit training but Mandatory and In-service Training.

At the present time we have two recruit classes on the go with a total of 100 recruits.

The Winnipeg Police Service is comprised of over 1300 officers and 350 Civilian Staff.

Currently the Winnipeg Police Services biggest hurdle to increasing the effectiveness of our training is the fact that we are facility challenged.

The other challenge Winnipeg Faces that I'm sure is no different than any other agency present today is the conflict between Operation Needs and Training demands.

In Winnipeg our Service generates in excess of 350,000 calls for Service every year and on average we have 100 calls in the queue for service 24/7. In addition to these huge numbers our Collective Bargaining Agreement stipulates a minimum Street Strength of 27 cars per shift.

Needless to say taking uniformed bodies off the street is not an easy task and as a result Training is only allotted so may days to fulfill Mandatory Training Demands.

As a Training Unit we had to be creative to address the demand for Training that our resources couldn't meet. It was this climate that caused the Service and in particular my predecessor Steve Pilote to reassess the direction the Service was going in.

Introduce Steve: Former head of the WPS Training Academy. Steve is also one of the founding members of CPKN.

Currently he is still heavily involved with CPKN while traveling across Canada drinking beer and critiquing Tim Hortons Restaurants.

Steve would have made an ideal spokesperson to discuss e-learning and the WPS however this discussion does have a time line of 10-15 minutes so that would probably be problematic for Steve. For those that know Steve they will appreciate the truth to that statement.

The adoption of Blended Learning for the WPS in which the theory portion of the course is learned on line, has allowed the Training Academy staff to focus on coaching and mentoring our members through practical applications.

E-Learning has not eliminated Training it has enhanced our Training.

In the end it has enhanced the consistency of our training as the Theory portion is not manipulated by the views of the instructor.

Challenges & Solutions Our Service Encountered

Technology - ensuring that our Service was technologically equipped to meet the demands of Blended Learning.

The major concern was providing internet access to all computers, which was viewed as problematic. IT department was able to link all computers in the service to access CPKN while blocking the rest of the internet.

Making the Training Academy Computer Lab and creating the Internet Resource Room again to meet the demand of having to train 1500 plus members.

Collective Bargaining Agreement - Another Hurdle we had to over come was ensuring the WPA that the members would be given ample opportunity to complete the required on line learning while the member was at work.

Culture; Changing the mindset of the membership from the traditional classroom environment to the e-learning experience.

Learning Curve for all involved; Students have to realize that the e-learning is a self directed approach to learning. Which means they have to learn to schedule to ensure the learning occurs prior to the blended portion of the training.

From a Training Academy perspective we had to implement and monitor the progression of Blended Learning. Ie: Data Master Course involves eight on line learning modules. On one course our participants showed up and 5 of the class had failed to complete the on line sessions.

Financially;

The decision to incorporate a Blended-learning format into our training curriculum was an easy choice as the funding for the most part already existed. IE: First Aid describe old to new format

However one area we did not anticipate and perhaps address was the demand of the members wanting to take extra courses on their own initiative. This in the short term has caused strain on our existing budgets and has forced us to propose increases to our future budgets and as you're all well aware proposals to increase budgets do not occur overnight unless of course you live in Alberta.

QTC: How many agencies pay for their members to take CPKN related courses and if so what percentage.

Financially our Service has benefited on the reduced number of days a member is away from Operational Duties as well as the Cost of Instructors; wear on Facility, etc.

Present Status of On Line learning in our organization consists of

- Data Master Course (18)
- Collision Re-Construction (17)
- Domestic Violence (28)
- Hate and Bias Crime (17)
- Meth Lab (220)
- Missing Person (1)
- Search & Seizure (96) and
- First Aid (71)

By the end of the year a total of 470 members will have been exposed to different aspects of blended learning, not to mentioned the additional 2-300 members that are still requiring First Aid training that are being processed as we speak.

Is E-Learning a Positive Experience for the Winnipeg Police Service? –
Absolutely.

The flexibility it has created in particular our First Aid program has allowed us to meet our Mandatory and CALEA Accredited police Agency Training demands (Taser) have been tremendous as well as taking into consideration the needs of our Operational units.

Prepared and Presented by S/Sgt. D. Roxburgh 1400/33