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The newsletter of the **Canadian Police Knowledge Network**



PSC INVESTS IN THREE YEAR NATIONAL E-LEARNING PROGRAM

The Police Sector Council is making a major investment in the future of Canadian police training. Following the success of six previous collaborations, the PSC has partnered with CPKN to deliver an extensive national e-learning program over the next three years. Beginning in June 2009 through to March 2012, the PSC, by way of the Government of Canada's Sector Council Program, will fund the development and evaluation of at least twelve nationally relevant training courses.

"This is a million dollar program investment that will provide real returns to the Canadian policing community for years to come," says Geoff Gruson, Executive Director of the Police Sector Council. "e-Learning has proven to be an ideal tool for managing training needs in this sector. This initiative will not only produce valuable training resources but will also yield important research that will allow us to steadily improve upon police training in this country."

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- Geoff Gruson, Executive Director
Police Sector Council

Overseen by a national steering committee of police training professionals, this project will merge an ambitious development schedule with an applied research agenda that will gather and analyze pertinent learning data. As in past collaborations, each course will be offered on the CPKN learning portal at no cost to Canadian police and law enforcement personnel for a four month introductory period. In exchange, learners will be asked to complete a brief online survey to provide feedback on their learning experience. In some cases, additional follow-up telephone surveys and focus groups will be conducted with some learners. CPKN will further investigate up-take by police professionals, costs and benefits of e-learning on a national scale, and the impact of learning on officer performance.

in this issue

- PSC Invests in Three Year Program..... 1
- The Leading Edge.....2
- OPP Takes Innovative Approach to Bandwidth Issues.....3
- Nadine Sutcliffe ITAP Employee of the Year.....4
- Pandemic Preparedness in the Workplace.....5
- The CPKN Model.....7

Con'd on Pg. 6



THE LEADING EDGE

Message from CPKN's President

Irving Berlin once said "the toughest thing about being a success is that you've got to keep on being a success." In that context, show business and the work we do here at CPKN have a

lot in common.

When it comes to police training, there's no standing still. While producing first rate training tools that respond to the needs of the sector is priority, it is only a fraction of our day to day business. Researching learning mechanisms and technologies, exploring partnerships, investigating opportunities, and building audiences keeps us at the leading edge of online police training. And to do all those things, we have to be out 'there', talking to the people we're working for.

It's for those reasons that annual gatherings like the Interpol/CAPE Training Symposium, the OACP Annual Conference, and the CACP Annual Conference and Trade Show are so important. These are mainstay events on CPKN's calendar because they provide invaluable opportunities to meet with friends, clients, collaborators, and partners, new and old alike. We not only share the most recent news about our own offerings, but get a firsthand sense of the issues facing the police community and a hands-on look at the latest technologies and products available.

With June now behind us, so too are the Interpol/CAPE and OACP events. Both yielded new contacts, new ideas, and new opportunities to consider over the months to come. And while Canada remains our primary focus, this year's international contingent at the Interpol/CAPE Symposium in Edmonton offered a wonderful chance to share our experience with training practitioners from as far away as Germany, Australia, and Morocco, as well as Interpol itself. The genuine interest in our work and the collaborative nature of the Canadian approach to online training was very rewarding.

The OACP Annual Conference in Sudbury also generated many great conversations. This conference is an ideal event to connect with many of our Ontario clients and collaborators. Time and again we heard from services large and small, from the OPP to St. Thomas, about the

real value that CPKN provides. These pats on the back, literal and otherwise, are always gratifying and let us know we're on the right track.

As August and CACP Charlottetown 2009 approaches, we're very pleased to have such a diverse gathering of policing professionals right here in our own backyard. While delegates get down to business, we have no doubt that they'll benefit from our true Island hospitality. Please be sure to stop by our booth (#423-425) and say hello!

So like show business, we take nothing for granted in the world of police training -- we understand the importance of keeping connected and in tune with our audience. And we applaud the events that help us do that.

Sandy Sweet
President, CPKN



Sandy Sweet accepts a plaque recognizing CPKN's sponsorship at the Interpol CAPE 2009 Training Symposium. From l-r: Ronald K. Noble, Interpol Secretary General; Sandy Sweet, President, CPKN; Dale Sheehan, Interpol Director of Police Training and Development; and Dr. Curtis Clarke, Director of the Alberta Solicitor General Staff College.

OPP TAKES INNOVATIVE APPROACH TO RESOLVE BANDWIDTH ISSUES

The Ontario Provincial Police is tackling a technical challenge with an equally technical solution to ensure equal online training opportunities for all its members.

As one of North America's largest deployed police services, the OPP provides policing to over one million square kilometers and 20,000 km of highways from more than 155 detachment and satellite locations throughout Ontario. As the OPP increasingly incorporates more e-learning into its training curriculum, low bandwidth issues in the more remote

regions of the province have disrupted access and proper functioning of these online initiatives. In response, the OPP Academy is now planning to implement an 'offline' feature of their recently purchased Learning Management System (LMS) to deliver courses to members at its satellite detachments.

"Our LMS has the capability to deliver e-learning courses without an internet connection," says Superintendent John Tod, Director of the OPP Academy. "This feature will enable our members to download content from the LMS onto a local drive or USB port and complete a course offline. When they go back online, they can sync their course results with the LMS."

Essentially, learners will install an 'Offline Content Player' on their local workstation and download SCORM¹-compliant courseware from the OPP's LMS. The course can then be opened in the player, thereby eliminating the frustration of slow load times or irregular internet service in low bandwidth areas. As learners work through the content, the player will track and record results. Then, when the course is completed, they can re-connect to the internet and synchronize with the LMS to transfer exam scores and other data.

While the course is accessed locally, it remains password protected to ensure the security of sensitive training materials.

(Con'd on Pg. 4)

FREE LEARNING EVENT

Canadian Firearms Registry Online: A Tool for Officer Safety

This course focuses on query processes within the CFRO system, the various statuses associated with firearms, licenses, and certificates, and, using scenario-based exercises, instructs learners on how to interpret query results.

Free learning period until August 31/09.

Content Provider: Canadian Firearms Program
Languages: English and French
Est. Completion Time: 1 hour
Release Date: May 2009

This free learning and evaluation period is funded by the RCMP's Canadian Firearms Program.



¹ Sharable Content Object Reference Model (SCORM) is a set of technical standards for e-learning software products. Essentially, SCORM tells programmers how to write their code so that it can "play well" with other e-learning software. Specifically, SCORM governs how online learning content and Learning Management Systems communicate with each other. (Source: <http://www.scorm.com/scorm-explained>)

OPP Takes Innovative Approach, con'd from Pg. 3

Furthermore, the Provincial Police Academy can select which courses are available for offline play and which learners are permitted to access offline courses.

"This feature will provide all OPP members with the same media rich learning experiences, regardless of their geographic location or the level of internet service available in their area," says Supt. Tod. "It will also allow the OPP to continuously track learning outcomes for every officer through the LMS, thus streamlining the administrative side of our training initiatives."

The OPP has been making significant advances in its e-learning curriculum in recent years. In addition to participating in numerous CPKN course events, including transitioning their *General Investigative Training* program to a blended learning format, the OPP collaborated with CPKN to develop *Highway Criminal Interdiction – Consent to Search Requirements* in the fall of 2008. At that time, the OPP Academy also implemented an LMS that will be used to deliver both in-house and CPKN courses to more than 8200 uniformed, auxiliary, and civilian personnel. The 'offline' initiative will be put into operation later this fall using their *FleetNet Radio Refresher Course*, which is currently under development by the OPP Academy's E-Learning Unit. ■

NADINE SUTCLIFFE NAMED ITAP EMPLOYEE OF THE YEAR

Nadine Sutcliffe, Vice President and Manager of Operations at CPKN, was recently presented with the Employee of the Year Award at the Innovation and Technology Association of PEI's Gala Awards Dinner.

Nominated for her outstanding work in advancing e-learning in the Canadian policing community, Nadine was one of several winners in categories that recognize successful Island IT companies.

"Nadine is a driving force behind the success of CPKN," says Sandy Sweet, company President. "While she balances a complex web of projects and initiatives, her exceptional way with people has been central to building a highly effective team and a highly valuable network of partners, contributors, and clients."

Nadine joined CPKN in 2006 and has played a pivotal role in building a national community of collaborators who are investing in, and realizing the benefits of, e-learning as a highly effective tool for police training. In a sector as traditional as law enforcement, this has not always been an easy road, but she has met, and worked through, the barriers and challenges with a pioneering spirit and undeniable enthusiasm.

"This award is a real surprise and honor," says Nadine. "And while I have been the lucky recipient of this award, you can be assured that the work that we do at CPKN is very much a team effort."

"We are very aware of the contribution that Nadine makes to our organization on a daily basis," says Sweet. "She is a valued member of our team and we welcome the opportunity to share our appreciation for her." ■



Nadine Sutcliffe, joined here by Sandy Sweet, was recently named Employee of the Year at the Innovation and Technology Association of PEI's Gala Awards dinner.

PANDEMIC PREPAREDNESS IN THE WORKPLACE

As of July 1st, the World Health Organization has reported more than 77,000 cases and 332 deaths directly linked with the H1N1 influenza. In Canada alone, nearly 8000 cases and 25 deaths have been confirmed, the most recent of which is believed to be a healthy six-year-old girl from the Toronto region. While several pharmaceutical companies have successfully produced an H1N1 flu vaccine, the Public Health Agency of Canada reports that a vaccination program is not likely to be initiated until late October. Until then, cases of the H1N1 will continue to rise. Employing basic precautions to slow the spread of the virus is paramount.

Shortly after the emergence of the H1N1 flu in April, CPKN partnered with Respond Solutions Inc. to develop *Infectious Disease and Pandemic Preparedness*, an online course to provide individuals and organizations with essential information to understand how influenza viruses spread and to provide personal preparedness measures to help minimize the spread of infectious disease.

"In an organizational setting, ensuring personnel are informed on the facts of viral transmission can go a long way to minimizing the impact on individuals and the organization as a whole," says Dean DiMonte, Director of Respond Solutions Inc., a company that provides key leadership and implementation strategies in training



"Taking practical measures to curtail the spread of infectious agents are essential to protecting employee health, maintaining workplace productivity, and minimizing the overall impacts of a pandemic event."

- Dean DiMonte
Respond Solutions Inc.

and emergency management for private and public sectors of business and government. "Taking practical measures to curtail the spread of infectious agents are essential to protecting employee health, maintaining workplace productivity, and minimizing the overall impacts of a pandemic event."

The 30 minute *Infectious Disease and Pandemic Preparedness* course is designed to give the learner an overall awareness and understanding of influenza, infectious disease, and pandemic preparedness. In addition to reviewing the causes, methods of transmission, and impacts of influenza infections, this course

describes personal preparedness techniques to help reduce the spread of infectious disease.

In accordance with CPKN's standard pricing model, this course is offered at \$25 per learner, but tiered discounting and licensing options are available for volume purchases.

"Providing this type of training is a short term investment with long term returns," says DiMonte. "Apart from the obvious time and cost efficiencies, the online delivery option that enables employees to access the course from work, home, or anywhere in between is a serious advantage to organizational emergency planning strategies." For more information and a full course description, please visit the CPKN website. ■



See you on the Island!

**Be sure to drop by
and see us at CACP
Charlottetown 2009!**

Booth 423-425

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Leadership & Innovation in Canadian Police Training

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PSC Invests in Three Year e-Learning Program, con'd from Pg. 1

"The program objectives are twofold - - on the development side, it will focus on creating a series of nationally relevant e-learning courses that build competencies and capacity where they are needed most," says Gruson. "The research component will not only assess the impact of individual courses but will also examine and incorporate trends within the learning industry to ensure we're continually innovating to deliver the most effective learning to frontline officers."

"We're extremely pleased to partner with the Sector Council on this initiative," says Sandy Sweet, President of CPKN. "The PSC has been fundamental in building support for online learning in police training curriculums. Our past collaborations have produced significant benefits to law enforcement professionals across the country and we're confident that this project will amplify those benefits."

In fact over the past two years, learners have successfully completed more than 8,100 PSC-funded course events on the CPKN portal. PSC funding has not only enhanced the range of bilingual training resources available to the sector, but has made those resources available to policing agencies if not for free, then at a fraction of the cost of traditional training.

"Furthermore, the cooperative nature of this project will continue to strengthen the network of stakeholders," continued Sweet. "It offers an opportunity for services,

"Canada's police forces are among the best in the world...a progressive approach to training is a huge part of that and the PSC is very happy to fund an initiative that supports Canada's leadership role."

- Geoff Gruson
Executive Director, Police Sector Council

training organizations, and other policing agencies to contribute and share knowledge for the betterment of the Canadian public at large."

Based on input from the police community, the first courses in this bilingual series will include *Seized Firearms Safety*, *Radar Recertification*, *Frontline Supervisor Training*, and *Stress Management for Officers*. Further courses will also be based on priority needs determined in consultation with the sector.

"Canada's police forces are among the best in the world," concludes Gruson. "A progressive approach to training is a huge part of that and the PSC is very happy to fund an initiative that supports Canada's leadership role." ■

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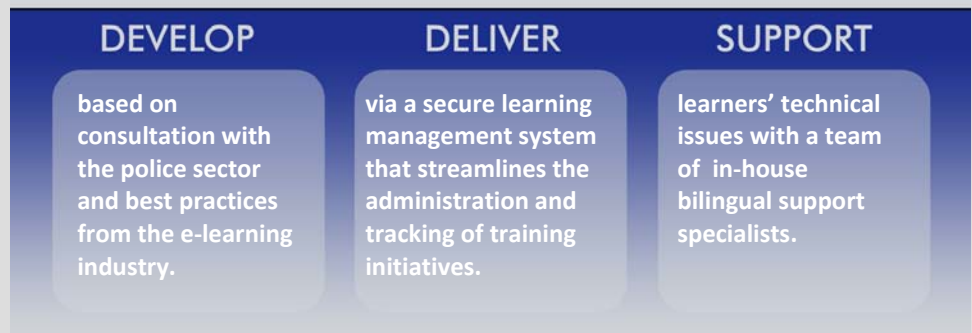
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Established in 2004, the Canadian Police Knowledge Network is Canada's leading not-for-profit provider of online training solutions for police and law enforcement. Working with subject matter experts from police services, training academies, and other sector organizations across Canada, CPKN develops, delivers and supports highly effective and engaging e-learning solutions to meet the needs of frontline personnel.

CPKN is governed and guided by a voluntary Board of Directors which includes senior level police professionals from the Canadian policing community. It also works in close collaboration with key sector organizations, such as the Canadian Association of Chiefs of Police, the Police Sector Council, and decision makers within police services to identify and prioritize subject areas for online delivery and to promote the integration of e-learning into police training curriculums.

The CPKN Model



Point. Click. Learn. is published electronically on a quarterly basis by the Canadian Police Knowledge Network. To submit contributions, or make suggestions for future articles, please contact CPKN.



**CPKN is endorsed by
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