**FAQ Page Headline:**

*Frequently Asked Questions about CPS 2012 OSS Security Officer Training*

**What are some of the topics that will be covered in this new training?**

Every module will be focused on providing security officers with techniques that will help them better promote a safe, calm learning environment for the students. These topics include:

- The Role and Expectations of the CPS Security Officer
- Technical training on core duties
- Verbal Techniques for De-escalation
- Crisis Prevention

**How will this training be delivered?**

All training sessions will be held over the summer. Each training session will be held over three intensive days using a combination of lecture, break-out sessions and hands-on participation exercises. Each session will support 120 officers with the intention of breaking out into smaller groups depending on the module and exercise. By the end of the summer, over 1500 full time security officers will be trained.

*CPS has offered security officer training in the past. What makes this training so different?*

The role of the CPS Security Officer is evolving. The goal is to create a more positive and safe learning environment by transforming the security officer role from one where they are focused strictly on enforcement of the rules into one that focuses on the students through building supportive relationships on the front end.

Past training curriculum has been instrumental in providing security officers with techniques on how to respond to incidents and situations in and around the school campus. This new training builds upon that foundation by focusing on a more proactive, preventative and restorative approach that seeks to provide security from the perspective of addressing issues before they escalate into larger, more serious situations.

CPS leadership believes so strongly in the importance of this approach that it is investing in the professional development of 100% of the school-based full time security officers through this training.

*Some schools have already adopted this proactive approach and have been doing many of the things described here. Will these officers also need to attend?*

We’re thrilled that many schools have adopted this approach and they have been successful in their efforts. This training is designed to provide a comprehensive view of this approach that is intended to supplement information that may already be out there, and calibrate all security officers to the same expectations.
Also, in addition to the course content, one of the most important aspects of this training is the opportunity to share information and experiences across attendees. All officers’ perspectives will be very valuable in this process, especially those where schools have already adopted this approach.

Attendance is mandatory for all security officers and the entire session must be successfully completed in order to return to work in the fall of 2012.

**What happens if a security officer misses their session?**

All officers will receive written notices on their assigned training dates. Attendance is mandatory for all school-based full time security officers. Officers must attend training in order to return to work in the fall.

If an officer misses their session, they should contact the CPS Office of Safety and Security as soon as possible to find out if they can register for a make-up session. There are only limited make-up sessions available so it is very important that security officers attend their assigned session.

**There are still questions that aren’t answered here. Who can help answer them?**

Questions from CPS Security officers can be sent to Olga Marroquin, omarroquin@cps.k12.il.us

Thanks for your participation!