



BROWARD COMMUNITY COLLEGE COURSE OUTLINE

~~LAST REVIEW: 2004-2005~~ ~~NEXT REVIEW: 2009-2010~~ ~~LAST REVIEW:~~
~~NEXT REVIEW:~~ STATUS: A

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~~(i.e. 2003-2004)~~ ~~(i.e. 2008-2009)~~ ~~(A, I, D)~~

COURSE TITLE: Correctional Probation Communication Skills

COMMON COURSE NUMBER: CJD-0793

Comment [s1]:

CREDIT HOURS:

CONTACT HOUR BREAKDOWN

(per 16 week term)

CLOCK HOURS: 70
(Voc. Course ONLY)

Lecture: Lab:
Clinic: Other:

PREREQUISITE(S):

COREQUISITE(S):

PRE/COREQUISITE(S):

COURSE DESCRIPTION: *(600 characters, maximum)*

This course is designed to provide entry-level Correctional Probation Officers the minimum skills necessary to perform communication functions related to their work.

UNIT TITLES

1. Florida Crime Information Center (FCIC)
2. Management Information System (MIS)
3. Report Writing
4. Reporting Procedures
5. Note Taking
6. Taking Statements
7. Interviewing Techniques



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UNITS

Unit 1 Florida Crime Information Center (FCIC)

General Outcome:

~~The student will know the basic concepts of the FCIC system and comprehend the usefulness of this system to the entry level officer. The student will also comprehend the link between the FCIC system and the NCIC system.~~

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~~1.01.0. The student shall:~~

~~know the basic concepts of the FCIC system and comprehend the usefulness of this system to the entry level officer. The student will also comprehend the link between the FCIC system and the NCIC system.~~

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Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 1.1 Identify the agency and location of the FCIC, NCIC, and MCIC.
- 1.2 List the major assets of the Florida Crime Information Center.
- 1.3 Describe how information becomes available to users of the FCIC.
- 1.4 Name the national communications link available through FCIC, as the National Law Enforcement Telecommunications System (NLETS).
- 1.5 Describe limitations on the use of the FCIC systems.
- 1.6 List factors that will ensure efficient and effective use of the FCIC system by officers.
- 1.7 Identify the major components of the FCIC system
- 1.8 Identify procedures for proper storage and disposal of FCIC/NCIC information found in offender records.



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Unit 2 Management Information System (MIS)

General Outcome:

2.01.0 The student shall:

The student will identify the overall features of MIS and how they pertain to the supervision of offenders. The student will identify the various types of reports generated by MIS, how to complete the data input forms, and how to interpret various terminal screen displays

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 2.1 Explain that the goal of the MIS is to provide a vehicle by which to efficiently and effectively obtain information for day-to-day decision-making.
- 2.2 Identify uses of MIS.
- 2.3 Identify that dissemination of any information contained in the MIS must be done with the consent of the immediate supervisor and only to those individuals authorized to receive it.
- 2.4 Identify that any information disseminated from MIS should be thoroughly explained to the individual receiving it.
- 2.5 Identify that official department personnel have access to MIS information, as applicable, except that which is confidential, including offender health information.
- 2.6 Identify types of information generated in the MIS.
- 2.7 Identify forms used to enter data into MIS.
- 2.8 Demonstrate how to properly complete forms used for the MIS.
- 2.9 Identify that electronic mail can be transmitted via the same computer used for MIS.
- 2.10 Demonstrate how to retrieve appropriate screen information.
- 2.11 Demonstrate how to recognize and assess screen content.

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2.12 Demonstrate how to calculate the amount of time an offender has left on supervision, given examples of pertinent documents

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Unit 3 Report Writing

General Outcome:

3.02.0The student shall:

The student will define and describe basic uses of reports. The student will identify the types and basic requisites of reports. The student will demonstrate how to complete a report and prepare recommendations in accordance to departmental guidelines.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 3.1 Define “report” as a permanent written record which communicates important facts to be used in the future.
- 3.2 List uses of reports.
- 3.3 Identify readers of reports.
- 3.4 Identify and discuss the types and differences of reports.
- 3.5 Identify required time frames for completing each report.
- 3.6 Explain proper distribution of each report.
- 3.7 Explain public disclosure constraints and considerations.
- 3.8 Identify the basic steps in report writing.
- 3.9 Identify basic characteristics of well written reports.
- 3.10 Define “editing” as rewriting to improve report content.
- 3.11 Define “proofreading” as the correction of errors in spelling, capitalization, and punctuation.

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- 3.12 Demonstrate how to write, edit and proofread reports.
- 3.13 Identify factors involved in completing legal documents.
- 3.14 Complete, edit and proofread legal documents.
- 3.15 Define “sentence” as a group of words containing a subject and verb and expressing a complete thought.

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- 3.16 Demonstrate the ability to properly spell words commonly used in criminal justice.
- 3.17 Distinguish between statements written in the active and the passive voice.
- 3.18 Identify that statements in the active voice are usually clearer than those in the passive voice.
- 3.19 Identify that all reports should be written in the first person (e.g., “I saw” as opposed to “This officer observed”).
- 3.20 Demonstrate the ability to write a report incorporating the requisites as discussed or described in class.
- 3.21 Demonstrate the ability to evaluate reports by editing and proofreading reports written in class for corrections.

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Unit 4 Reporting Procedures

General Outcome:

4.03.0The student shall:

The student will know the basic principles of reporting procedures and comprehend the importance of uniform procedures.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 4.1** Identify reasons for reporting procedures.
- 4.2** Identify the source of reporting procedures (i.e., the authority requiring the collection of information).
- 4.3** Identify the elements of reporting procedures.
- 4.4** Identify where reporting procedures may be found.

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Unit 5 Note Taking

General Outcome:

The student will know the definition of note taking and the uses of notes. The student will comprehend the kinds of information to be collected and the procedures to follow in taking notes. The student will demonstrate note taking techniques in practical situations.

5.04.0 The student shall:

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 5.1 Define “note taking” as brief notations concerning specific events or a general collection of notes concerning many aspects of an officer’s job (i.e., an observation).
- 5.2 List uses of notes.
- 5.3 Identify kinds of information that might be entered into a notebook/fieldbook.
- 5.4 Identify procedures to follow when taking notes.
- 5.5 Demonstrate various note taking skills.

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Unit 6 Taking Statements

General Outcome:

6.05.0 The student shall:

The student will identify incidents where statements are generally required and the sources for obtaining the information. The student will identify the kinds of information that should be obtained and the procedures for taking statements.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 6.1** Identify incidents when statements should be obtained.
- 6.2** Identify sources from which information for statements is obtained.
- 6.3** Identify types of information to be obtained for criminal offenses and/or non criminal incidents.
- 6.4** Explain basic procedures to follow when taking statements.

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Unit 7 Interviewing Techniques

General Outcome:

7.06.0The student shall:

The student will identify common interview terms, the purposes of interview, and requirements for establishing competency and credibility. The student will also identify interview responsibilities, the interview process, factors and techniques affecting the success of an interview and signs of deception.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 7.1 Define "interview" as a conversation held to generate information from persons who have knowledge of a situation so that an investigation can be continued or concluded.
- 7.2 Identify basic elements of the interview process.
- 7.3 Identify the primary responsibilities of the interviewer.
- 7.4 Identify primary factors that influence the success of an interview.
- 7.5 Identify effective interview techniques.
- 7.6 Identify major procedures for interview documentation.
- 7.7 Identify common signs which may indicate deception in a subject being interviewed.
- 7.8 Identify factors that are used to determine witness credibility.

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