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



## CPKN EARNS SILVER AT GTEC

The Canadian Police Knowledge Network vied with Canada's top e-service providers to earn silver at the annual GTEC Distinction Awards Gala in Gatineau, Quebec. As one of hundreds of nominated projects, CPKN emerged among the leaders for its national achievements in the development and delivery of e-learning solutions for Canada's policing sector.

Designed to celebrate leadership, innovation, and excellence in e-technologies for the public sector, GTEC (Government Technology Exhibition and Conference) formally recognizes organizations that advance



**Sandy Sweet and John Arnold accept CPKN's Silver Medal in the Human Dimension category at the annual GTEC Distinction Awards in Gatineau, QC.**

the delivery of services through improved management of information and technology. CPKN, an initiative created through Holland College's Justice Knowledge Network based in Charlottetown, PEI, was distinguished for increasing the accessibility and efficiency of police training in Canada. Working directly with police services and training organizations, CPKN develops innovative online training options to support front-line operations for police and other law enforcement agencies.

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## THE LEADING EDGE...

### Message from CPKN's President

On October 25<sup>th</sup>, CPKN celebrated its third birthday. This milestone event is an opportunity to take stock of our accomplishments and set new goals for the year ahead. But in reality, there's little time for much reflection -- the past few months have been whirlwind of activity with new releases, re-connects, and recognition for CPKN. And we've enjoyed every minute of it!

In late August, we released *Harassment Awareness in the Workplace*, an essential foundation training course for any organization that promotes communication, understanding, and respect among employees. Gifted from the RCMP, the content for this course was adapted by subject matter experts from the Toronto and Charlottetown Police Services to meet the needs of the wider police community.

Soon after in early September, CPKN and the Ontario Police College launched the *General Investigation Training Course* - - the third release in our joint collaborative learning series. This blended learning course delivers theoretical components online while the classroom portion focuses on topics such as search (with/without warrant), interview techniques, informant development and handling, and other practical applications. This new format reduces OPC's traditional two week classroom course to an estimated 14 online hours and one week in a classroom setting.

Undoubtedly, the most significant event for CPKN was the recent *Education and Training Visioning* conference which we co-hosted with the Police Sector Council and the Canadian Association of Police Educators. On October 10<sup>th</sup> and 11<sup>th</sup> more than fifty in-service police trainers and others involved in police education gathered in Stanhope, PEI to experience true Maritime hospitality while exploring the larger issues surrounding police HR and training in Canada. I think it's fair to say on behalf of all who

participated that this event provided an extremely valuable opportunity to reconnect with colleagues in the training sector and to promote an open exchange of experience and ideas. I'm confident that this conference will serve as the launch pad for many new discussions and initiatives around e-learning in Canada's police services.

The most recent feather in our hat was added at the GTEC Distinction Awards Gala in Gatineau, Que. Competing against hundreds of projects from across the country, CPKN earned a silver medal for our outstanding contribution to the application and use of technology for the benefit of police across all jurisdictions. We applaud the many individuals, including our Board of Directors, Advisory Board, Content Providers, ELAs and Development Team, who work to make CPKN stand out among Canada's top e-service providers.

As a product of the police community, CPKN's accomplishments and accolades are something we can all be proud of. And with renewed recognition for CPKN's practical value and potential, I believe the entire police community will benefit from our forward-focused momentum.

John Arnold  
President, CPKN

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**Online learners at the Royal Newfoundland Constabulary have reported CPKN course content to be extremely credible, relevant, very well organized, and easy to access and follow.**



**Given the professional quality of the content, many have indicated that they preferred the online learning to traditional classroom style as they were better able to focus on the material at hand without the distractions of the classroom setting.**

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## EDUCATION AND TRAINING VISIONING CONFERENCE: LEARNING AND E-LEARNING IN CANADA'S POLICING SECTOR

CPKN, the Police Sector Council, and the Canadian Association of Police Educators recently hosted more than 50 police trainers from across Canada to discuss the pertinent issues facing training in the police sector.

On October 10<sup>th</sup> and 11<sup>th</sup>, members of CPKN's e-Learning Advisory Network and various representatives from police training institutions, sector organizations, and associated government departments met in Stanhope, Prince Edward Island to analyze challenges, share best practices, and explore options to improve

*"...the changing demographics of the police sector, increasing workloads with greater demands and complexity, and the current structure of budgets and governance models are all contributing to a 'perfect storm' in Canada's policing community..."*

Findings of the PSC's  
HR Diagnostic Study



and enhance police training in Canada.

Central to the issues at hand, Geoff Gruson and Portia Dewhirst of the Police Sector Council presented the findings from the PSC's recent HR Diagnostic Study. Described as three converging low pressure systems, researchers found that the changing demographics of the police sector, increasing workloads with greater demands and complexity, and the current structure of budgets and governance models are all contributing to a 'perfect storm' in Canada's policing community. Recognizing the relevance of these issues

within their own services, many delegates took heed to report recommendations regarding the urgent need to develop strategies around competency-based management, training and education, leadership development and succession planning, and recruitment and retention. Participants also recognized the value of collaborating to facilitate the integration of cross-jurisdictional issues and the need for collective action to support the continued delivery of quality service to communities across the country.

Building on this information, the conference featured several breakout sessions where participants

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## Education and Training Conference (con'd from Page 3)

discussed various aspects of training. In one session, the group analyzed the current gaps in police training, particularly as it relates to e-learning. Facilitated by Dale Sheehan and Lisa Gilliss of the RCMP, participants identified a wide variety of themes - - from communication and infrastructure to accreditation and collaborative effort among services as areas that require more attention. This was the basis for numerous discussions around best practices. Services such as Toronto, Calgary, Durham, and Winnipeg shared their first-hand experiences on implementing e-learning training models -- what worked and what didn't -- with the group. While every service has unique training requirements that reflect the diversity of the communities they serve, participants found much value in the opportunity to extrapolate the lessons learned by these organizations to their own services' situation and needs.

Sessions were also held on selecting and developing e-learning courseware. Representatives from CPKN's Design and Development team led a Q & A session on the processes involved in the selection, design, development, and delivery of

"Police Leaders must work on two fronts: we must continue to advocate for cooperation between our Governments while, at the same time, work together to take immediate steps to leverage the power of existing Learning Systems. This is not tomorrow's technology... it is here and now."

- Chief Edgar MacLeod  
Cape Breton Regional Police Service and incoming  
Executive Director of the Atlantic Police Academy

CPKN courses. Following this, the group mapped various topics that CPKN might consider for future development, focusing on those issues that are of national relevance and would service to decrease duplication of effort among services.

For some, e-learning is new territory; for others, it's a well-traveled road. This conference was a forum for delegates to network, share experiences, and gain a greater understanding of the potential that e-learning offers and how it can be used to address the needs of individual services. All agree that this event was a positive step forward as the sector navigates the challenges ahead. ■

## CPKN WELCOMES NEW MEMBERS TO THE BOARD OF DIRECTORS



We're very pleased to welcome (l-r) **Commissioner Julian Fantino** (Ontario Provincial Police), **C/Supt. Dale Sheehan** (RCMP, Learning and Development), **Supt. Darren Smith** (Toronto Police Service), and **C/Supt. Graham Muir** (RCMP) (picture not available) to the CPKN Board of Directors. We look forward to the experience and insight these individuals will lend to promote and advance CPKN and e-learning within Canada's policing sector.



To retiring Board members, CPKN extends sincere thanks to **Supt. Ken Cenzura** (Toronto Police Service) and **Les Chipperfield** (Atlantic Police Academy) for their contributions to CPKN's Board of Directors and Advisory Board, respectively.

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N e w R e l e a s e

# URBAN GANG DYNAMICS

CPKN, in association with the Gun and Gang Task Force of the Toronto Police Service, has released *Urban Gang Dynamics*, a comprehensive introduction to the dynamics of gangs and gang investigations.

## Course Description

Developed with input from gang investigators across Canada, content for this e-learning course reflects a national perspective on gang-related crime. It is designed to give front-line officers a thorough understanding of the culture, organization, and activities of street gangs. The course also reviews:

- recruitment strategies
- laws concerning gangs
- relevant case law
- disclosure and liability issues
- partnering with law enforcement and other organizations to document and share information

*This course is an essential training tool to help officers deliver safe and effective policing to communities impacted by gang activities.*

**Content Provider:** Toronto Police Service  
**Language:** English  
**Course Duration:** 1 - 2 hours  
**Price:** \$50.00 + GST

For more information or to register contact:

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**GTEC Awards**

(con'd from Pg. 1)

"Our team is extremely proud to receive the recognition of such a prominent body of leaders from Canada's technology sector," says Sandy Sweet, COO of CPKN. "It reinforces the fact that work we do is meeting a very real need in the Canadian policing community and has a significant impact on the ability of officers to safely and effectively carry

out their duties in communities across the country."

CPKN's award in the Human Dimension category recognizes this not-for-profit's outstanding contribution to the application and use of technology to enhance government at municipal, provincial, and federal levels. As police services across Canada face the retirement of significant numbers of experienced officers, constrained budgets, and a continually growing list of

training requirements to meet the evolving needs of our communities, CPKN's e-learning options enable services to access training for more officers, more often with significant savings in time and money. The online delivery platform condenses traditional classroom training times by approximately two-thirds and provides 24/7, self-paced access for learners. This model not only considerably reduces or eliminates scheduling issues and travel-related costs, but also increases productivity and the time officers spend on the job. ■

# ELA *at work*

e-learning advisor

**Cst. Roy Robinson** and the Royal Newfoundland Constabulary consider e-learning a 'win-win' opportunity. As a relatively new training tool for RNC, Cst. Robinson and the RNC Training Unit welcome the potential of e-learning to give more officers easier access to field-tested best practices in less time.

As a provincial police force responsible for providing service to more than 200,000 people (39% of Newfoundland and Labrador's population) across vast geographical areas, e-learning reduces many of the challenges faced when facilitating province-wide, in-service training. In many cases, the issues around candidate allotment per division, scheduling, locating appropriate facilities in suitable areas, and costs around instruction and delivery are essentially resolved.

With members posted in areas of the province that are literally thousands of kilometres apart, e-learning provides fair, accessible, and consistent training for all members, regardless of geographic placement, and creates an environment which respects the opportunity for professional development while generating considerable cost savings for budget managers in the areas of travel, lodging, and human resources. ■



**"E-learning enables police managers to provide professional, credible, and consistent training to all police officers across the province of Newfoundland and Labrador."**

**- Cst. Roy Robinson  
Royal Newfoundland Constabulary**

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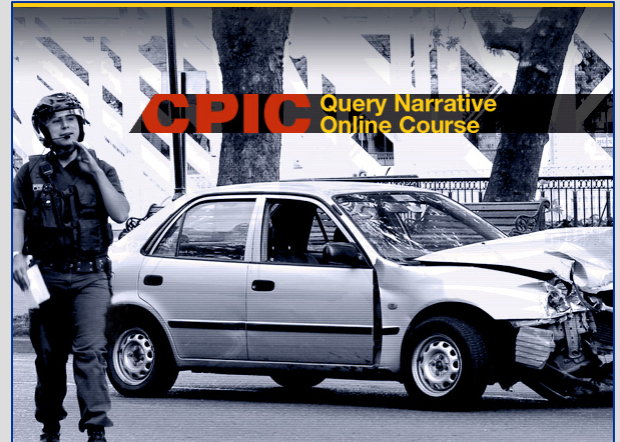
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## UPDATE ON CPIC QUERY/NARRATIVE PILOT

In August, CPKN, in association with the Police Sector Council and the Canadian Police Information Centre, launched a three month pilot of the *CPIC Query Narrative Online Course*. Designed to evaluate e-learning at a national level, this free pilot involves more than 1500 individuals from police services across the country. Nearly half of these participants have completed the course to date.

As the pilot nears to a close, preliminary analysis of survey results indicate an overall high level of satisfaction with this course. To date, 59% of respondents indicated they would recommend the course to a colleague. More than 50% of participants indicated that they were exposed to new content and learned new skills with this course. Perhaps most significant is the feedback regarding participants' perceived knowledge gain from the course. In the pre-course survey, 47% of respondents rated themselves as below the Intermediate level of expertise regarding their knowledge about CPIC functionality and policies. The post survey indicated only 17% of respondents considered themselves 'below Intermediate'. This 30% shift to a rating of Intermediate knowledge is a strong measure of course effectiveness.

This pilot will be complete on October 31<sup>st</sup>. Following this, researchers will compile and analyze all survey responses. These results will be used to not only fine tune this course, but will also be a template for new pan-Canadian e-learning initiatives. The final report on the CPIC pilot is expected in early December. ■



## CPKN e-LEARNING FEATURE: HARASSMENT AWARENESS IN THE WORKPLACE



This course provides direction on the use of early problem solving to avoid harassment episodes and the use of mediation techniques to resolve conflicts.

Harassment in the workplace affects not only the specific parties involved, but can also negatively impact on an organization as a whole. As such, harassment awareness is essential in any organization that promotes communication, understanding, and respect among all employees in every level of the organization.

Released in late August, the *Harassment Awareness in the Workplace* is designed to help organizations and their personnel recognize harassment events and understand the impacts that they have on both the individuals involved and the health of the workplace environment.

The content for this course has been generously gifted from the RCMP and reviewed by two municipal subject matter experts, Sgt. Dave Sanders, Human Relations Training, Toronto Police Service and Chief Paul Smith, Charlottetown Police Services, to ensure that the material meets the needs of the wider police community. This course has been created to improve the safety and well-being of all police officers. ■

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CPKN is endorsed  
by the Canadian  
Association of  
Chiefs of Police.

## What is CPKN?

The Canadian Police Knowledge Network (CPKN) is Canada's leading not-for-profit provider of online training solutions for police officers. Working with subject matter experts from police services and training academies across Canada, CPKN delivers highly effective, economical, and engaging e-learning courses to meet the needs of police services.

In 2004, in response to a recognized need for an efficient, cost-effective training model for Canadian police services, members of the Canadian police community collaborated with government and academic organizations to make CPKN a reality. Today, CPKN is guided by an Advisory Board, which is comprised of prominent members of the Canadian police community, and a Board of Directors which includes senior leaders from police services, training institutions, and provincial government.

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Contact us today for a copy of our e-learning courseware catalogue or visit [www.cpkn.ca](http://www.cpkn.ca)

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