

IN THE SUPREME COURT OF THE STATE OF ARIZONA
ADMINISTRATIVE OFFICE OF THE COURTS

In the Matter of:)
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COURT SECURITY OFFICER) Administrative Directive
TRAINING AND CERTIFICATION) No. 2019 - 11
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On September 11, 2019, Administrative Order No. 2019-105 established a court security officer training academy and certification requirements. This Order also authorized the Administrative Director to issue administrative directives as necessary to implement the programs and policies required by the order. Therefore,

IT IS DIRECTED that the Director of the Education Services Division of the Administrative Office of the Courts shall administer the Court Security Officer Training Academy and Certification program and establish procedures for the administration of the program as necessary, including notification of attendee competency assessment results and approval of course instructors,

IT IS FURTHER DIRECTED that the curriculum of the Court Security Officer Training Academy is established as outlined in Appendix A of this directive.

IT IS FURTHER DIRECTED that the Director of the Education Services Division of the Administrative Office of the Courts shall administer Court Security Officer certification, granting certification to Court Security Officers who meet the certification requirements.

Dated this 23rd day of September, 2019.

DAVID K. BYERS
Administrative Director of the Courts

Appendix A

Court Security Officer Training Academy Curriculum

The Court Security Officer Training Academy Curriculum shall include the following courses in a delivery format that blends self-paced computer-based instruction with live and in-person classroom instruction and practical exercises.

Blood Borne Pathogens: Officers may encounter dangerous substances during entryway screening. This course provides officers with knowledge about dangerous substances and actions that can prevent the transmission of blood borne pathogens.

Terrorism and Situational Awareness: Recognizing and communicating suspicious behavior or activity can potentially prevent a critical incident. This course equips officers with knowledge to identify signs of potential violence using examples of documented incidents.

Stress Management: Court Security Officers operate in an environment that is often stressful for both the officer and customers conducting business within the courthouse. This course equips officers with knowledge to recognize situations that affect moods, thinking and behavior along with tactics to sustain personal wellness and to diffuse stressful situations that may arise in the courthouse.

Cultural Awareness: Courts are inclusive and must serve a variety of customers from diverse cultural backgrounds. This course examines implicit biases and increases officers' awareness about how biases may impact interactions with others in their community. The course equips officers with tactics to develop empathy and become aware of others' cultural values, beliefs and perceptions.

Role of the Court Security Officer in Arizona Courts: This course introduces officers to their general role and duties by examining Arizona law, the Arizona Code of Judicial Administration and other policies that govern Arizona Court Security Officers. This course also stresses the critical role good customer service skills play in being an effective officer.

Dealing with Disturbed Individuals: This course provides officers with tactics to effectively address anger, danger and violence. Officers are equipped with knowledge and skills to recognize the emotional state of a person and identify the differences between emotion and attitude. The course also addresses how the professional demeanor of the court security officer can diffuse high-conflict situations.

Interpersonal Communications and De-escalation Tactics: This course examines how the reactions and perceptions of court customers are influenced by the tone, word choice and body language of an officer. The course equips officers with techniques that can help avoid potential conflict or de-escalate a situation of high conflict.

Incident Report Writing: Officers must respond to a variety of incidents while also taking note of details and communicating an accurate and complete description of events after-the-fact. This

course equips officers with knowledge and skills to operate as astute observers and write accurate and complete incident reports.

Cameras in the Courthouse: Courts must balance security and safety needs with the obligation to operate transparently. This course provides officers with knowledge of court rules and judicial orders governing use of cameras in court facilities, as well as skills to respond appropriately to court visitors who operate cameras in violation of court rules or orders.

Customer Service and Courtroom Demeanor: Officers are often the first court employees encountered by court visitors and as such they serve as important emissaries of the court. This course provides guidelines and best practices for executing excellent customer service while equipping officers with knowledge of the court process and skills to maintain a high level of professionalism during day-to-day court security operations.

Magnetic Detection in Screening Operations: Officers must routinely screen visitors to the court using walk-through and hand-held magnetometers. This course provides officers with knowledge of proper procedures, strengths and limitations of walk-through and hand-held magnetometers to identify prohibited items.

X-Ray Detection in Screening Operations: Officers must routinely screen objects and possessions that visitors bring to the courthouse using X-ray scanning devices. This course provides officers with knowledge of proper procedures, strengths and limitations of X-ray screening to identify prohibited items. The course makes extensive use of scanning imagery to develop skills that enable officers to accurately interpret images and detect prohibited objects.

Screening Operations Practical Training Exercises: Following classroom instruction, officers will develop skills through scenario-based practical exercises using common screening equipment.

Use of Force: In the process maintaining order and protecting all who conduct business in the courthouse and on court grounds, officers may encounter a critical incident where the use of force is necessary. This course provides officers with knowledge about the laws, court cases and policies that govern use of force for court security officers. The course equips officers with skills to respond to critical incidents with an appropriate level of force to maintain order and protect those in and around the courthouse.

Defensive Tactics and Handcuffing Practical Training Exercises: Applying knowledge gained from Use of Force instruction, officers acquire skills through scenario-based exercises to protect themselves and others while repelling imminent danger or harm. Officers also acquire knowledge and skills for effectively detaining a person for reasonable cause to maintain the safety and well-being of those in or around the courthouse.