

# 4. Training

**Training mainly comprises videos and documentation, supplemented by live sessions via Zoom.**

## Written and other online resources

- This guide for Back Office Volunteers [BOVs] and Police Station Support Coordinators [PSSCs]
- [Custody Call guidelines \(for BOVs\)](#)
- [Custody call summary/script \(for BOVs\)](#)
- [3CX guidelines](#)
- **ArrestWatch playground (page 6 ArrestWatch refers to):**
  - [Arrest report](#)
  - [Release report](#)
  - [Back Office](#) (BO)

## Training videos

- [BO overview](#)
- [Back Office Volunteer](#) (covers use of ArrestWatch, custody calls, typical calls) This video was made in 2020, see [these notes](#) for changes.
- [Custody calls](#)
- [3CX](#)
- [PSSC](#)
- [Police Station Supporter \(PSS\)](#) - Short version
- [PSS Long version](#)
- [Witnessing an arrest \(short version\)](#): although made some time ago, this video remains up to date, the upgraded BO phone system [3CX] can deal with multiple calls and we prefer custody calls to be made to BO.
- [Witnessing an arrest \(long version\)](#) Password: ProsecutePolluters: although made some time ago, this video remains up to date, the upgraded BO phone system [3CX] can deal

with multiple calls and we prefer custody calls to be made to BO.

## **Live Training**

Live training sessions, via Zoom, are provided in advance of mass actions. These will be publicised widely within XR's communication channels.

Live sessions may include:

- Supplementary to the documents and videos, including a focus on the two main roles and with an opportunity to ask questions.
  - Custody Call training: optional session, to ensure competence in handling a call.
  - 3CX training
-