

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
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