

# 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 (Further information in the [Arrest Watch](#) section:)
  - [Arrest report](#)
  - [Release report](#)
  - [Back Office](#)

## **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 Support Coordinator)
- Police Station Supporter (PSS): two versions [Short version](#) and [long version](#)
- Witnessing an arrest: two versions. Although made time ago, these videos remain largely up to date; the upgraded BO phone system [3CX] can deal with multiple calls and we prefer custody calls to be made to BO.
  - (a) [short version](#)
  - (b) [long version](#) Password: ProsecutePolluters

## Live Training

Live training sessions, via Zoom, are provided in advance of mass actions. These will be publicised widely via the [Movement Broadcast](#).

Live sessions may include:

- Supplementary sessions 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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