

## Chapter 07: Standards for Successful Completion of the Emergency Telecommunications Training Program

adopted - 07/1993

### Purpose

- 100 This section establishes policy and procedures governing the standards to be used by accredited training instructors in determining what constitutes successful completion of the Emergency Telecommunications Training Program for state certification.

### Policy

- 101 The Board-approved Emergency Telecommunications Training Program shall include either classroom activity or an equivalent computer-based, internet-based or self-paced program, **and** subsequent field observation (ride-along) ~~and a state certification test~~. Agencies shall understand that classroom activity shall be the preferred means of receiving training. As well, the Board recognizes that the aforementioned alternative methods of delivery are acceptable when a formal class is not an option. Standards for successful completion of the ETP program include:

- 101.01 A passing academic score as determined by the course vendor,

- 101.02 First-hand experience of field observation in an 8-hour ride along in a respective vehicle area of certification (law enforcement, fire or emergency medical). Those agencies which do not allow a telecommunicator ride-along with a field training officer, shall provide an alternative orientation program, ~~and~~.

- ~~101.03 A passing score on the state certification test upon completion of 26.1 and 26.2.~~

- 101.04 Failure to complete all of these standards will render the student ineligible for certification as an emergency telecommunicator until the deficiency has been corrected. The ETP program must be completed as a whole unit of training. If individual portions of the training are not successfully completed within the one-year time period, the employer shall be personally responsible for that individual's salary. ~~While~~ The sequence of completion of 101.01 and 102.02 are is not important, ~~both must be completed before 26.3 can be administered.~~

### Procedures

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- 102.01 **Admission/enrollment and alternative course documentation procedure**

adopted 4/95, rev. 7/95

1. For classroom training, the course instructor or host agency shall be charged with the registration of students into the respective basic and emergency medical dispatch (EMD) classes. Registration shall include those students who currently perform telecommunicator duties with a public safety, law enforcement, fire or EMS agency.
2. For alternative training, such as an equivalent computer-based, internet-based or self-paced program, **prior approval of the vendor/provider is required.** The telecommunicator supervisor or agency head must document that the student took said course and shall provide a copy of the training certificate from the vendor.

#### 102.02 Readmission procedure

1. Any student who is dismissed or voluntarily withdraws from a basic or EMD training course may be eligible for re-admittance for training at a future date as long as it is within the one-year period of the date of employment.

#### 102.03 Academic Students must achieve a final passing academic score as determined by the vendor to successfully complete the basic and/or EMD course.

1. The course instructors, or the administering supervisor in the case of alternative training, shall administer the appropriate vendor test plan to evaluate the student's retention of knowledge attained in the course.
  - a. The test plan for the law enforcement and fire telecommunicator certification must include all of the essential areas of one of the following Board-approved basic courses:
    - i. Association of Public-Safety Communications Officials (APCO) 40-Hour Basic course;
    - ii. National Emergency Communications Institute (NECI) 40-Hour Basic course.
  - b. The test plan for the emergency medical telecommunicator certification must include either of the APCO Basic or NECI Basic (beginning Oct. 1, 2001) as well as all of the essential areas of one of the following Board-approved EMD courses:
    - i. APCO 32-hour "Basic EMD Certification Course",
    - ii. NECI 24-Hour "Emergency Medical Communications Officer" course,
    - iii. National Academy of Emergency Medical Dispatch (NAEMD) 24-hour

EMD course,

- iv. U.S. Department of Transportation (DOT) National Highway Traffic Safety Administration 24-hour Emergency Medical Dispatch course.
2. The test plan must ensure re-dress of missed questions for each student. This effort will be directed toward making the student academically self-sufficient after the training program.
3. Any student who fails to achieve a passing academic average as determined by the course vendor will not be allowed to attain state certification. Students who are dismissed from a training course for academic reasons may re-enroll in the next available class.

#### 102.04 Scoring Procedures

1. For classroom training, all testing mechanisms shall be scored under supervision of the course instructor using proscribed procedure. For alternative training, the course vendor is responsible for scoring tests and the telecommunicator supervisor responsible for documenting such.
2. Students shall be given feedback on their performance for every graded event. Missed answers shall be covered with each student.
3. All scores shall be reported to the Board.

102.05 Every student who successfully completes any type of training course will receive a vendor certificate, signed by the course instructor and/or other appropriate official, which evidences successful completion of the course. In addition, the course instructor or course vendor will send a copy of the course roster to the Board for purposes of state certification.

102.06 **Field Observation** Field observation (ride-along) is required of all Emergency Telecommunicators. The field observation may be conducted with the Telecommunicator's local agency provided there is adequate call volume and activity to provide an effective learning experience. In communities with less activity, consideration should be given to attaining field observation experience with more active agencies. The field observation (ride-along) should provide an overview of regulations and standard field operating procedures, recommendations pertaining to emergency vehicle operation; provide an understanding of all records and reporting systems and forms utilized by the agency; promote efficient and proper use of all radio communications equipment and systems that the public safety officer or EMT will utilize. A minimum of 8 hours of ride-along with an approved field training officer (FTO) is required for each separate area (law enforcement, fire service and EMS).

~~102.07 **State Certification Test** This shall be administered by a state certified telecommunicator instructor at a site and date determined by the instructor.~~