

Chapter 06: Standards of Training and Certification

adopted - 07/1993

Purpose

- 100 This section establishes policy and procedures governing the standards to be used ~~by approved training courses~~ in determining what constitutes successful completion of the Basic Emergency Telecommunications Training Program.

Policy

- 101 The Board-approved Basic Emergency Telecommunications Training Courses shall include classroom activity as well as hands-on skill certification, or an equivalent computer-based, internet-based or self-paced program (see Chapter 07: Standards for Successful Completion of the Emergency Telecommunications Training Program, Sections 101 and 102). There are two types of courses used in the certification process. They are divided into:

101.01 law enforcement and fire service and

101.02 emergency medical.

1. ~~Presently, the~~ The Association of Public-Safety Communications Officials (APCO) Basic 40-Hour and National Emergency Communications Institute (NECI) Basic 40-Hour courses ~~are the only ones~~ **have been** approved for the law enforcement and fire service **basic** emergency telecommunications training. ~~On the other hand, four courses have been approved by the Board for~~ For the emergency medical training. ~~They include the~~ APCO 32-Hour, the NECI 32-Hour, the U.S. Department of Transportation (DOT), and the National Academy of Emergency Medical Dispatch (NAEMD), ~~which is also known as the Jeff Clawson Course~~ **EMD courses have been approved.**

Procedures

102

102.01 Minimum Standards of Training and Certification for Law Enforcement Telecommunicators/Dispatchers.

1. Current certification by APCO Institute 40-Hour Telecommunicator Training Program or NECI Basic Emergency Communication Officer 40-Hour Training Program, **and**
2. Successful completion of field observation (ride-along) ** with an approved law enforcement field training officer (8 hours).

NOTE: This does not qualify the participant as an EMS telecommunicator, Fire Service

telecommunicator or as a certified Mississippi Justice Information Center (MJIC) terminal operator.

102.02 Minimum Standards of Training and Certification for Fire Service Telecommunicators/Dispatchers.

1. Current certification by APCO Institute 40 - Hour Telecommunicator Training Program or NECI Basic Emergency Communication Officer 40-Hour Training Program, **and**
2. Successful completion of field observation (ride-along) * * with an approved fire service field training officer (8 hours).

NOTE: This does not qualify the participant as an EMS telecommunicator, Law Enforcement telecommunicator or as a certified Mississippi Justice Information Center (MJIC) terminal operator.

102.03 Minimum Standards of Training and Certification for EMS Telecommunicators.

1. **Method One** - Currently certified Emergency Medical Dispatcher, National Academy of Emergency Medical Dispatch;
2. **Method Two** - APCO Institute certification as an Emergency Medical Dispatcher. ~~32-hour minimum "Basic EMD Certification Course";~~
3. **Method Three** - Successful completion of a U.S. Department of Transportation, National Highway Traffic Safety Administration course, Emergency Medical Services Dispatcher: National Standard Curriculum (current edition); or
4. **Method Four** - Successful completion of a National Emergency Communications Institute, Emergency Medical Communications Officer training course.

~~5. In addition to the aforementioned certification courses, additional instruction in the following topics should be included:~~

~~a. History of telecommunications; the role of the telecommunicator. Provides an historical overview of public safety and EMS communications, the evolution of telecommunications, and understanding of modern public safety and EMS operations. (1 hour minimum)~~

~~b. Organization of the communications function. Provides a general overview of the organization of the communications function within a public safety or EMS agency, including the interrelations with other functional units. (2 hours minimum)~~

~~c. 9-1-1 Operating Systems; operating procedures. Provides a general overview of the development and current operating procedures for 9-1-1 systems. (2 hours minimum)~~

~~d. Basics of radio broadcasting. Provides the basic knowledge of radio broadcasting and assists the students with the successful application of proper broadcast procedures. (5 hours minimum)~~

5. Emergency Medical Telecommunicator certification must include either the basic APCO or NECI course.

6. Field observation (ride-along).** Provide an overview of regulations and recommendations pertaining to emergency vehicle operation; provide an understanding of all records and reporting systems and forms utilized by the public safety agency; promote efficient and proper use of all radio communications equipment and systems that the public safety officer or EMT will utilize. (8 hours minimum)

NOTE: These methods of certification for an EMS telecommunicator do not qualify the participant as a Fire Service telecommunicator, Law Enforcement telecommunicator or as a certified Mississippi Justice Information Center (MJIC) terminal operator.

** 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). Minimum qualifications for FTO's will be established by the Board of Emergency Telecommunications Standards and Training.

102.04 Mississippi Emergency Telecommunicator Training Program - Curriculum development is only one portion of a comprehensive emergency telecommunicator training program. Other topics of a comprehensive training program include:

1. Purpose of the training program
2. Objective of the training program
3. Description of the occupant
4. Competency of the MS Emergency Telecommunicator
5. Operational policies
6. Curriculum description
7. Course design
8. Planning Considerations
9. Class size
10. Students
11. Faculty

12. Program Director
13. Instructional Faculty
14. Class Schedule
15. Classroom
16. Didactic instruction
17. Lab (psychomotor skills demonstration)
18. Cost
19. References
20. Instructor's lesson plan
21. Testing and evaluating methods
22. Certification
23. Student records and identification
24. Field observation (ride-along)