

Chapter 02: Professional Certificates

adopted - 07/1993

Purpose

100 This section establishes policies and procedures governing professional certificates.

Policy

101 Vested by law with ownership of and full responsibility for emergency telecommunicator's certificates, the board's policy is to ensure that certificates are issued only to fully qualified telecommunicators and revoked when appropriate and that all certificates are accounted for at all times. The law specifies that any certificate for an emergency telecommunicator issued as a result of the Emergency Telecommunicator Training Program is the property of the board. Although the certificate is issued in the name of the individual telecommunicator, the board shall place the certificate in the stewardship of the employer and shall retain the right to require return of the certificate to the board. The employer shall not transfer a certificate issued by the board to any person or agency except through the board director.

Procedures

102 All emergency telecommunications employers included under the Emergency Telecommunicator Training Program as described in this Policy and Procedures Manual should follow these steps in safekeeping certificates issued to their employees by the board.

102.01 The employer, upon receiving the certificate from the board director, should record the certificate number and the date issued in the employee's personnel file.

102.02 The certificate should remain in the physical custody of the employer at a site which houses agency operations. The certificate may be publicly displayed, including near the assigned work area of the employee named on the certificate. The employer may provide the employee with a photo-static copy of the certificate.

102.03 The certificate, if defaced, destroyed, misplaced, or stolen while in the stewardship of the employer, will normally be replaced with a photo-static copy. The production of duplicate certificates shall be minimized. The staff will evaluate each incident prior to the issuance of a duplicate certificate.

102.04 The employer should return the certificate to the board director, along with a complete Termination/Reassignment form, within ten working days after:

1. the employee no longer meets all of the qualifications for employment;
2. the employee has been either convicted of or pleaded guilty or nolo contendere,

probation, pre-trial diversion or payment of any fine to a felony or a crime involving moral turpitude (the employer shall provide official documentation of such conviction);

3. receiving written notice from the board of evidence that the certificate was obtained through misrepresentation or fraud;
4. the employee dies, resigns, laterally transfers or is terminated;
5. the employee takes leave or is assigned leave from actual performance of emergency telecommunicator duties from the employer for any reason for an indefinite period or for a period planned to last more than twelve months; and
6. receiving written notice from the board that the certificate shall be returned for other due cause as determined by the board.

102.05 The staff shall decide the disposition of a certificate within a reasonable time after receiving notice that a certificate has been returned. The board may decide to:

1. delay consideration of the return of the certificate;
2. inactivate the certificate;
3. assign stewardship of the certificate to a new emergency telecommunicator employer or;
4. annul/revoke a certificate, if issued in error or through misrepresentation or fraud.

102.06 In the case of lateral transfer, the staff shall forward the certificate to the appropriate employer.

102.07 The staff shall maintain the certificate and all other file information of telecommunicators who have died or whose certificates have been inactivated in the board files.

102.08 When the staff has inactivated a certificate because a telecommunicator:

1. is no longer in emergency telecommunications employment as described in this Policy and Procedures Manual,
2. is on indefinite leave or leave for more than one year, or
3. for other reasons, the Board Director may reactivate the certificate when the certified telecommunicator resumes employment for the employer who returned the certificate or under a new emergency telecommunications employer included under the Emergency Telecommunications Training Program. In either

case, the employer may initiate the reactivation process by forwarding a new Application for Certification (Parts I, II and III) to the board director. The board director shall forward a reactivated certificate to the employer.

- 102.09 When the certificate of a telecommunicator certified by statute remains inactivated for more than three years, the certificate shall lapse. Upon receiving a request to reactivate the certificate, the board director shall notify the employer by letter that the certificate has lapsed and that the employee must re-qualify for certification by the board in order to be employed as a full-time emergency telecommunicator for more than one year.
- 102.10 The Professional Certificates issued by the Board shall expire three years from the date of certification of the area(s) of discipline (911, EMS, fire, law enforcement). At that time, the Board will require the telecommunicator to ~~have received updated~~ **completed** training in accordance with the existing standards ~~at the time of expiration~~ **for re-certification (see Chapter 11: Re-Certification of Emergency Telecommunicators)**.
- 102.11 The Board hereby relegates to the staff the authority to certify and recertify all emergency telecommunicators upon satisfactory completion and verification of all requisite training.
- 102.12 The Board further authorizes the staff to issue Professional Certificates on the first day of each month and furnish a list at the Board meetings for official recognition of certification.