Chapter 05: Reimbursement of Training Costs

adopted - 07/1993; rev - 05/2006 and 07/2007

Purpose

100 This section establishes the policy and procedures governing the reimbursement of training costs to the emergency telecommunicators' agencies governed by the Emergency Telecommunications Training Program.

Policy

101 The Emergency Telecommunications Training Program created the Board for the primary purpose of developing and implementing guidelines for the selection and training of emergency telecommunicators. Accordingly, the legislature mandated that the Board authorize, but only from such funds appropriated by the legislature, the reimbursement of all expenses associated with successful completion of such training. These include salary, allowable tuition, lodging, meals and travel expenses (if applicable). Reimbursement is authorized only for those agencies and subdivisions of the state who are in compliance with all provisions of the Act to include those policies and procedures established by the Board pursuant to the Act. (Mississippi Code 19-5-355 (1) and 19-5-357 (6))

101.1 While all expenses incurred for the completion of certification and re-certification training shall be fully reimbursed, if at any time a shortage of appropriated funds may become an issue, the priority for reimbursement funding shall be in the following order:

1. basic and EMD training;
2. mandated re-certification training;
3. elective re-certification training; and
4. advanced instructor training.

101.2 Reimbursement shall be allowable for telecommunicators in attendance at Board-approved training programs established at such agencies or institutions as the board may deem appropriate.

101.3 A host agency must submit a "Course Certification Request" form to the Board for pre-approval of a course, course location and estimated costs. This information should be sent in three months prior to the date of the course.

101.4 The employing agencies of course students must meet the following requirements in order to be eligible to receive reimbursement:

1. agency must be an organization of the state or a political subdivision of the

state;

2. telecommunicators attending training must work a minimum of eight (8) hours within a 30-day period;

3. agency must have adhered to the selection and training standards established by the board;

4. all administrative requirements must have been completed pursuant to this Policy and Procedures Manual to include all forms completed in full; these include the **Application for Certification (Parts I, II and III), Eight-Hour Field Observation and the Reimbursement Worksheet**; and

5. agency must have settled all accounts with the institution or location where training was conducted.

101.5 For the duration of training, the location of the institution shall be the assigned place of duty. Allowable costs of training as established by the Board are as follows:

1. **Tuition costs** shall be reimbursed at an amount not to exceed that which is allowed by the respective national training programs. The Board will review the costs for the training programs every six months and make any adjustments to the tuition allowance as needed.

2. **Subsistence costs,** which include lodging and meals, shall be eligible for complete reimbursement as long as they do not exceed the maximum daily allowance permitted under state law.

3. The authorized **base salaries and other pay benefits** of emergency telecommunicator students and instructors are eligible for reimbursement for the period of the training courses. The salaries shall be computed based on the gross weekly salary of the most recent full month prior to course completion. Reimbursement includes compensation for a standard 40-hour week and will only be authorized for salaries paid for the performance of telecommunications duties. Courses completed after one-year from date of hire or after the three-year certification period will not be reimbursed salary costs.

4. **Travel expenses** shall be determined by multiplying the standard state mileage rate times the mileage for one round trip (and subsequent round trips if commuting). Agencies with more than one student enrolled in a course will be expected to car pool (up to four people per vehicle) and will receive travel for one vehicle.

5. **The board shall provide training reimbursement for all required mandated training only if the training program satisfies the requirements.** The board will

designate the appropriate training program for certification purposes. If an applicant completes a course other than the designated course, the applicant will not be certified and the agency will not be reimbursed for training costs.

6. Only successfully completed Board-approved training programs are allowable. The following programs and their areas of specialty have been approved by the Board.

   a. Either the Association of Public-Safety Communications Officials (APCO) 40-Hour Basic course or the National Emergency Communications Institute (NECI) 40-Hour Basic course*, or the National Academies of Emergency Dispatch (NAED) 40-Hour Basic course* is required to be certified as a Law Enforcement or Fire Service telecommunicator.

   b. Either the National Academy of Emergency ~~Medical~~ Dispatch (*NAED*) 24-hour, the APCO EMD 32-hour, the NECI EMD 24-hour or the U.S. Department of Transportation (DOT) 24-hour EMD program is required to be certified as an Emergency Medical telecommunicator.

   c. The Mississippi Emergency Telecommunicator 16-hour Re-certification Course is required to be completed in the third year of certification.

   d. Elective training is required to be completed any time within the three-year certification period. Those courses or training exercises not normally offered by approved vendors shall be requested for approval by the Board staff in advance.

7. The Board will not reimburse the training costs of partially completed training or failed training. Telecommunicators may return after additional preparation to attempt to complete the course requirements.

Procedure

102 The Board staff shall review all the information available on each telecommunications class and determine the eligibility and amount of reimbursement to each agency.

102.1 The staff shall maintain a running balance of available funds which come from a service charge of Five Cents ($.05) which is placed on each subscriber phone line within the State of Mississippi as of July 1, 1993 (Mississippi Code 19-5-357 (1)). The proceeds generated shall be primarily used to fund the minimum standards training program for public safety telecommunicators within the State. (Mississippi Code 19-5-357 (5))

102.2 The certification course instructors shall provide the staff an official roster of

students within five working days of the day the class ends. The roster shall include the name, social security number and agency of each student.

102.3 The course instructors shall notify the staff of any withdrawals or dismissals from training during the course of the program. The notification shall include whether the telecommunicator withdrew or was dismissed and the reason (i.e. deficiency in academics). If the telecommunicator was dismissed for a violation of course rules and regulations, the course instructor must provide a written report of the investigation into the incident.

102.4 Once the class is completed, the course instructor shall prepare a course roster which shall positively indicate that all students have met the course requirements. Once the students complete the requirements, the course instructor shall notify the staff in writing. This notification must be received prior to any further certification processing or reimbursement.

102.5 The agencies in which the newly-trained emergency telecommunicators are employed shall submit a Reimbursement Worksheet to the Board completely filled out, signed and dated upon completion of the course.

102.6 The staff will determine the amount of the reimbursement based on the total of: board-approved training costs, the applicant's documented base weekly salary and benefits, round trip mileage from the agency to the course location and lodging and meals (if applicable). Reimbursement, not to exceed the maximum daily allowance under state law, will be determined by the presence of all required forms, information and compliance with the Emergency Telecommunications Training Program.

102.7 After determining eligibility and amount of reimbursement, the board staff shall complete a Claim for Reimbursement form and submit the form to the agency head for review. The form shall contain the name and other personal data of the trainee, course attended, tuition, salary and travel costs (meals and food if applicable). The agency head shall review the form, sign and return the form within five working days of receipt. Any discrepancies, corrections or misinformation on the form should be annotated/corrected and the form returned unsigned. The staff shall correct the form and return it to the agency. It is imperative that this form be processed without delay as it is the basis for any funds the agency receives.

102.8 The staff will submit the Claim for Reimbursement to the Department of Finance and Administration for payment. The Board will maintain a copy of the claims and the warrants of payment in the board files.

102.9 Agencies should receive payment within forty-five (45) days of returning the Claim for Reimbursement form. If not, notify the Board staff.

Chapter 06: Standards of Training and Certification

adopted - 07/1993; rev - 05/2006 and 07/2007

Purpose

100 This section establishes policy and procedures governing the standards to be used 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:

101.1 law enforcement and fire service and

101.2 emergency medical.

1. The Association of Public-Safety Communications Officials (APCO) Basic 40-Hour and National Emergency Communications Institute (NECI) Basic 40-Hour*, and the National Academies of Emergency Dispatch (NAED) Basic 40-Hour* courses have been approved for basic emergency telecommunications training. For the emergency medical training the APCO 32-Hour, the NECI 32-Hour, the U.S. Department of Transportation (DOT), and the National Academy of Emergency ~~Medical~~ Dispatch (*NAED*) EMD courses have been approved.

Procedures

102

102.1 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*, or NAED 40-Hour Emergency Telecommunicator Course*, 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.

102.2 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*, or NAED 40-Hour Emergency Telecommunicator Course*, 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.

102.3 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;

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. Emergency Medical Telecommunicator certification must include either the basic APCO ~~or~~, NECI course*, or NAED 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.

102.4 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)

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

adopted - 07/1993; rev - 05/2006 and 07/2007

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). 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 ETTP program include:

101.1 A passing academic score as determined by the course vendor,

101.2 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.

101.3 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 ETTP 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. The sequence of completion of 101.01 and 102.02 is not important.

Procedures

102

102.1 **Admission/enrollment and alternative course documentation procedure**

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.

102.2 **Readmission procedure**

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

102.3 **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.

      iii. *National Academies of Emergency Dispatch (NAED) 40-Hour Emergency Telecommunicator 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) *or NAED Basic* 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 (*NAED*) 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.

102.4 **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.

102.5 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.

102.6 **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).