Chapter 06: Standards of Training and Certification

adopted - 07/1993; rev - 11/2000, 05/2001, 05/2006, 07/2007, 10/2008 and 04/2009

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 Dispatch (NAED) EMD courses have been approved.

Procedures

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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 a 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 a 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. Successful completion of the National Academy of Emergency Medical Dispatch; APCO Institute of Emergency Medical Dispatch; U.S. Department of Transportation/National Highway Traffic Safety Administration - Emergency Medical Services Dispatch; or National Emergency Communications Institute - Emergency Medical Communications Officer training course.

2. Successful completion of the basic APCO, NECI course, or NAED course.

3. 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)

4. Current certification in CPR by the American Heart Association or the American Red Cross **or an equivalent nationally recognized organization.**

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 a field training officer (FTO) is required for each separate area (law enforcement, fire service and EMS).

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)

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

adopted - 07/1993; rev - 05/2006, 07/2007, 10/2007, 10/2008 and 04/2009

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

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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, the telecommunicator supervisor or agency head must request prior approval of the vendor/provider and explain why this method is being requested 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, NECI Basic, 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 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 or course vendor using prescribed 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.

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 vendor certificate and 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 a field training officer (FTO) is required for each separate area (law enforcement, fire service and EMS).

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