

Chapter 02: Professional Certificates

adopted - 07/1993; rev - 01/2005, 05/2006, and 10/2008

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 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;
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 staff 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. cancel/recall 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 completed training in accordance with the existing standards 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.

Chapter 09: Certification Based on Equivalency of Training

adopted - 07/1993

Purpose

100 This section establishes policy and procedures governing the certification of emergency telecommunicators who have an established record of experience, training and education. The Board will establish procedures to review the record of those telecommunicators whose certification has lapsed and those telecommunicators who have training and experience in another jurisdiction (i.e. another state).

POLICY

101 The Board shall evaluate each applicant's documented record of experience and training. The accomplishments in each area shall be weighed to compare the applicant's credentials with the current standards for professional certification.

101.01 The state certification of any emergency telecommunicator shall lapse after a break in service of more than three years. Telecommunicators who have successfully completed a training course equivalent (as deemed by the Board staff) to the currently accepted Board courses, have completed the Eight-Hour Ride Along and meet established employment guidelines, will be eligible for certification upon completion of the required paper work.

101.02 All individuals applying for certification from another jurisdiction must have been certified and completed an acceptable emergency telecommunicator training course similar to those presently required by this Board. An acceptable training course would be one that meets or exceeds the approved state standard for mandated training and includes comparable training as that provided by Board-approved training courses. This would include similar course work subject matter and length of time the material is presented. If there is subject matter found to be lacking in the course in question, then the Board staff would review and make a ruling as to meeting the minimum standards.

101.03 In situations where the course predated state statutory requirements for emergency telecommunications training or the course was administered by a federal agency, the course curriculum will be compared to one that is approved by the Board.

101.04 In reviewing a course to be compared, the Board staff will measure the curriculums offered during the same period in this state. In addition to the courses listed, the staff will review the standards for successful graduation, the duration of the course, and the training delivery method. The course must equal or exceed the existing standards to be considered an acceptable course.

Procedures

- 102 All procedures applicable to certification for newly employed emergency telecommunicators must be followed in seeking certification based on equivalency of training. In addition to the forms for the certification process, the employer shall provide documentation of emergency telecommunicator training (copies of certificates, etc.). The Board staff will authenticate all documents submitted to the Board from other jurisdictions. The employer shall be prepared to submit the curriculum for training completed in another jurisdiction and the staff will retain for the Board files.

Chapter 11: Re-Certification of Emergency Telecommunicators

adopted - 07/1993; rev - 01/2003, 10/2008, 04/2009 and 10/2010

Purpose

- 100 This section establishes policy and procedure for re-certification of emergency telecommunicators.

Policy

- 101 The board shall re-certify those emergency telecommunicators who continue to meet the employment guidelines established in accordance with Mississippi Code as Annotated Section 19-5-353 as well as having completed the prescribed continuous training requirements established henceforth.
- 101.01 Re-certification under the Emergency Telecommunications Training Program (ETTP) shall be limited to those emergency telecommunicators who have received their initial three-year state certifications through the Mississippi Board of Emergency Telecommunications Standards and Training.

Procedures

- 102 All emergency telecommunicator applicants for re-certification shall complete the following steps to maintain their current certification status with the Board:
- 102.01 Applicants for telecommunicator re-certification shall submit a fully-completed (1) Application for Re-certification and (2) Re-certification Report prior to expiration of their BETST professional certificate.

Note: "Application for Re-Certification" forms may be submitted through Standards and Training's internet based "Forms & Certification Management System" (<https://www.state.ms.gov/mspost/>). Agencies must submit a "MSPOST Client Agency Information" form by mail, facsimile or email to request a User ID and to be assigned a password. The CJA information form can be completed on-line from the Office of Standards and Training's portion of the MS Department of Public Safety's web-site (<http://www.dps.state.ms.us>). In order to submit any other forms on an individual in the web-based system, an "Application for Certification" must first be submitted and approved for that individual.

- 102.02 An emergency telecommunicator shall complete a minimum of 48 hours of approved elective training every three (3) years prior to the expiration date of their professional certificate. Each emergency telecommunicator shall review their training needs with their supervisor on a continuous basis and complete training as needed. Continuous education shall consist of the following:
1. The Board approved 16-hour, Re-certification Course (initial three year certification period only)

- a. The two-day class curriculum shall consist of those subject areas deemed by the Board to be the most essential to maintaining thorough knowledge in the profession.
 - b. The two-day class shall be conducted by a Mississippi-certified instructor who has conducted at least three basic and/or EMD classes as documented by the Board staff as well as completed an Instructor Orientation Program on the issue of re-certification.
 - c. Registration for the two-day class shall be arranged between the instructor/coordinator and the individual agencies which employ the re-certification candidates.
 - d. The allowable tuition reimbursement for the two-day course shall be established by the Board on an annual basis.
 - e. The two-day course shall not have in excess of 30 students per instructor without receiving prior Board approval.
 - f. Reimbursement for the two-day course shall consist of all of the same allowable expenses as initial certification (salary, tuition, lodging, meals, mileage). This is contingent upon submission of the Application for Re-certification, the Re-certification Report and a Reimbursement Worksheet.
 - g. The two-day course shall be completed in the third year of certification. This shall mean between the 25th and 36th months of certification.
2. Completion of at least 48 hours of elective training from no fewer than six subject areas over the three-year certification period. The 16 hour Re-certification course will provide one subject area credit and 16 hours of elective training. (subject area requires a minimum of four (4) hours)
 - a. A checklist of approved training programs will be provided by the Board from which the candidate may choose. Verification of elective training must be acknowledged in writing by the agency head or their designee via the Re-certification Report.
 - b. Any courses or conference seminars which are not on the list of elective subject areas but are requested to be taken for this purpose must receive prior approval from the Board as counting toward meeting re-certification requirements. Only two (2) conferences may be used to obtain credit per re-certification period, with a maximum of twelve (12) hours of credit per conference.
 - c. Reimbursement for elective training shall consist of all of the same expenses as initial certification (salary, tuition, lodging, meals, mileage) only up to the point of meeting re-certification requirements or on a first-come first-served basis, which shall be determined by the date of application.

Reimbursement requests for any elective training may be submitted immediately upon completion of such.

Note: All out of state travel must be approved in writing by the Board prior to attending requested course.

- d. Elective training may consist of approved in-house and/or online training if so desired by an agency. Proof of elective training shall be maintained by the agency in its personnel files. In-house or online elective training shall not exceed two (2) credits (eight [8] hours per credit) per re-certification period.
- e. Completing another Basic and/or EMD course similar to that taken for initial certification is not creditable as a re-certification elective.

102.03 Once all appropriate paperwork and training has been completed and submitted to the Board, the emergency telecommunicator will be re-certified for another three years.

102.04 Any persons, who due to illness, class availability or other events beyond their control, could not attend the required two-day course in the third year or complete the required elective training, may serve with full pay and benefits in such a capacity until they can complete the training. Those requesting an extension of their time must petition the Board in writing and also must note how much re-certification training has been completed at that point in time.

102.05 Break-in-Service - There is herein established a set of re-certification guidelines for those state certified emergency telecommunicators who leave the profession and later return.

1. Telecommunicators who have a break-in-service of three years or more shall be required to complete the same certification requirements as those who are new to the profession. This shall include completing a basic and/or EMD course, the appropriate eight-hour field observations.
2. Telecommunicators who have a break-in-service of less than three years shall meet re-certification requirements within one year of being rehired. Any training requirements completed after the most recent certification date and prior to the break-in-service shall count towards re-certification.
 - a. If a telecommunicator's certification lapses during their break-in-service, they shall have twelve (12) months upon return to complete re-certification requirements.
 - b. If a telecommunicator returns to the profession while their certification is still current, the certification period shall be extended an amount of time equal to the break-in-service but not to exceed twelve (12) months.

Chapter 02: Professional Certificates

adopted - 07/1993; rev - 01/2005, 05/2006, 10/2008 and 04/2012

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 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;
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 staff 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. cancel/recall 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~~ four 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 completed training in accordance with the existing standards 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.

Chapter 09: Certification Based on Equivalency of Training

adopted - 07/1993 and 04/2012

Purpose

100 This section establishes policy and procedures governing the certification of emergency telecommunicators who have an established record of experience, training and education. The Board will establish procedures to review the record of those telecommunicators whose certification has lapsed and those telecommunicators who have training and experience in another jurisdiction (i.e. another state).

POLICY

101 The Board shall evaluate each applicant's documented record of experience and training. The accomplishments in each area shall be weighed to compare the applicant's credentials with the current standards for professional certification.

101.01 The state certification of any emergency telecommunicator shall lapse after a break in service of more than ~~three~~ four years. Telecommunicators who have successfully completed a training course equivalent (as deemed by the Board staff) to the currently accepted Board courses, have completed the Eight-Hour Ride Along and meet established employment guidelines, will be eligible for certification upon completion of the required paper work.

101.02 All individuals applying for certification from another jurisdiction must have been certified and completed an acceptable emergency telecommunicator training course similar to those presently required by this Board. An acceptable training course would be one that meets or exceeds the approved state standard for mandated training and includes comparable training as that provided by Board-approved training courses. This would include similar course work subject matter and length of time the material is presented. If there is subject matter found to be lacking in the course in question, then the Board staff would review and make a ruling as to meeting the minimum standards.

101.03 In situations where the course predated state statutory requirements for emergency telecommunications training or the course was administered by a federal agency, the course curriculum will be compared to one that is approved by the Board.

101.04 In reviewing a course to be compared, the Board staff will measure the curriculums offered during the same period in this state. In addition to the courses listed, the staff will review the standards for successful graduation, the duration of the course, and the training delivery method. The course must equal or exceed the existing standards to be considered an acceptable course.

Procedures

- 102 All procedures applicable to certification for newly employed emergency telecommunicators must be followed in seeking certification based on equivalency of training. In addition to the forms for the certification process, the employer shall provide documentation of emergency telecommunicator training (copies of certificates, etc.). The Board staff will authenticate all documents submitted to the Board from other jurisdictions. The employer shall be prepared to submit the curriculum for training completed in another jurisdiction and the staff will retain for the Board files.

Chapter 11: Re-Certification of Emergency Telecommunicators

adopted - 07/1993; rev - 01/2003, 10/2008, 04/2009, 10/2010 and 04/2012

Purpose

- 100 This section establishes policy and procedure for re-certification of emergency telecommunicators.

Policy

- 101 The board shall re-certify those emergency telecommunicators who continue to meet the employment guidelines established in accordance with Mississippi Code as Annotated Section 19-5-353 as well as having completed the prescribed continuous training requirements established henceforth.
- 101.01 Re-certification under the Emergency Telecommunications Training Program (ETTP) shall be limited to those emergency telecommunicators who have received their initial three-year state certifications through the Mississippi Board of Emergency Telecommunications Standards and Training.

Procedures

- 102 All emergency telecommunicator applicants for re-certification shall complete the following steps to maintain their current certification status with the Board:
- 102.01 Applicants for telecommunicator re-certification shall submit a fully-completed (1) Application for Re-certification and (2) Re-certification Report prior to expiration of their BETST professional certificate.

Note: "Application for Re-Certification" forms may be submitted through Standards and Training's internet based "Forms & Certification Management System" (<https://www.state.ms.gov/mspost/>). Agencies must submit a "MSPOST Client Agency Information" form by mail, facsimile or email to request a User ID and to be assigned a password. The CJA information form can be completed on-line from the Office of Standards and Training's portion of the MS Department of Public Safety's web-site (<http://www.dps.state.ms.us>). In order to submit any other forms on an individual in the web-based system, an "Application for Certification" must first be submitted and approved for that individual.

- 102.02 An emergency telecommunicator shall complete a minimum of 48 hours of approved elective training every three (3) years prior to the expiration date of their professional certificate. Each emergency telecommunicator shall review their training needs with their supervisor on a continuous basis and complete training as needed. Continuous education shall consist of the following:
1. The Board approved 16-hour, Re-certification Course (initial three year certification period only)

- a. The two-day class curriculum shall consist of those subject areas deemed by the Board to be the most essential to maintaining thorough knowledge in the profession.
 - b. The two-day class shall be conducted by a Mississippi-certified instructor who has conducted at least three basic and/or EMD classes as documented by the Board staff as well as completed an Instructor Orientation Program on the issue of re-certification.
 - c. Registration for the two-day class shall be arranged between the instructor/coordinator and the individual agencies which employ the re-certification candidates.
 - d. The allowable tuition reimbursement for the two-day course shall be established by the Board on an annual basis.
 - e. The two-day course shall not have in excess of 30 students per instructor without receiving prior Board approval.
 - f. Reimbursement for the two-day course shall consist of all of the same allowable expenses as initial certification (salary, tuition, lodging, meals, mileage). This is contingent upon submission of the Application for Re-certification, the Re-certification Report and a Reimbursement Worksheet.
 - g. The two-day course shall be completed in the third year of certification.
This shall mean between the 25th and 36th months of certification.
2. Completion of at least 48 hours of elective training from no fewer than six subject areas over the three-year certification period. The 16 hour Re-certification course will provide one subject area credit and 16 hours of elective training. (subject area requires a minimum of four (4) hours)
 - a. A checklist of approved training programs will be provided by the Board from which the candidate may choose. Verification of elective training must be acknowledged in writing by the agency head or their designee via the Re-certification Report.
 - b. Any courses or conference seminars which are not on the list of elective subject areas but are requested to be taken for this purpose must receive prior approval from the Board as counting toward meeting re-certification requirements. Only two (2) conferences may be used to obtain credit per re-certification period, with a maximum of twelve (12) hours of credit per conference.
 - c. Reimbursement for elective training shall consist of all of the same expenses as initial certification (salary, tuition, lodging, meals, mileage)

only up to the point of meeting re-certification requirements or on a first-come first-served basis, which shall be determined by the date of application. Reimbursement requests for any elective training may be submitted immediately upon completion of such.

Note: All out of state travel must be approved in writing by the Board prior to attending requested course.

- d. Elective training may consist of approved in-house and/or online training if so desired by an agency. Proof of elective training shall be maintained by the agency in its personnel files. In-house or online elective training shall not exceed two (2) credits (eight [8] hours per credit) per re-certification period.
- e. Completing another Basic and/or EMD course similar to that taken for initial certification is not creditable as a re-certification elective.

102.03 Once all appropriate paperwork and training has been completed and submitted to the Board, the emergency telecommunicator will be re-certified for another three years.

102.04 Any persons, who due to illness, class availability or other events beyond their control, could not attend the required two-day course in the third year or complete the required elective training, may serve with full pay and benefits in such a capacity until they can complete the training. Those requesting an extension of their time must petition the Board in writing and also must note how much re- certification training has been completed at that point in time.

102.05 Break-in-Service - There is herein established a set of re-certification guidelines for those state certified emergency telecommunicators who leave the profession and later return.

1. Telecommunicators who have a break-in-service of ~~three~~ four years or more shall be required to complete the same certification requirements as those who are new to the profession. This shall include completing a basic and/or EMD course, and the appropriate eight-hour field observations.
2. Telecommunicators who have a break-in-service of less than ~~three~~ four years shall meet re-certification requirements within one year of being rehired. Telecommunicators who have a break-in-service of more than two years but less than four years shall be required to complete the 16 hour re-certification course. Any training requirements completed after the most recent certification date and prior to the break-in-service shall count towards re-certification.
 - a. If a telecommunicator's certification lapses during their break-in-service, they shall have twelve (12) months upon return to complete re-certification requirements.

- b. If a telecommunicator returns to the profession while their certification is still current, the certification period shall be extended an amount of time equal to the break-in-service but not to exceed twelve (12) months.