

## *North Carolina 911 Board*

### **Telecommunicator Training Standards**

Within the first year of employment in a PSAP as a Telecommunicator, the Telecommunicator must attend and successfully complete a Basic Telecommunicator Class of at least forty (40) hours in length, which is certified by a North Carolina State or nationally recognized Emergency Services organization and is approved by the 911 Board. This class will provide at least 8 hours of Telecommunicator practical hands-on training. The candidate must pass a qualified exam that certifies their competency to work as a Telecommunicator.

The curriculum of a Basic Telecommunicator Class shall address the following topics:

- Introduction to a Career as a Telecommunicator
- Interpersonal Communications
- Telecommunicator Role in Public Safety
- Overview of the Police Function
- Overview of the Fire Function
- Overview of the EMS Function
- Telecommunications Systems and Equipment Telephone (to include Telephony – Traditional and Emerging Technologies, and Telematics)
- Call Processing: Reception, Prioritization, and Resource Allocation
- Call Classifications
- Radio Technologies Radio Techniques, Rules, and Procedures

In addition, all new Telecommunicators shall take the National Incident Management System (NIMS) 100 course to demonstrate an understanding of the applicability of the incident command/management system. The candidate shall be able to articulate his/her role and responsibilities within the National Incident Management System, consistent with the most recent nationally approved models used with the service areas.

Telecommunicators who pass the Basic Telecommunicator Class and who have been actively working in a PSAP in the capacity of a Telecommunicator for one year are required to complete at least sixteen (16) hours of continuing 911 in-service education annually. At least eight (8) hours will be topic specific training developed or recommended by the 911 Board.

Telecommunicators employed on or before January 1, 2010 are exempt from taking the Basic Telecommunicator Class.