

**NORTH CAROLINA SHERIFFS' EDUCATION AND TRAINING
STANDARDS COMMISSION**



12 NCAC 10B .1302 TELECOMMUNICATOR CERTIFICATION COURSE

Public Hearing

December 19, 2023 @ 9:00am
1700 Tryon Park Drive
Raleigh, NC 27610

Instructions for Oral and Written Comments

The public comment period begins on November 15, 2023 and ends at 5:00 p.m. on January 16, 2024. Public comments shall be in writing and shall be directed to:

Melissa Bowman
North Carolina Department of Justice
Sheriffs' Education and Training Standards Division
Post Office Box 629
Raleigh, NC 27602-0629

“Public Comment” is defined by NCGS 150B-21.3A(a)(5) as a written objection to all or part of a rule. Additionally, pursuant to NCGS 150B-21.3A(c)(2), in order for the Rules Review Commission to determine whether the public comment has merit, the public comment must address the specific substance of the rule and address any of the standards of Commission review, as set forth in NCGS 150B-21.9(a).

*****If approved, this change would become effective March 1, 2024*****

Procedure for Subjecting a Proposed Rule to Legislative Review:

If an objection is not resolved prior to the adoption of the rule, a person may also submit written objections to the Rules Review Commission. If the Rules Review Commission receives written and signed objections in accordance with G.S. 150B-21.3(b2) from 10 or more persons clearly requesting review by the legislature and the Rules Review Commission approves the rule, the rule will become effective as provided in G.S. 150B-21.3(b1). The Commission will receive written objections until 5:00 p.m. on the day following the day the Commission approves the rule. The Commission will receive those objections by mail, delivery service, hand delivery, or facsimile transmission. If you have any further questions concerning the submission of objections to the Commission, please call a Commission staff attorney at 919-431-3000.

****Statutory Authority for Proposed Rules Changes by the Sheriffs' Commission is found in NCGS 17E****

1 12 NCAC 10B .1302 is proposed for amendment as follows:

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3 **12 NCAC 10B .1302 TELECOMMUNICATOR CERTIFICATION COURSE**

4 (a) The Commission hereby ~~accredits~~ approves as its telecommunicator certification training program, the 47-hour
5 Telecommunicator Certification Course developed by the North Carolina Justice Academy.

6 (b) Each Telecommunicator Certification Course shall include the following identified topic areas and ~~approximate~~
7 minimum instructional hours for each area:

8	(1)	Orientation	2 hours
9	(2)	Introductory Topics for the Telecommunicator	2 3 hours
10	(3)	Interpersonal Communication	4 2 hours
11	(4)	Civil Liability for the Telecommunicator	4 5 hours
12	(5)	Telecommunications Systems and Equipment	2 3 hours
13	(6)	Overview of Emergency Services	9 7 hours
14	(7)	Communications Resources	2 hours
15	(8) (7)	Call Reception, Prioritization, and Resource Allocation <u>Reception and Prioritization</u>	6 8 hours
16	(9) (8)	Broadcasting Techniques, Rules, and Procedures <u>Techniques and Resource Allocation</u>	6 7 hours
17	(10) (9)	Telecommunicator Training Practicum	8 hours
18	(11) (10)	State Comprehensive Examination	2 hours
19		TOTAL HOURS	47 hours

20 ~~(c) Consistent with the curriculum development policy of the Commission as published in the "Telecommunicator~~
21 ~~Certification Course Management Guide", the Commission shall designate the developer of the Telecommunicator~~
22 ~~Certification Course curricula and such designation shall be deemed by the Commission as approval for the developer~~
23 ~~to conduct pilot Telecommunicator Certification Courses. Individuals who complete such a pilot Telecommunicator~~
24 ~~Certification Course offering shall be deemed to have complied with and satisfied the minimum training requirement.~~

25 ~~(d) The "Telecommunicator Certification Training Manual" as published by the North Carolina Justice Academy~~
26 ~~shall be used and shall automatically include any later amendments and editions of the incorporated matter to apply~~
27 ~~as the basic curriculum for the Telecommunicator Certification Course. Copies of this manual may be obtained by~~
28 ~~contacting the North Carolina Justice Academy, Post Office Box 99, Salemburg, North Carolina 28385-0099.~~

29 ~~(e) The "Telecommunicator Certification Course Management Guide" as published by the North Carolina Justice~~
30 ~~Academy shall be used and shall automatically include any later amendments, editions of the incorporated matter to~~
31 ~~be used by certified school directors in planning, implementing and delivering basic telecommunicator training. The~~
32 ~~standards and requirements established by the "Telecommunicator Certification Course Management Guide" must be~~
33 ~~adhered to by the certified school director. Each certified school director shall be issued a copy of the guide at the time~~
34 ~~of certification at no cost to the accredited school.~~

35 ~~(f)(c) Institutions may offer to deliver the Telecommunicator Certification Course after the Commission has approved~~
36 ~~the institution's pre-delivery report documenting who will be teaching the blocks of instruction for each course~~
37 ~~offering. No Telecommunicator Certification Course shall be offered by any persons, agencies, or institutions without~~

1 the approval of the Commission pursuant to Rules .0709 and .0804 of this Subchapter. Any persons, agencies, or
2 institutions desiring to offer the Telecommunicator Certification Course shall file a Pre-Delivery Report (Form F-7A-
3 T).

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5 *History Note: Authority G.S. 17E-4(a);*
6 *Temporary Adoption Eff. March 1, 1998;*
7 *Eff. August 1, 1998;*
8 *Amended Eff. April 1, 2001;*
9 *Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. March 6,*
10 *2018.*
11 *Amended Eff. March 1, 2024.*

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