

1 12 NCAC 10B .1302 is amended with changes as published in 38:10 NCR 620-621 as follows:

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

(a) The Commission hereby accredits ~~[approves]~~ as its telecommunicator certification training ~~program, program~~ shall consist of the 47-hour Telecommunicator Certification Course developed by the North Carolina Justice Academy. ~~Academy and approved by the Commission to ensure compliance with Paragraph (b) of this Rule.~~

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

- (1) Orientation 2 hours
- (2) Introductory Topics for the Telecommunicator 2 3 hours
- (3) Interpersonal Communication 4 2 hours
- (4) Civil Liability for the Telecommunicator 4 5 hours
- (5) Telecommunications Systems and Equipment 2 3 hours
- (6) Overview of Emergency Services 9 7 hours
- (7) ~~Communications Resourees~~ 2 hours
- ~~(8)(7)~~ Call Reception, Prioritization, and Resource Allocation Reception and Prioritization 6 8 hours
- ~~(9)(8)~~ Broadcasting Techniques, Rules, and Procedures Techniques and Resource Allocation 6 7 hours
- ~~(10)(9)~~ Telecommunicator Training Practicum 8 hours
- ~~(11)(10)~~ State Comprehensive Examination 2 hours
- TOTAL HOURS 47 hours

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

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

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

~~(f)(c) Institutions may offer to deliver the Telecommunicator Certification Course after the Commission has approved the institution's pre delivery report documenting who will be teaching the blocks of instruction for each course~~

1 offering. No Telecommunicator Certification Course shall be offered by any [~~persons, agencies,~~ agency or  
2 [~~institutions~~ institution] without the approval of the Commission pursuant to Rules .0709 and .0804 of this Subchapter.  
3 Any [~~persons, agencies,~~ agency or [~~institutions~~ institution] desiring to offer the Telecommunicator Certification  
4 Course shall file a Pre-Delivery Report, [~~Form F-7A-T.~~ Form F-7A-T, with the Division.

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