

1 12 NCAC 10B .1302 is amended with changes as published in 38:10 NCR 620-621 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, program~~
5 shall consist of the 47-hour Telecommunicator Certification Course developed by the North Carolina Justice
6 ~~Academy. Academy and approved by the Commission to ensure compliance with Paragraph (b) of this Rule.~~

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

| | | | |
|----|----------------------|--|----------------------|
| 9 | (1) | Orientation | 2 hours |
| 10 | (2) | Introductory Topics for the Telecommunicator | 2 3 hours |
| 11 | (3) | Interpersonal Communication | 4 2 hours |
| 12 | (4) | Civil Liability for the Telecommunicator | 4 5 hours |
| 13 | (5) | Telecommunications Systems and Equipment | 2 3 hours |
| 14 | (6) | Overview of Emergency Services | 9 7 hours |
| 15 | (7) | Communications Resources | 2 hours |
| 16 | (8) (7) | Call Reception, Prioritization, and Resource Allocation <u>Reception and Prioritization</u> | 6 8 hours |
| 17 | (9) (8) | Broadcasting Techniques, Rules, and Procedures <u>Techniques and Resource Allocation</u> | 6 7 hours |
| 18 | (10) (9) | Telecommunicator Training Practicum | 8 hours |
| 19 | (11) (10) | State Comprehensive Examination | 2 hours |
| 20 | | TOTAL HOURS | 47 hours |

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

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

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

36 ~~(f)(c) Institutions may offer to deliver the Telecommunicator Certification Course after the Commission has approved~~
37 ~~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.

5
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. November 1, 2024.*
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