12 NCAC 10B .1302 is proposed for readoption with substantive changes as follows:

12 NCAC 10B .1302 TELECOMMUNICATOR CERTIFICATION COURSE

(a) The telecommunicator certification training ~~program~~ shall consist of the 47-hour Telecommunicator Certification Course developed by the North Carolina Justice 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 minimum instructional hours for each area:

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

(c) No Telecommunicator Certification Course shall be offered by any agency or institution without first complying with the requirements set forth in Rules .0709 and .0804 of this Subchapter. Any agency or institution desiring to offer the Telecommunicator Certification Course shall file a Pre-Delivery Report, Form F-7A-T, with the Division.

History Note: *Authority G.S. 17E-4(a);*
Temporary Adoption Eff. March 1, 1998;
Eff. August 1, 1998;
Amended Eff. April 1, 2001;
Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. March 6, 2018;
Amended Eff. November 1, ~~2024.~~ 2024;
Readopted Eff. March 1, 2027.