



## NOTICE OF TEXT

[Authority G.S. 150B-21.2(c)]

OAH USE ONLY

VOLUME:

ISSUE:

CHECK APPROPRIATE BOX:

☒ Notice with a scheduled hearing

☐ Notice without a scheduled hearing

☐ Republication of text. Complete the following cite for the volume, issue, and date of previous publication, as well as blocks 1 - 5 and 8 - 14. If a hearing is scheduled, complete block 6.

Previous publication of text was published in Volume:      Issue:

1. Rule-Making Agency: NC Sheriffs' Education and Training Standards Commission

2. Agency obtained G.S. 150B-19.1 certification:

☒ OSBM certified on: 9/11/2013

☐ RRC certified on: Pending

☐ Not Required

3. Agency website postings:

- Text of proposed rule posted at: <http://ncdoj.gov/About-DOJ/Law-Enforcement-Training-and-Standards/Sheriffs-Education-and-Training-Standards/All-Commission-Forms-and-Publications.aspx>
- Explanation and reason for proposed rule posted at: Same as above
- Federal Certification posted at: N/A
- Instructions for oral and written comments posted at: Same as above
- Fiscal Note if prepared posted at: Same as above – links to [http://www.osbm.state.nc.us/files/pdf\\_files/DOJ09112013.pdf](http://www.osbm.state.nc.us/files/pdf_files/DOJ09112013.pdf)

4. Proposed Action -- Check the appropriate box(es) and list rule citation(s) beside proposed action:

☒ ADOPTION: 12 NCAC 10B .1901

☒ AMENDMENT: 12 NCAC 10B .0301, .0502, .0601, .0603, .0605, .1004, .1005, .1204, .1205, .1604, .1605 and .2005

☐ REPEAL:

5. Proposed effective date: February 1, 2014

6. Is a public hearing planned? ☒ Yes ☐ No

If yes: Public Hearing date: 12/3/2013

Public Hearing time: 10am

Public Hearing Location: 1700 Tryon Park Drive, Raleigh NC

7. If no public hearing is scheduled, provide instructions on how to demand a public hearing:

**8. Explain Reason For Proposed Rule(s):**

**12 NCAC 10B .0301** Revision corrects a missing word in paragraph (a)(8);

**12 NCAC 10B .0502** Revision corrects cite in paragraph (c) regarding rules promulgated by the Criminal Justice Commission regarding Basic Law Enforcement Training (BLET) that are incorporated by reference to section .0200, which includes rule 12 NCAC 09B .0205, and removes language which is repetitive of that Commission's rules;

**12 NCAC 10B .0601 and .0603** Revision to adjust hours of instruction in the Detention Officer Certification Course (DOCC). Total hours of instruction is increased by 4 hours. In addition, the cost of the training materials has changed;

**12 NCAC 10B .1901** Revision to allow military transferees and their spouses to obtain certifications.

**Reason For Proposed Rule(s) cont.:**

**12 NCAC 10B .0605** Revision to allow DOCC students with deficiencies a longer period of time to correct the deficiency;

**12 NCAC 10B .1004; .1005; .1204; .1205; .1604; .1605** Revision reinstates formulas for awarding professional certificates based on a combination of having earned college degrees, years of experience and training points;

**12 NCAC 10B .2005** The revisions set out what will be required for in-service training in 2014.

**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.

**9. The person to whom written comments may be submitted on the proposed rule:**

**Name:** Julia A. Lohman

**Address:** PO Box 629, 1700 Tryon Par Dr., Ral NC 27602

**Phone (optional):** 919-77-98213

**Fax (optional):**

**E-Mail (optional):** jlohman@ncdoj.gov

**10. Comment Period Ends: 12/2/2013****11. Fiscal impact (check all that apply).**

If this form contains rules that have different fiscal impacts, list the rule citations beside the appropriate impact.

☒ State funds affected

☐ Environmental permitting of DOT affected

Analysis submitted to Board of Transportation

☒ Local funds affected

☒ Substantial economic impact ( $\geq$ \$1,000,000)

☐ No fiscal note required by G.S. 150B-21.4

**12. Rule-making Coordinator:** Julia A. Lohman

**Address:** PO Box 629  
1700 Tryon Park Dr  
Ral, NC 27602

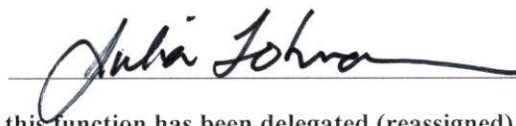
**Phone:** 919-779-8213

**E-Mail:** jlohman@ncdoj.gov

**Agency contact, if any:** Shena Evans

**Phone:** 919-779-8213

**E-mail:** sevans@ncdoj.gov

**13. The Agency formally proposed the text of this rule(s) on  
Date:** 6/5/2013**14. Signature of Agency Head\* or Rule-making Coordinator:**

\*If this function has been delegated (reassigned) pursuant to G.S. 143B-10(a), submit a copy of the delegation with this form.

**Typed Name:**

**Title:**



1 12 NCAC 10B .0301 IS PROPOSED TO BE AMENDED AS FOLLOWS:

3 12 NCAC 10B .0301 MINIMUM STANDARDS FOR JUSTICE OFFICERS

4 (a) Every Justice Officer employed or certified in North Carolina shall:

- 5 (1) be a citizen of the United States;
- 6 (2) be at least 21 years of age;
- 7 (3) be a high school graduate, or the equivalent (GED);
- 8 (4) have been fingerprinted by the employing agency;
- 9 (5) have had a medical examination as set out in 12 NCAC 10B .0204; ~~by a licensed physician~~;
- 10 (6) have produced a negative result on a drug screen administered according to the following  
11 specifications:
  - 12 (A) the drug screen shall be a urine test consisting of an initial screening test using an  
13 immunoassay method and a confirmatory test on an initial positive result using a gas  
14 chromatography/mass spectrometry (GC/MS) or other reliable initial and confirmatory  
15 tests as may, from time to time, be authorized or mandated by the Department of Health  
16 and Human Services for Federal Workplace Drug Testing Programs; and
  - 17 (B) a chain of custody shall be maintained on the specimen from collection to the eventual  
18 discarding of the specimen; and
  - 19 (C) the drugs whose use shall be tested for shall include at least cannabis, cocaine,  
20 phencyclidine (PCP), opiates and amphetamines or their metabolites; and
  - 21 (D) the test threshold values established by the Department of Health and Human Services  
22 for Federal Workplace Drug Testing Programs [<http://workplace.samhsa.gov/>] are hereby  
23 incorporated by reference, and shall automatically include any later amendments and  
24 editions of the referenced materials. Copies of this information may be obtained from the  
25 National Institute on Drug Abuse, 5600 Fisher Lane, Rockville, Maryland 20857  
26 [<http://www.drugabuse.gov/>] at no cost at the time of adoption of this Rule; and

1 (E) the test results must be no ~~conducted shall be not~~ more than 60 days old, ~~calculated from~~  
2 ~~the time when the laboratory reports the results to the date of~~ before employment or  
3 certification, whichever is earlier; employment; and

4 (F) the laboratory conducting the test must be certified for federal workplace drug testing  
5 programs, and must adhere to applicable federal rules, regulations and guidelines  
6 pertaining to the handling, testing, storage and preservation of samples, except that  
7 individual agencies may specify other drugs to be tested for in addition to those drugs set  
8 out in Part (C) of this Subparagraph; and

9 (G) every agency head shall make arrangements for the services of a medical review officer  
10 (MRO) for the purpose of review of drug tests reported by the laboratory and such officer  
11 shall be a licensed physician;

12 (7) make the following notifications:

13 (A) within five working days notify the Standards Division and the appointing department  
14 head in writing of all criminal offenses with which the officer is charged and all  
15 Domestic Violence Orders (50B) and Civil No Contact Orders (50C) which are issued by  
16 a judicial official against the justice officer and which provide an opportunity for both  
17 parties to be present. ~~present; and~~ This shall include all criminal offenses except minor  
18 traffic offenses. A minor traffic offense is any offense under G.S. 20 or similar laws of  
19 other jurisdictions; except those Chapter 20 offenses defined as either a Class A or B  
20 Misdemeanor as set out in 12 NCAC .0103(10). The initial notification required must  
21 specify the nature of the offense, the date of offense, and the arresting agency.

22 (B) (i) within 20 days of the date the case was disposed notify ~~shall also give notification, in~~  
23 ~~writing, to the appointing department head following of~~ the adjudication of these criminal  
24 ~~charges and charges,~~ Domestic Violence Orders (50B). ~~(50B)~~ and Civil No Contact  
25 Orders (50C). The department head, provided he has knowledge of the officer's charge(s),  
26 Civil No Contact Orders (50C) and Domestic Violence Orders (50B) shall also notify the  
27 Division within 30 days of the date the case or order was disposed of in court. ~~This shall~~  
28 ~~include all criminal offenses except minor traffic offenses. A minor traffic offense is~~

1 defined for purposes of this Subparagraph as any offense under G.S. 20 or similar laws of  
2 other jurisdictions; except those Chapter 20 offenses published in the Class B  
3 Misdemeanor Manual. The initial notification required must specify the nature of the  
4 offense, the date of offense, and the arresting agency.

5 (ii) within 30 days of the date the case was disposed notify the Standards Division of the  
6 adjudication of these criminal charges, Domestic Violence Orders (50B) and Civil No  
7 Contact Orders (50C).

8 (iii) The required notifications of adjudication required must specify the nature of the  
9 offense, the court in which the case was handled and the date of disposition, and must  
10 include a certified copy of the final disposition from the Clerk of Court in the county of  
11 adjudication. ~~The notifications of adjudication must be received by the Standards~~  
12 ~~Division within 30 days of the date the case was disposed of in court. Officers required~~  
13 ~~to notify the Standards Division under this Subparagraph shall also make the same~~  
14 ~~notification to their employing or appointing department head within 20 days of the date~~  
15 ~~the case was disposed of in court. The department head, provided he has knowledge of~~  
16 ~~the officer's charge(s), Civil No Contact Orders (50C) and Domestic Violence Orders~~  
17 ~~(50B) shall also notify the Division within 30 days of the date the case or order was~~  
18 ~~disposed of in court.~~

19 (C) Receipt by the Standards Division of timely notification of the initial offenses charged  
20 and of adjudication of those offenses, from either the officer or the department head, is  
21 sufficient notice for compliance with this Subparagraph;

22 (8) be of good moral character as defined in: In re Willis, 299 N.C. 1, 215 S.E.2d 771 appeal  
23 dismissed 423 U.S. 976 (1975); State (1975); State v. Harris, 216 N.C. 746, 6 S.E.2d 854 (1940);  
24 In re Legg, 325 N.C. 658, 386 S.E.2d 174 (1989); In re Applicants for License, 143 N.C. 1, 55  
25 S.E. 635 (1906); In re Dillingham, 188 N.C. 162, 124 S.E. 130 (1924); State v. Benbow, 309 N.C.  
26 538, 308 S.E.2d 647 (1983); and their progeny;

27 (9) have a background investigation conducted by the employing agency, to include a personal  
28 interview prior to employment;





12 NCAC 10B .0502 IS PROPOSED TO BE AMENDED AS FOLLOWS:

**12 NCAC 10B .0502 BASIC LAW ENFORCEMENT TRAINING COURSE FOR DEPUTIES**

(a) The basic training course for deputy sheriffs consists of instruction designed to provide the trainee with the skills and knowledge to perform those tasks essential to function in law enforcement.

(b) The course entitled "Basic Law Enforcement Training" shall consist of a minimum of 620 hours of instruction and shall include the following identified topical areas and minimum instructional hours for each:

**(1) LEGAL UNIT**

(A) Motor Vehicle Laws	20 hours
(B) Preparing for Court and Testifying in Court	12 hours
(C) Elements of Criminal Law	24 hours
(D) Juvenile Laws and Procedures	10 hours
(E) Arrest, Search and Seizure/Constitutional Law	28 hours
(F) ABC Laws and Procedures	4 hours
UNIT TOTAL	98 hours

**(2) PATROL DUTIES UNIT**

(A) Techniques of Traffic Law Enforcement	24 hours
(B) Explosives and Hazardous Materials Emergencies	12 hours
(C) Traffic Accident Investigation	20 hours
(D) In-Custody Transportation	8 hours
(E) Crowd Management	12 hours
(F) Patrol Techniques	26 hours
(G) Law Enforcement Communication and Information Systems	8 hours
(H) Anti-Terrorism	4 hours
(I) Rapid Deployment	8 hours
UNIT TOTAL	122 hours

**(3) LAW ENFORCEMENT COMMUNICATION UNIT**

(A) Dealing with Victims and the Public	10 hours
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1	(B) Domestic Violence Response	12 hours
2	(C) Ethics for Professional Law Enforcement	4 hours
3	(D) Individuals with Mental Illness and Mental Retardation	8 hours
4	(E) Crime Prevention Techniques	6 hours
5	(F) Communication Skills for Law Enforcement Officers	8 hours
6	UNIT TOTAL	48 hours
7	(4) INVESTIGATION UNIT	
8	(A) Fingerprinting and Photographing Arrestee	6 hours
9	(B) Field Note-taking and Report Writing	12 hours
10	(C) Criminal Investigation	34 hours
11	(D) Interviews: Field and In-Custody	16 hours
12	(E) Controlled Substances	12 hours
13	(F) Human Trafficking	2 hours
14	UNIT TOTAL	82 hours
15	(5) PRACTICAL APPLICATION UNIT	
16	(A) First Responder	32 hours
17	(B) Firearms	48 hours
18	(C) Law Enforcement Driver Training	40 hours
19	(D) Physical Fitness (classroom instruction)	8 hours
20	(E) Fitness Assessment and Testing	12 hours
21	(F) Physical Exercise 1 hour daily, 3 days a week	34 hours
22	(G) Subject Control Arrest Techniques	40 hours
23	UNIT TOTAL	214 hours
24	(6) SHERIFF-SPECIFIC UNIT	
25	(A) Civil Process	24 hours
26	(B) Sheriffs' Responsibilities: Detention Duties	4 hours
27	(C) Sheriffs' Responsibilities: Court Duties	6 hours
28	UNIT TOTAL	34 hours



(7) COURSE ORIENTATION 2 hours

(8) TESTING 20 hours

TOTAL COURSE HOURS 620 HOURS

(e) The "Basic Law Enforcement Training Manual" as published by the North Carolina Justice Academy shall be used as the as basic curriculum for this Basic Law Enforcement Training Course. Copies of this manual may be obtained at cost by contacting the North Carolina Justice Academy, Post Office Box 99, Salemburg, North Carolina 28385-0099.

~~(d) The Commission shall designate the developer of the Basic Law Enforcement Training Course curricula and such designation shall be deemed by the Commission as approval for the developer to conduct pilot Basic Law Enforcement Training Courses. Individuals who successfully complete such a pilot Basic Law Enforcement Training Course offering shall be deemed to have successfully complied with and satisfied the minimum training requirement.~~

(e) (b) The rules governing Minimum Standards for Completion of Training, codified as Title 12, Subchapter 09B, Section .0400 .0200 of the North Carolina Administrative Code [<http://reports.oah.state.nc.us/ncac.asp?folderName=\Title%2012%20-%20Justice\Chapter%2009%20-%20Criminal%20Justice%20Education%20and%20Training%20Standards\SubChapter%20B&lookUpError=12%20NCAC%2009B%20.0200>] Code, and previously adopted by the North Carolina Criminal Justice Education and Training Standards Commission, are hereby incorporated by reference, and shall, automatically include any later amendments and editions of the incorporated matter to apply to actions of the North Carolina Sheriffs' Education and Training Standards Commission. Copies of the incorporated materials may be obtained at no cost from the Criminal Justice Standards Division, North Carolina Department of Justice, 114 West Edenton Street, Post Office Drawer 149, Raleigh, North Carolina 27602.

*History Note: Authority G.S. 17E-4(a);*

*Eff. January 1, 1989;*

*Amended Eff. February 1, 2014; August 1, 2011; January 1, 2010; January 1, 2006; August 1, 2000; January 1, 1996; January 1, 1995; February 1, 1991; January 1, 1990.*

12 NCAC 10B .0601 IS PROPOSED TO BE AMENDED AS FOLLOWS:

12 NCAC 10B .0601 DETENTION OFFICER CERTIFICATION COURSE

(a) This Section establishes the current standard by which Sheriffs' Office and district confinement personnel shall receive detention officer training. The Detention Officer Certification Course shall consist of a minimum of 168 hours of instruction designed to provide the trainee with the skills and knowledge necessary to perform those tasks considered essential to the administration and operation of a confinement facility.

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

(1) LEGAL UNIT

(A)	Orientation	3 hours
(B)	Criminal Justice Systems	2 hours
(C)	Legal Aspects of Management and Supervision	14 hours
(D)	Introduction to Rules and Regulations	2 hours
(E)	Ethics	3 hours
	UNIT TOTAL	24 Hours

(2) PHYSICAL UNIT

(A)	Contraband/Searches	6 hours
(B)	Patrol and Security Function of the Jail	5 hours
(C)	Key and Tool Control	2 hours
(D)	Investigative Process in the Jail	8 hours
(E)	Transportation of Inmates	7 hours
	UNIT TOTAL	28 Hours

(3) PRACTICAL APPLICATION UNIT

(A)	Processing Inmates	7 8 hours
(B)	Supervision and Management of Inmates	5 hours
(C)	Suicides and Crisis Management	5 hours
(D)	Aspects of Mental Illness	6 hours

1	(E)	Fire Emergencies	4 hours
2	(F)	Notetaking and Report Writing	<del>5</del> <u>6</u> hours
3	(G)	Communication Skills	5 hours
4		UNIT TOTAL	<del>37</del> <u>39</u> hours
5	(4)	MEDICAL UNIT	
6	(A)	First Aid and CPR	<del>40</del> <u>8</u> hours
7	(B)	Medical Care in the Jail	6 hours
8	(C)	Stress	3 hours
9	(D)	Subject Control Techniques	<del>28</del> <u>32</u> hours
10	(E)	Physical Fitness for Detention Officers	22 hours
11		UNIT TOTAL	<del>69</del> <u>71</u> hours
12	(5)	REVIEW AND TESTING	7 hours
13	(6)	STATE EXAM	3 hours
14		TOTAL HOURS	<del>168</del> <u>172</u> HOURS

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

21 (d) The "Detention Officer Certification Training Manual" as published by the North Carolina Justice Academy  
22 shall be used as the basic curriculum for the Detention Officer Certification Course. Copies of this manual may be  
23 obtained by contacting the North Carolina Justice Academy, Post Office Box 99, Salemburg, North Carolina 28385-  
24 0099. The cost of this ~~manual is forty dollars (\$40.00)~~ manual, CD, indexes and binder is \$51.75 at the time of  
25 adoption of this Rule.

26 (e) The "Detention Officer Certification Course Management Guide" as published by the North Carolina Justice  
27 Academy is hereby incorporated by reference and shall automatically include any later ~~amendments~~, or editions of  
28 the incorporated matter to be used by school directors in planning, implementing and delivering basic detention



officer training. The standards and requirements established by the "Detention Officer Certification Course Management Guide" must be adhered to by the school director. Each certified school director shall be issued a copy of the guide at the time of certification at no cost to the certified school.

*History Note:* Authority G.S. 17E-4(a);

*Eff. January 1, 1989;*

*Amended Eff. February 1, 2014; August 1, 2011; October 1, 2009; January 1, 2006; August 2, 2002; August 1, 2000; August 1, 1998; February 1, 1998; January 1, 1996; June 1, 1992; January 1, 1992; January 1, 1991.*

1    **12 NCAC 10B .0603 IS PROPOSED TO BE AMENDED AS FOLLOWS:**

3    **12 NCAC 10B .0603       EVALUATION FOR TRAINING WAIVER**

4    Applicants for certification with prior detention or correctional officer experience shall have been employed and certified  
5    as a detention or correctional officer in order to be considered for a training evaluation under this Rule. The following  
6    rules shall be used by division staff in evaluating a detention officer's training and ~~experience to determine eligibility for a~~  
7    ~~waiver of training:~~ experience:

- 8           (1)   Persons who have separated from a detention officer position during the probationary period after  
9               having completed a commission-certified detention officer training course and who have been  
10              separated from a detention officer position for more than one year shall complete a subsequent  
11              commission-certified detention officer training course in its entirety and pass the State Comprehensive  
12              Examination within the 12 month probationary period as described in 12 NCAC 10B .0602(a).
- 13          (2)   Persons who separated from a detention officer position during their probationary period after having  
14               completed a commission-certified detention officer training course and who have been separated from  
15               a detention officer position for one year or less shall serve the remainder of the initial probationary  
16               period in accordance with G.S. 17E-7(b), but need not complete an additional training program.
- 17          (3)   Persons who separated from a detention officer position during the probationary period without having  
18               completed a detention officer training course or whose certification was suspended pursuant to 12  
19               NCAC 10B .0204(b)(1) and who have remained separated or suspended for over one year shall  
20               complete a commission-certified detention officer training course in its entirety and pass the State  
21               Comprehensive Examination, and shall be allowed a 12 month probationary period as prescribed in 12  
22               NCAC 10B .0602(a).
- 23          (4)   Persons holding General Detention Officer Certification who have completed a commission-certified  
24               detention officer training course and who have separated from a detention officer position for more  
25               than one year shall complete a subsequent commission-certified detention officer training course in its  
26               entirety and pass the State Comprehensive Examination within the 12 month probationary period as  
27               prescribed in 12 NCAC 10B .0602(a).

(5) Persons holding Grandfather Detention Officer Certification who separate from a detention officer position and remain separated from a detention officer position for more than one year shall complete a commission-certified detention officer training program in its entirety and pass the State Comprehensive Examination within the 12 month probationary period as prescribed in 12 NCAC 10B .0602(a).

(6) Persons transferring to a sheriff's office from another law enforcement agency who hold a detention officer certification issued by the North Carolina Criminal Justice Education and Training Standards Commission are subject to evaluation of their prior training and experience on an individual basis. The Division staff shall determine the amount of training, which is comparable to that received by detention officers pursuant to 12 NCAC 10B .0601(b), required of these applicants.

(7) Persons holding general certification as a correctional officer issued by the North Carolina Criminal Justice Education and Training Standards Commission and who:

(a) completed training as a correctional officer between January 1, 1981 and August 1, 2002;

(b) transfer to a sheriff's office or a district confinement facility in a detention officer position; and

(c) have had less than a one year break in service, or no break in service, shall serve a 12-month probationary period as prescribed in 12 NCAC 10B .0602(a) and shall complete the following topic areas in a commission-certified detention officer certification course and take the state examination in its entirety during that probationary period:

(i)	Orientation	3 hours
(ii)	Legal Aspects of Management & Supervision	14 hours
(iii)	Medical Care in the Jail	6 hours
(iv)	Investigative Process in the Jail	8 hours
(v)	Criminal Justice System	2 hours
(vi)	Introduction to Rules and Regulations Governing Jails	2 hours
(vii)	Subject Control Techniques	28 <u>32</u> hours
	TOTAL HOURS	<del>(63)</del> <u>(68)</u> hours



(8) (a) Persons holding general certification as a correctional officer issued by the North Carolina Criminal Justice Education and Training Standards Commission and who:

(a) (i) completed training as a correctional officer after August 1, 2002;

(b) (ii) transfer to a sheriff's office or a district confinement facility in a detention officer position;  
and

(e) (iii) have had less than a one year break in service, or no break in service, shall serve a 12-month probationary period as prescribed in 12 NCAC 10B .0602(a); .0602(a).

(b) These persons may apply for a waiver to the Division by submitting documentation of the training completed as a correctional officer.

(c) Division staff shall compare the completed correctional officer training to the existing Detention Officer Certification Course and determine whether any of the Detention Officer Certification Course blocks of instruction can be waived. Granting of a waiver is based on a showing of completion of comparable training. The Division shall notify the employing agency of the resulting training requirements. The detention officer ~~and~~ shall complete the required training in a commission-certified Detention Officer Certification Course and take the state examination in its entirety during the probationary period.

*History Note: Authority G.S. 17E-4; 17E-7;*

*Eff. January 1, 1989;*

*Amended Eff. February 1, 2014; August 1, 2011; January 1, 2006; August 1, 2002; August 1, 1998;*

*February 1, 1998; January 1, 1996; January 1, 1993; January 1, 1992; January 1, 1991.*

1 12 NCAC 10B .0605 IS PROPOSED TO BE AMENDED AS FOLLOWS:

2  
3 12 NCAC 10B .0605 COMPLETION OF DETENTION OFFICER CERTIFICATION COURSE

4 (a) Each delivery of an accredited "Detention Officer Certification Course" is considered to be a unit as set forth in  
5 12 NCAC 10B .0601. Each trainee shall attend and satisfactorily complete a full course during a scheduled delivery.  
6 The school director may develop supplemental rules as set forth in 12 NCAC 10B .0704(a)(7), but may not add  
7 substantive courses, or change or expand the substance of the courses set forth in 12 NCAC 10B .0601. This Rule  
8 does not prevent the instruction on local agency rules or standards but such instruction shall not be considered or  
9 endorsed by the Commission for purposes of certification. The Director may issue prior written authorization for a  
10 specified trainee's limited enrollment in a subsequent delivery of the same course where the school director provides  
11 evidence that:

12 (1) The trainee attended and satisfactorily completed specified class hours and topics of the  
13 "Detention Officer Certification Course" but through extended absence occasioned by illness,  
14 accident, or emergency was absent for more than 10 percent of the total class hours of the course  
15 offering; or

16 (2) The trainee was granted excused absences by the school director that did not exceed ten percent  
17 of the total class hours for the course offering and the school director could not schedule  
18 appropriate make-up work during the current course offering as specified in 12 NCAC 10B  
19 ~~.0601(c); .0604(e) due to valid reasons~~; or

20 (3) The trainee participated in an offering of the "Detention Officer Certification Course" but had an  
21 identified deficiency in essential knowledge or skill in either one, two or three, but no more than  
22 three, of the specified topic areas incorporated in the course content as prescribed under 12 NCAC  
23 10B .0601(b).

24 (b) An authorization of limited enrollment in a subsequent course delivery may not be used by the Director unless  
25 in addition to the evidence required by Paragraph (a) of this Rule:

26 (1) The trainee submits a written request to the Director, justifying the limited enrollment and  
27 certifying that the trainee's participation shall be accomplished pursuant to Paragraph (c) of this  
28 Rule; and

1           (2)       The school director of the previous school offering submits to the director a certification of the  
2                   particular topics and class hours attended and satisfactorily completed by the trainee during the  
3                   original enrollment.

4   (c) An authorization of limited enrollment in a subsequent course delivery permits the trainee to attend an offering  
5   of the "Detention Officer Certification Course" commencing within ~~120~~ 180 calendar days from the last date of  
6   trainee participation in prior course delivery, but only if the trainee's enrollment with active course participation can  
7   be accomplished within the period of the trainee's probationary certification:

8           (1)       The trainee need ~~only~~ attend and satisfactorily complete only those portions of the course which  
9                   were missed or identified by the school director as areas of trainee deficiency in the proper course  
10                  participation.

11          (2)       Following proper enrollment in the subsequent course offering, scheduled class attendance and  
12                   active participation with satisfactory achievement in the course, the trainee ~~would~~ shall be eligible  
13                   for administration of the State Comprehensive Examination by the Commission and ~~possible~~  
14                   certification of successful course completion.

15          (3)       A trainee shall be enrolled as a limited enrollee in only one subsequent course offering within the  
16                   ~~120~~ 180 calendar days from the last date of trainee participation in prior course delivery. A trainee  
17                   who fails to complete those limited portions of the course after one retest shall enroll in an entire  
18                   delivery of the Detention Officer Certification Course.

19   (d) A trainee who is deficient in four or more subject-matter or topical areas at the conclusion of the course delivery  
20   shall complete a subsequent program in its entirety.

21  
22   History Note:     Authority G.S. 17E-4; 17E-7;

23                   Eff. January 1, 1989;

24                   Amended Eff. February 1, 2014; August 1, 1998; January 1, 1996; January 1, 1993; January 1,  
25                   1992; January 1, 1991.



12 NCAC 10B .1004 IS PROPOSED TO BE AMENDED AS FOLLOWS:

12 NCAC 10B .1004 INTERMEDIATE LAW ENFORCEMENT CERTIFICATE

(a) In addition to the qualifications set forth in Rule .1002, applicants for the Intermediate Law Enforcement Certificate shall possess or be eligible to possess the Basic Law Enforcement Certificate and shall have acquired the following combination of educational points, points or degrees, law enforcement training and years of law enforcement training experience:

Years of Law Enforcement Experience	8	6	4
Minimum Law Enforcement Training Points	20	35	50
Minimum Total Education and Training Points	39	69	99

<u>Educational</u>	<u>None</u>	<u>None</u>	<u>None</u>	<u>Associate</u>	<u>Bachelor</u>
<u>Degrees</u>					
<u>Years of Law</u>	-	-	-	-	-
<u>Enforcement</u>	<u>8</u>	<u>6</u>	<u>4</u>	<u>4</u>	<u>2</u>
<u>Experience</u>					
<u>Minimum Law</u>	-	-	-	-	-
<u>Enforcement</u>	<u>20</u>	<u>35</u>	<u>50</u>	<u>24</u>	<u>23</u>
<u>Training Points</u>					
<u>Minimum Total</u>	-	-	-	-	-
<u>Education and</u>	<u>39</u>	<u>69</u>	<u>99</u>	<u>24</u>	<u>23</u>
<u>Training Points</u>					

(b) Educational points claimed shall have been earned at a technical institute, technical college, community college, junior college, college or university accredited as such by the Department of Education of the state in which the institution is located, a national or regional accrediting body, or the state university of the state in which the institution is located. No credit shall be given for any ~~correspondence~~ correspondence, on-line or vocational courses unless credited towards a degree by an accredited institution.

1 (c) No more than 160 hours of training obtained by completing the commission-mandated basic law enforcement  
2 training course shall be credited toward training points.

3  
4 *History Note: Authority G.S. 17E-4;*

5 *Eff. January 1, 1989;*

6 *Amended Eff. February 1, 2014; January 1, 2013; August 1, 2002; August 1, 1998; January 1,*  
7 *1996; January 1, 1992.*

12 NCAC 10B .1005 IS PROPOSED TO BE AMENDED AS FOLLOWS:

12 NCAC 10B .1005 ADVANCED LAW ENFORCEMENT CERTIFICATE

(a) In addition to the qualifications set forth in Rule .1002, applicants for the Advanced Law Enforcement Certificate shall possess or be eligible to possess the Intermediate Law Enforcement Certificate and shall have acquired the following combination of educational ~~points~~, points or degrees, law enforcement training points and years of law enforcement experience:

Years of Law Enforcement Experience	12	9
Minimum Law Enforcement Training Points	35	50
Minimum Total Education and Training Points	69	99

<u>Educational</u>	<u>None</u>	<u>None</u>	<u>Associate</u>	<u>Bachelor</u>	<u>Doctoral,</u>
<u>Degrees</u>					<u>Professional</u>
-					<u>or Master</u>
<u>Years of Law</u>	-	-	-	-	-
<u>Enforcement</u>	<u>12</u>	<u>9</u>	<u>9</u>	<u>6</u>	<u>4</u>
<u>Experience</u>					
<u>Minimum Law</u>	-	-	-	-	-
<u>Enforcement</u>	<u>35</u>	<u>50</u>	<u>33</u>	<u>27</u>	<u>23</u>
<u>Training Points</u>					
<u>Minimum Total</u>	-	-	-	-	-
<u>Education and</u>	<u>69</u>	<u>99</u>	<u>33</u>	<u>27</u>	<u>23</u>
<u>Training Points</u>					

(b) Educational points claimed shall have been earned at a technical institute, technical college, community college, junior college, college or university accredited as such by the Department of Education of the state in which the institution is located, a national or regional accrediting body, or the state university of the state in which the



1 institution is located. No credit shall be given for any ~~correspondence~~ correspondence, on-line or vocational courses  
2 unless credited towards a degree by an accredited institution.

3 (c) No more than 160 hours of training obtained by completing the commission-mandated basic law enforcement  
4 training course shall be credited toward training points.

5  
6 *History Note: Authority G.S. 17E-4;*  
7 *Eff. January 1, 1989;*  
8 *Amended Eff. February 1, 2014; January 1, 2013; August 1, 2002; August 1, 1998; January 1,*  
9 *1996; January 1, 1994; January 1, 1992.*

10

12 NCAC 10B .1204 IS PROPOSED TO BE AMENDED AS FOLLOWS:

12 NCAC 10B .1204 INTERMEDIATE DETENTION OFFICER PROFESSIONAL CERTIFICATE

(a) In addition to the qualifications set forth in Rule .1202 of this Section, applicants for the Intermediate Detention Officer Professional Certificate shall possess or be eligible to possess the Basic Detention Officer Professional Certificate and shall have acquired the following combination of educational ~~points~~, points or degrees, detention officer or corrections training points and years of detention officer experience:

Years of Detention Officer Experience	8	6	4
Minimum Detention Officer Training Points	6	12	16
Minimum Total Education and Training Points	13	23	33

<u>Educational</u>	<u>None</u>	<u>None</u>	<u>None</u>	<u>Associate</u>	<u>Bachelor</u>
<u>Degrees</u>					
<u>Years of Detention</u>	-	-	-	-	-
<u>Officer Experience</u>	<u>8</u>	<u>6</u>	<u>4</u>	<u>4</u>	<u>2</u>
<u>Minimum Detention</u>	-	-	-	-	-
<u>Officer Training</u>	<u>6</u>	<u>12</u>	<u>16</u>	<u>24</u>	<u>23</u>
<u>Points</u>					
<u>Minimum Total</u>	-	-	-	-	-
<u>Education and</u>	<u>13</u>	<u>23</u>	<u>33</u>	<u>24</u>	<u>23</u>
<u>Training Points</u>					

(b) Educational points claimed shall have been earned at a technical institute, technical college, community college, junior college, college or university accredited as such by the Department of Education of the state in which the institution is located, a national or regional accrediting body, or the state university of the state in which the institution is located. No credit shall be given for any ~~correspondence~~ correspondence, on-line or vocational courses unless credited towards a degree by an accredited institution.

1 (c) No more than 80 hours of training obtained by completing the commission-mandated detention certification  
2 course shall be credited toward training points.

3

4 *History Note: Authority G.S. 17E-4;*

5 *Eff. January 1, 1990;*

6 *Amended Eff. February 1, 2014; January 1, 2013; August 1, 2002; August 1, 1998; January 1,*

7 *1996; January 1, 1992.*



12 NCAC 10B .1205 IS PROPOSED TO BE AMENDED AS FOLLOWS:

12 NCAC 10B .1205 ADVANCED DETENTION OFFICER PROFESSIONAL CERTIFICATE

(a) In addition to the qualifications set forth in Rule .1202 of this Section, applicants for the Advanced Detention Officer Professional Certificate shall possess or be eligible to possess the Intermediate Detention Officer Professional Certificate and shall have acquired the following combination of educational ~~points~~, points or degrees, detention officer or corrections training points and years of detention officer experience:

Years of Detention Officer Experience	<del>12</del>	9
Minimum Detention Officer Training Points	<del>12</del>	<del>16</del>
Minimum Total Education and Training Points	23	33

<u>Educational Degrees</u>	<u>None</u>	<u>None</u>	<u>Associate</u>	<u>Bachelor</u>	<u>Doctoral, Professional or Master</u>
<u>Years of Detention Officer Experience</u>	-	-	-	-	-
	<u>12</u>	<u>9</u>	<u>9</u>	<u>6</u>	<u>4</u>
<u>Minimum Detention Officer Training Points</u>	-	-	-	-	-
	<u>12</u>	<u>16</u>	<u>27</u>	<u>26</u>	<u>26</u>
<u>Minimum Total Education and Training Points</u>	-	-	-	-	-
	<u>23</u>	<u>33</u>	<u>27</u>	<u>26</u>	<u>26</u>

(b) Educational points claimed shall have been earned at a technical institute, technical college, community college, junior college, college or university accredited as such by the Department of Education of the state in which the institution is located, a national or regional accrediting body, or the state university of the state in which the institution is located. No credit shall be given for any ~~correspondence~~ correspondence, on-line or vocational courses unless credited towards a degree by an accredited institution.

1 (c) No more than 80 hours of training obtained by completing the commission-mandated detention certification  
2 course shall be credited toward training points.

3

4 *History Note: Authority G.S. 17E-4;*

5 *Eff. January 1, 1990;*

6 *Amended Eff. February 1, 2014; January 1, 2013; August 1, 2002; August 1, 1998; January 1,*

7 *1996; January 1, 1994; January 1, 1992.*

12 NCAC 10B .1604 IS PROPOSED TO BE AMENDED AS FOLLOWS:

12 NCAC 10B .1604 INTERMEDIATE TELECOMMUNICATOR CERTIFICATE

(a) In addition to the qualifications set forth in Rule .1602 of this Section, applicants for the Intermediate Telecommunicator Certificate shall possess or be eligible to possess the Basic Telecommunicator Certificate and shall have acquired the following combination of educational ~~points~~, points or degrees, telecommunicator training points and years of telecommunicator training experience:

<del>Years of Telecommunicator Experience</del>	<del>8</del>	<del>6</del>	<del>4</del>
<del>Minimum Telecommunicator Training Points</del>	<del>5</del>	<del>10</del>	<del>14</del>
<del>Minimum Total Education and Training Points</del>	<del>12</del>	<del>20</del>	<del>28</del>

<u>Educational</u>	<u>None</u>	<u>None</u>	<u>None</u>	<u>Associate</u>	<u>Bachelor</u>
<u>Degrees</u>					
<u>Years of</u>	<u>8</u>	<u>6</u>	<u>4</u>	<u>4</u>	<u>2</u>
<u>Telecommunicator</u>					
<u>Experience</u>					
<u>Minimum</u>	<u>5</u>	<u>10</u>	<u>14</u>	<u>12</u>	<u>10</u>
<u>Telecommunicator</u>					
<u>Training Points</u>					
<u>Minimum Total</u>	<u>12</u>	<u>20</u>	<u>28</u>	<u>12</u>	<u>10</u>
<u>Education and</u>					
<u>Training Points</u>					

(b) Educational points claimed shall have been earned at a technical institute, technical college, community college, junior college, college or university accredited as such by the Department of Education of the state in which the institution is located, a national or regional accrediting body, or the state university of the state in which the institution is located. No credit shall be given for any ~~correspondence~~ correspondence, on-line or vocational courses unless credited towards a degree by an accredited institution.

(c) No more than 40 hours of training obtained by completing the commission-mandated telecommunicator certification course shall be credited toward training points.



1

2 *History Note: Authority G.S. 17E-4;*

3 *Eff. April 1, 2001;*

4 *Amended Eff. February 1, 2014; January 1, 2013; August 1, 2002.*

12 NCAC 10B .1605 IS PROPOSED TO BE AMENDED AS FOLLOWS:

12 NCAC 10B .1605      **ADVANCED TELECOMMUNICATOR CERTIFICATE**

(a) In addition to the qualifications set forth in Rule .1602, applicants for the Advanced Telecommunicator Certificate shall possess or be eligible to possess the Intermediate Telecommunicator Certificate and shall have acquired the following combination of educational ~~points~~, points or degrees, telecommunicator training points and years of telecommunicator experience:

<del>Years of Telecommunicator Experience</del>	<del>12</del>	<del>9</del>
<del>Minimum Telecommunicator Training Points</del>	<del>10</del>	<del>12</del>
<del>Minimum Total Education and Training Points</del>	<del>20</del>	<del>23</del>

<u>Educational</u>	<u>None</u>	<u>None</u>	<u>Associate</u>	<u>Bachelor</u>	<u>Doctoral,</u>
<u>Degrees</u>					<u>Professional</u>
					<u>or Master</u>
<u>Years of</u>	<u>12</u>	<u>9</u>	<u>9</u>	<u>6</u>	<u>4</u>
<u>Telecommunicator</u>					
<u>Experience</u>					
<u>Minimum</u>	<u>10</u>	<u>12</u>	<u>17</u>	<u>14</u>	<u>12</u>
<u>Telecommunicator</u>					
<u>Training Points</u>					
<u>Minimum Total</u>	<u>20</u>	<u>23</u>	<u>17</u>	<u>14</u>	<u>12</u>
<u>Education and</u>					
<u>Training Points</u>					

(b) Educational points claimed shall have been earned at a technical institute, technical college, community college, junior college, college or university accredited as such by the Department of Education of the state in which the institution is located, a national or regional accrediting body, or the state university of the state in which the

1 institution is located. No credit shall be given for any ~~correspondence~~ correspondence, on-line or vocational courses  
2 unless credited towards a degree by an accredited institution.

3 (c) No more than 40 hours of training obtained by completing the commission-mandated telecommunicator  
4 certification course shall be credited toward training points.

5

6 *History Note: Authority G.S. 17E-4;*

7 *Eff. April 1, 2001;*

8 *Amended Eff. February 1, 2014; January 1, 2013; August 1, 2002.*



1                    SECTION .1900 – MILITARY TRAINED APPLICANT AND MILITARY SPOUSE

2  
3    12 NCAC 10B .1901 IS PROPOSED TO BE ADOPTED AS FOLLOWS:  
4

5    12 NCAC 10B .1901        MILITARY AND MILITARY SPOUSE TRANSFEREES

6    (a) Any person who meets the definitions of Military Trained Applicant or Military Spouse as set out in N.C.G.S.  
7    93B-15.1 who apply to the Division for a determination as to whether any certification issued by the Commission  
8    will be evaluated to determine what, if any, additional training is required. Specifically, the applicant will be  
9    evaluated to determine if:

10            (1)        the Military Trained Applicant:

11                    (a)        has been awarded military occupational specialty that is substantially equivalent to or  
12                                exceeds the training requirements required for certification or completed a military  
13                                program of training, completed testing or equivalent training;

14                    (b)        has engaged in the active practice of that occupational specialty for at least two of the  
15                                five years predefining the date of appointment;

16                    (c)        has not committed any act in any jurisdiction that would have constituted grounds for  
17                                refusal, suspension or revocation of a license to practice that occupation in this State at  
18                                the time the act was committed; and;

19            The Military Trained Applicant shall submit documentation verifying his or her qualified status.

20            (2)        the Military Spouse:

21                    (a)        holds a current license, certification, or registration from another jurisdiction which:

22                                (i)        is substantially equivalent to exceeds the training requirements required for  
23                                certification;

24                                (ii) is in good standing;

25                                (iii) has not been disciplined by the agency that has the jurisdiction to issue the license,  
26                                certification, certification or permit;

27                    (b)        can demonstrate competency in the occupation by:

28                                (i) having completed continuing education units;

(ii) or has engaged in the active practice of that occupational specialty for at least two of the five years predefining the date of appointment;

(c) \_\_\_\_\_ has not committed any act in any jurisdiction that would have constituted grounds for refusal, suspension of revocation of a license to practice that occupation in this State at the time the act was committed;

The Military Spouse shall submit documentation verifying his or her qualified status.

(b) The Commission shall waive a military spouse or military trained applicant's completion of Commission-certified training course upon receiving documentary evidence from the employing agency that the individual has satisfactorily completed equivalent training.

(c) Training received in the military or in states with laws governing or regulating law enforcement training shall, if subject to such review, have been approved or certified by the appropriate agency of the state in which the training was received.

(d) The Commission shall prescribe as a condition of certification, supplementary or remedial training deemed necessary to equate previous training with current standards.

(e) Where certifications issued by the Commission normally require satisfactory performance on a written examination, the Commission shall require such examinations for the certification sought as proof of equivalent training; however, such examination is in addition to the required equivalent training and not in lieu of said training.

*History Note: Authority G.S. 17E-4; 17E-7; 93B-15.1  
Eff. February 1, 2014.*

1 12 NCAC 10B .2005 IS PROPOSED TO BE AMENDED AS FOLLOWS:

2  
3 12 NCAC 10B .2005 MINIMUM TRAINING REQUIREMENTS

4 (a) A Sheriff or Department Head may use a lesson plan developed by the North Carolina Justice Academy, or may  
5 use a lesson plan for any of the topical areas developed by another entity. The Sheriff or Department Head may also  
6 use a lesson plan developed by a certified instructor, provided that the instructor develops the lesson plan in  
7 accordance with the Instructional Systems Development model as taught in Criminal Justice Instructor Training in  
8 12 NCAC 09B .0209. Lesson plans are designed to be delivered in hourly increments; however, a person who  
9 completed the training in less than or more than the hourly increment will receive the number of credits that  
10 correspond to the number of hours (e.g., Legal Update designed to be delivered in four hours, will yield four  
11 credits). With the exception of Firearms Training and Requalification, successful ~~Successful~~ completion of training  
12 shall be demonstrated by passing tests as developed by the delivering agency or as written by the North Carolina  
13 Justice Academy. Firearms Training and Requalification shall be demonstrated qualification with a firearm as set  
14 out in Section .2100 of this Subchapter. A written test comprised of at least five questions per hour of training shall  
15 be developed by the delivering agency, or the agency may use the written test developed by the North Carolina  
16 Justice Academy, for each in-service training topic. A student shall pass each test by achieving 70 percent correct  
17 answers.

18 ~~(b) The 2012 Law Enforcement In-Service Training Program requires 24 hours of training in the following topical~~  
19 ~~areas:~~

20 ~~(1) Legal Update;~~

21 ~~(2) Juvenile Minority Sensitivity Training; Interactions Skills in Building Rapport;~~

22 ~~(3) Career Survival; Social Networking and Digital Communications;~~

23 ~~(4) Firearms Training and Requalification for deputy sheriffs as set out in Section .2100 of this~~  
24 ~~Subchapter;~~

25 ~~(5) Awareness of Issues Surrounding Returning Military Personnel; and~~

26 ~~(6) Any topic areas of the Sheriff's choosing.~~

27 ~~(c) The 2012 Detention Officer In-Service Training Program requires 16 hours of training in the following topical~~  
28 ~~areas:~~



1 (1) ~~——~~ Inmate Movement;

2 (2) ~~——~~ Career Survival for Detention Officers; Social Networking and Digital Communications; and

3 (3) ~~——~~ Any topic areas of the Sheriff's or Department Head's choosing.

4 ~~(d)~~ The 2012 Telecommunicator In-Service Training Program requires 16 hours of training in the following topical  
5 areas:

6 (1) ~~——~~ Legal Update for Telecommunicators;

7 (2) ~~——~~ Career Survival for Telecommunicators; Social Networking and Digital Communications; and

8 (3) ~~——~~ Any topic areas of the Sheriff's or Department Head's choosing.

9 ~~(b)(e)~~ The 2013 Law Enforcement In-Service Training Program requires 24 credits of training and successful  
10 completion in the following topical areas:

11 (1) Legal Update;

12 (2) Juvenile Minority Sensitivity Training: Don't Press Send;

13 (3) Domestic Violence: The Children are Watching;

14 (4) Firearms Training and Qualification for deputy sheriffs as set out in Section .2100 of this  
15 Subchapter; and

16 (5) Any topic areas of the Sheriff's choosing.

17 ~~(c)(f)~~ The 2013 Detention Officer In-Service Training Program requires 16 credits of training and successful  
18 completion in the following topical areas:

19 (1) Inmate Sexual Assaults;

20 (2) Detention Officer Legal Update;

21 (3) Awareness of Issues Surrounding Returning Military Personnel; and

22 (4) Any topic areas of the Sheriff's or Department Head's choosing.

23 ~~(d)(e)~~ The 2013 Telecommunicator In-Service Training Program requires 16 credits of training and successful  
24 completion in the following topical areas:

25 (1) Officer Involved Shootings;

26 (2) Radio Demeanor and Broadcast Techniques; and

27 (3) Any topic areas of the Sheriff's or Department Head's choosing.

(e) The 2014 Law Enforcement In-Service Training Program requires 24 credits of training and successful completion in the following topical areas:

(1) Legal Update;

(2) Juvenile Minority Sensitivity Training: A Juvenile – What Now;

(3) Officer Safety: The First Five Minutes;

(4) Firearms Training and Requalification for deputy sheriffs as set out in Section .2100 of this Subchapter; and

(5) Any topic areas of the Sheriff's choosing.

(f) The 2014 Detention Officer In-Service Training Program requires 16 credits of training and successful completion in the following topical areas:

(1) Surviving In Custody Death;

(2) Detention Officer Intelligence Update;

(3) Hidden in Plain Sight: Contraband Concealment and Delivery; and

(4) Any topic areas of the Sheriff's or Department Head's choosing.

(g) The 2014 Telecommunicator In-Service Training Program requires 16 credits of training and successful completion in the following topical areas:

(1) Hitting the Wall: Avoiding Complacency;

(2) Customer Service and the 911 Professional; and

(3) Any topic areas of the Sheriff's or Department Head's choosing.

*History Note: Authority G.S. 17E-4; 17E-7;*

*Eff. January 1, 2007;*

*Amended Eff. February 1, 2014; January 1, 2013; February 1, 2012; January 1, 2011; January 1, 2010; January 1, 2009; January 1, 2008.*