POLICY 1.1

TITLE: **BASIC TELECOMMUNICATIONS**
                COURSE (BTC) SPECIFICATIONS

DATE: **January 2015**

I.   <u>Services to be Provided</u>

The approved course sponsor agrees to provide the Basic Telecommunications training course in accordance with the course specifications established by the training vendor of the OETS approved course being offered. Refer to the vendor's implementation guide or Instructor Manual for further information.

A.   All approved basic telecommunications courses shall include a 40-hour course of instruction including, but not limited to, the following topic areas:

1.   Interpersonal communications and basic caller interrogation skills and telephone techniques;

2.   Recording information, message construction, and transmission;

3.   Overviews of police, fire, and EMS functions and use of standard operating procedures;

4.   Public safety telecommunications systems;

5.   Radio broadcasting rules and procedures;

6.   Telecommunicator legal issues, security, and privacy issues; and

Additional topic areas may be added by the training vendor.

II.   <u>Definitions: Candidates/Students</u>

A.   <u>Affiliated Candidate</u>

An affiliated candidate is one who is either already employed by or sponsored by a public safety agency at the time of enrollment in the course.

B.   <u>Unaffiliated Candidate</u>

An unaffiliated candidate is one who is not affiliated with a public safety agency

at the time of enrollment in the course.

C.   Eligible Student

An eligible student is one who meets the prerequisite requirements as listed in Policy 2.1.

D.   Test Eligible Student

A test eligible student is one who completes all of the requirements of the BTC training sessions or who has completed the requirements to qualify for re-testing.

III.   BTC Training Standards

A.   Course Schedules

1.   All BTC training courses shall adhere to the standards established within this policy manual and those established by the approved training vendor.

2.   The minimum course length is 40 hours. The length of the course schedule may depend on the training resources available--a course that incorporates supplemental material such as field trips or guest speakers may require more time than one that doesn't have these resources available. The previous experience and knowledge level of the trainees is another factor which may impact on training hours required.

3.   Each instructional session shall comply with the applicable lesson plan of the approved training vendor.

4.   The practical skills taught to the student shall comply with any recognized standard of care, policy, and guidelines promulgated by OETS.

B.   Facilities

All approved course sites shall provide a climate controlled environment that will take into consideration the preparation, procedures, and requirements of the students and the instructors. All instructional facilities must be maintained in a clean and sanitary condition. The facility must be free of noxious odors. Each approved course site shall adhere to the current requirements as outlined in the Americans with Disabilities Act (ADA Handbook: Appendix B, ADA Accessibility Guidelines). Additionally, each approved course site will include as a minimum:

1.   An area, such as an auditorium, classroom, amphitheater, or lecture hall,

capable of accommodating all students and staff for lecture sessions. This area shall be quiet and free from distractions.

2. Practical session work areas (i.e., classrooms) with seating and work areas to accommodate small groups. Work areas are to be arranged so that student groups can work independently and free from distractions.

3. Readily available rest room facilities.

4. Audio-visual capabilities (e.g., 35 mm slide projector, VCR/DVD with monitor, cassette tape/CD player, overhead projector, video projector, chalkboard, or whiteboard).

5. Capability to store and secure all training materials and course records (on or off site).

6. Minimum quantity of equipment, appropriate for the number of students.

C. Staffing

All courses shall be conducted by instructors certified by OETS or an approved training vendor.

D.   Student Enrollment

1.   All Lead Instructors or Course Coordinators are responsible for processing student enrollment. A student registration and attendance record form shall be established for each student at the first course session. Copies of student registration forms are found in Appendix 13.

2.   There is no minimum number of students per course, the maximum number of students per course is established by the approved training vendor. The Lead Instructor or Course Coordinator must ensure that the facility has sufficient resources for the number of students and staff involved.

3.   The sponsoring agency may impose restrictions on candidates for enrollment in accordance with that agency's standing policies and procedures.

E.   Course Processing Summary

1.   The Lead Instructor or Course Coordinator will contact OETS approved vendor to schedule course..

2.   If the Lead Instructor wants to post the class on the OETS website they must submit a class registration form.

3.   By completion of the first class session, the Lead Instructor shall verify that all enrolled students meet any prerequisite requirements for eligibility.

4.   The Lead Instructor shall monitor all practical and written examinations and shall be responsible for securing the paperwork associated with these examinations.

5.   The Lead Instructor shall also contact OETS to return of any loaned materials
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6.   All vendor supplied forms and tests will be forwarded directly to the vendor.

7.   Certificates will be issued to all successful candidates. The certificates will include the student's name, name of telecommunicator training program completed, The Lead Instructor will be advised of any students who failed to meet the standards for any component of the course. This notice will be forwarded to the Lead Instructor with the certificates.

F. Online Telecommunication Training.

    1. It will be the responsibility of the student to choose an online basic telecommunicator course from the list of courses approved by the New Jersey Office of Emergency Telecommunication Services.

    2. Upon successful completion of the online training program it will be the responsibility of the student to retain all documentation attesting to certification as a Basic Telecommunicator.