

**NJOETS**  
**APPROVED**  
**Telecommunicator and Dispatcher Training**  
**(Revised 2019)**

## **Public Safety Telecommunicator Certification**

Each calltaker and dispatcher position in a PSAP shall be staffed by a person completing a Basic Telecommunicator Training Course approved by the New Jersey Public Safety Communications Advisory Council.

**Certification** is currently available by successful completion of one of the following programs

*APCO, Public Safety Telecommunicator (Classroom and on-line)*

*NAED, Emergency Telecommunicator Certification (Classroom)*

*NECI, Basic 9-1-1 Certification Course (Classroom)*

*PowerPhone, 40-Hour Basic Telecommunicator Course (On-line)*

**Certification** will be maintained by successful completion of in-service training during each year of service following initial certification. This training should consist of an 8-hour program each year developed by the local PSAP and approved by OETS to address technical developments and improve the provision of 9-1-1 services.

Training records for the past three (3) years totaling twenty four (24) hours along with a copy of the original certification will be maintained by the PSAP and be available for inspection by OETS.

## **Emergency Medical Dispatch Certification**

Each calltaker and dispatcher position in a PSAP/PSDP providing Emergency Medical Dispatch services will be staffed by a person completing an Emergency Medical Dispatch Training Course approved by the New Jersey Department of Health and the New Jersey Public Safety Communications Advisory Council.

**Certification** is currently available by successful completion of one of the following programs.

*APCO, Emergency Medical Dispatch (Classroom & On-line)*

NAED, Emergency Medical Dispatch (Classroom)

NECI, EMD Communications Officer (Classroom)

NJOETS, Emergency Medical Dispatch (Classroom)

**Certification** will be maintained by successful completion of the vendor supplied recertification program. If there is no vendor recertification program, arrangements may be made to use the recertification process utilized by the NJOETS Emergency Medical Dispatch program.

PSAP/PSDPs using APCO, NAED or NECI recertification will maintain these training records and make them available for inspection by OETS. PSAPs/PSDPs using NJOETS EMD for certification and/or recertification will process training records through OETS as well as maintain these records for inspection by OETS.

**For more information concerning the New Jersey's 9-1-1 regulations go to: [www.NJ.gov/911](http://www.NJ.gov/911)**