

Appendix N: TECB Chapter 0780-06-02 Dispatcher Training Regulations

RULES OF DEPARTMENT OF COMMERCE AND INSURANCE EMERGENCY COMMUNICATIONS BOARD

CHAPTER 0780-06-02 DISPATCHER TRAINING REGULATIONS

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0780-06-02-.01 PURPOSE.

The purpose of this chapter is to establish minimum requirements for the training of and course of study for each emergency call taker or public safety dispatcher who receives an initial or transferred 911 call from the public in Tennessee. Nothing in these regulations should be construed to limit or restrict any additional training that an agency may elect to provide. Existing public and private training programs are encouraged to establish new curricula and modify existing programs to incorporate these minimum requirements. Such programs are urged to develop meaningful methods for measuring the knowledge, skill and ability gained through their training programs and to offer continuing education programs.

Authority: T.C.A. §§ 7-86-205 and 7-86-306(a)(1). **Administrative History:** Original rule filed October 11, 2005; effective December 25, 2005. Repeal and new rule filed February 1, 2013; effective May 2, 2013.

0780-06-02-.02 DEFINITIONS.

In this chapter, unless the context requires otherwise, the definitions in T.C.A. § 7-86-103 shall apply.

Authority: T.C.A. §§ 7-86-103, 7-86-205, and 7-86-306(a)(1). **Administrative History:** Original rule filed October 11, 2005; effective December 25, 2005. Repeal and new rule filed February 1, 2013; effective May 2, 2013.

0780-06-02-.03 MINIMUM TRAINING REQUIREMENTS.

- (1) Each 911 or public safety dispatcher who receives an initial or transferred 911 call from the public in Tennessee shall be subject to the following minimum training requirements.
 - (a) No less than forty (40) hours of supervised on-the-job training; and
 - (b) No less than forty five (45) hours of public safety communications coursework which is administered or sponsored by an academy, agency, or post-secondary educational institution that:
 1. Is capable of supporting a public safety communication student with practical experience on a communication console either through liaison with a Public Safety Communication Center or a fully functional communication console simulator; and
 2. Maintains an accurate, comprehensive record system for all phases of the program which shall be available for inspection and shall include the following:

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- (i) Attendance records;
 - (ii) Course outlines; and
 - (iii) Lesson plans.
- (c) Continuing education of no less than ten (10) additional hours of public safety communications coursework every two (2) years after completion of the initial training. Two (2) hours must be related to 911 calls involving missing or exploited children.
- (2) All emergency call takers or public safety dispatchers subject to T.C.A. § 7-86-205 employed after July 1, 2006 shall have six (6) months from the date of their employment to comply with the provisions of this rule.

Authority: T.C.A. §§ 7-86-205 and 7-86-306(a)(1). **Administrative History:** Original rule filed October 11, 2005; effective December 25, 2005. Repeal and new rule filed February 1, 2013; effective May 2, 2013.

0780-06-02-.04 MINIMUM COURSE OF STUDY REQUIREMENTS.

- (1) The minimum course of study requirements for each 911 or public safety dispatcher who receives an initial or transferred 911 call from the public in Tennessee shall include course work of:
- (a) No less than four (4) hours in the roles and responsibilities of 911 or public safety dispatchers, including but not limited to the following subjects:
 - 1. The mission, ethics, and values of emergency communications providers;
 - 2. Professionalism; telecommunicators as part of a public safety team;
 - 3. Basic policies and procedures for telecommunicators and their organizations;
 - 4. Overview of communities and agencies served;
 - 5. Rules and regulations governing emergency communications;
 - 6. Service area geography;
 - 7. Emergency communications disaster plans;
 - 8. Risk management;
 - 9. CPR;
 - 10. News/media relations;
 - 11. Responder safety.
 - (b) No less than two (2) hours in legal concepts and principles, including but not limited to liability, applicable to the operation of:
 - 1. Law enforcement agencies;
 - 2. Fire/rescue agencies;

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3. Emergency medical services ("EMS") agencies;
 4. Public safety communications agencies.
- (c) No less than five (5) hours in interpersonal communication skills, including but not limited to the following areas:
1. Communication techniques and information processing, such as listening, hearing, diction, empathy, perception, and intuitiveness;
 2. Customer service, including but not limited to discrimination and harassment issues;
 3. Diversity issues relating to effective emergency communications, including but not limited to race, nationality, age, speech/hearing impairment, non-English speaking callers, and demographics.
- (d) No less than four (4) hours in emergency communications technology, including but not limited to the following areas:
1. Operation of telephones, including but not limited to wireline, portable, wireless (including cellular and personal communication service ("PCS")), and text telephones for the speech/hearing impaired;
 2. Basic and Enhanced 911;
 3. Automatic Location Identification ("ALI") and Automatic Number Identification ("ANI");
 4. Call tracing and records retrieval procedures;
 5. Computerized mapping;
 6. Logging recorders;
 7. Computer aided dispatch ("CAD") systems;
 8. Wireless, Phase I and II;
 9. Voice Over Internet Protocol.
- (e) No less than eleven (11) hours in communication techniques and call processing, including but not limited to the following areas:
1. Public relations;
 2. Call receipt;
 3. Interviewing;
 4. Controlling the call;
 5. Managing high risk/difficult calls, including but not limited to domestic violence;
 6. Managing differing call categories, including law enforcement, fire/rescue, EMS, HAZMAT, or acts of terrorism;

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(Rule 0780-06-02-.04, continued)

7. Managing differing call types and events, including in-progress, just-occurred, late, events requiring specific instructions, notifications;
8. The importance of obtaining proper information, including location, nature, injuries, weapons, chemicals, etc.;
9. Telematics;
10. Homeland Security issues, including but not limited to:
 - (i) Protocols and procedures (for example, call profiling, as in when to notify the FBI);
 - (ii) NIMS ("National Incident Management System"), if applicable; and
 - (iii) NORAD ("North American Aerospace Defense") call procedures and protocols (dealing with emergency calls from aircraft).
- (f) No less than twelve (12) hours in radio communications and dispatch techniques, including but not limited to the following areas:
 1. Procedures and protocols;
 2. Radio discipline;
 3. Rules of the Federal Communications Commission ("FCC") related to radios;
 4. Radio coverage;
 5. Consoles;
 6. Responder safety.
- (g) No less than two (2) hours in stress management, including but not limited to the following areas:
 1. Causes;
 2. Strategies for dealing with stress;
 3. Peer support;
 4. Critical incident stress debriefing.
- (h) No less than five (5) hours in 911 calls involving missing or exploited children.
- (2) Course work shall include practical exercises duplicating communication center practices in which the student performs the subject matter being taught.
- (3) Course work shall include testing.

Authority: T.C.A. §§ 7-86-205 and 7-86-306(a)(1). **Administrative History:** Original rule filed October 11, 2005; effective December 25, 2005. Repeal and new rule filed February 1, 2013; effective May 2, 2013.

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0780-06-02-.05 MINIMUM SUPERVISED ON-THE-JOB TRAINING REQUIREMENTS.

- (1) The minimum on-the-job training/course of study requirements for each 911 or public safety dispatcher who receives an initial or transferred 911 call from the public in Tennessee shall include a period of supervised instruction of no less than forty (40) hours related to the following:
- (a) Agency/department policies and procedures (including a written handbook containing such policies and procedures);
 - (b) Agency/department geographical area;
 - (c) Agency/department telephone system and equipment operations;
 - (d) Structure of local government and agencies being served;
 - (e) Local ordinances and requirements;
 - (f) Governmental and private resources;
 - (g) National Crime Information Center data and records, if applicable.

Authority: T.C.A. §§ 7-86-205 and 7-86-306(a)(1). **Administrative History:** Original rule filed October 11, 2005; effective December 25, 2005. Repeal and new rule filed February 1, 2013; effective May 2, 2013.

0780-06-02-.06 WAIVER.

In the event of a natural or manmade disaster which renders local emergency communications unable to remain operational without the assistance of individuals who have not completed the requirements included herein, said requirements are waived.

Authority: T.C.A. §§ 7-86-205 and 7-86-306(a)(1). **Administrative History:** Original rule filed October 11, 2005; effective December 25, 2005. Repeal and new rule filed February 1, 2013; effective May 2, 2013.