

## REQUEST FOR TECHNICAL CHANGE

AGENCY: Sheriffs' Education and Training Standards Commission

RULE CITATION: 12 NCAC 10B .0302

**DEADLINE FOR RECEIPT: Friday, November 9, 2018**

**PLEASE NOTE: This request may extend to several pages. Please be sure you have reached the end of the document.**

The Rules Review Commission staff has completed its review of this Rule prior to the Commission's next meeting. The Commission has not yet reviewed this Rule and therefore there has not been a determination as to whether the Rule will be approved. You may call our office to inquire concerning the staff recommendation.

In reviewing this Rule, the staff recommends that the following technical changes be made:

*Please update both the form and the introductory statement to reflect that this rule is being readopted (assuming that you intended this to act as your readoption.)*

*In (c), what is meant by "Transcripts reflecting curriculum requirements no scholastically comparable to those in the United States are not acceptable"? What is the overall intent and how is this determined?*

*In (d), please remove the comma following "courses"*

Please retype the rule accordingly and resubmit it to our office at 1711 New Hope Church Road, Raleigh, North Carolina 27609.

Amber May  
Commission Counsel  
Date submitted to agency: Friday, October 26, 2018

1 **12 NCAC 10B .0302 IS ADOPTED AS PUBLISHED IN VOLUME 33, ISSUE 02, PAGES 91-95 OF THE NORTH**  
2 **CAROLINA PUBLIC REGISTER, AS FOLLOWS:**

3  
4  
5 **12 NCAC 10B .0302 DOCUMENTATION OF EDUCATIONAL REQUIREMENT**

6 (a) Each applicant for Justice Officer certification shall furnish documentary evidence of high school, college or  
7 university graduation to the employing agency. Documentary evidence of high school graduation consists of diplomas or  
8 transcripts from public schools or private schools which meet standards adopted by either the North Carolina Department  
9 of Public Instruction, the Division of Non-Public Instruction, or a comparable out of state agency. Documentary  
10 evidence of college or university graduation consists of diplomas or transcripts from colleges or universities accredited as  
11 such by the Department of Education of the state in which the institution is located, an accredited body recognized by  
12 either the U.S. Department of Education or Council for Higher Education Accreditation, or the state university of the  
13 state in which the institution is located.

14 (b) High School Diplomas earned through home school programs must be accompanied by a true and accurate or  
15 certified transcript and must meet the requirements of Part 3 of Article 39 of Chapter 115C of the North Carolina General  
16 Statutes, or a comparable out-of-state statute.

17 (c) Diplomas earned from High Schools outside of the United States must be translated into English and be accompanied  
18 by an authentic transcript. Transcripts reflecting curriculum requirements not scholastically comparable to those in the  
19 United States are not acceptable.

20 (d) High School diplomas earned through on-line or correspondence courses ~~courses, from an entity that charges a fee~~  
21 ~~and requires the student to complete little or no education or coursework to obtain a high school diploma,~~ are not  
22 recognized toward the minimum educational requirements.

23 (e) Documentary evidence of having ~~passed the General Educational Development Test (GED)~~ earned a High School  
24 Equivalency (HSE) Diploma shall be satisfied by a certified copy of ~~GED test results or by a copy of the applicant's GED~~  
25 ~~diploma.~~ a nationally recognized high school equivalency credential from the issuing state.

26 (f) Documentary evidence of the attainment of satisfactory scores on any military high school equivalency examination  
27 is acceptable as evidence of high school graduation if verified by a true copy of the veteran's DD214.

28  
29 *History Note: Authority G.S. 17E-4;*

30 *Eff. January 1, 1989;*

31 *Amended Eff. January 1, 2019; January 1, 2008; August 1, 2000; January 1, 1992; January 1, 1990.*

## REQUEST FOR TECHNICAL CHANGE

AGENCY: Sheriffs' Education and Training Standards Commission

RULE CITATION: 12 NCAC 10B .0505

**DEADLINE FOR RECEIPT: Friday, November 9, 2018**

***PLEASE NOTE: This request may extend to several pages. Please be sure you have reached the end of the document.***

The Rules Review Commission staff has completed its review of this Rule prior to the Commission's next meeting. The Commission has not yet reviewed this Rule and therefore there has not been a determination as to whether the Rule will be approved. You may call our office to inquire concerning the staff recommendation.

In reviewing this Rule, the staff recommends that the following technical changes be made:

*Please format this Rule in accordance with 26 NCAC 02C .0108(6).*

*Overall, I'm not sure that I understand what the overall intent of this Rule is. Items (1), (2), (3), (4), and (5) seem pretty clear in that they provide how it will be determined whether a training waiver is granted for different categories of folks, but then I don't understand how the rest of the Rule goes with these. It appears as though there would necessarily be some overlap and it's just not clear to me what's going on.*

*Please note that any suggestions here are intended to offer clarity to my comment. You are not required to use these suggestions. If you choose to use any of these suggestions, please be sure to check the accuracy.*

*Are both sentences on lines 4-6 necessary? They seem to say the same thing. Please consider revising to say something like "The Division staff shall evaluate each deputy's training and experience to determine if equivalent training has been satisfactorily completed as specified in 12 NCAC 10B .0504(a). The following rules—This Rule shall be used by Division staff in evaluating an applicant's training and experience to determine eligibility for a waiver of training—training as set forth in 12 NCAC 10B .0504(a).*

*Is the overall intent of (2) that they are subject to a probationary period and that they have to complete BLET and pass the exam during that 12 month period? If so, why not use language like you've used in (4), which makes it clear that you have to do this in that 12 month period? If that's the intent, that's not how I read this.*

*Please consider breaking Item (2) into a list so that it reads something like the following (keep in mind that I have not addressed the above concern in my suggestion):*

- (2) Persons who separated from a sworn law enforcement position during their probationary period without having completed Basic Law Enforcement Training, or whose certification was suspended pursuant to 12 NCAC 10B .0204(b)(1), and who have remained separated or suspended for over one year ~~shall shall:~~
  - (a) complete a commission-certified Basic Law Enforcement Training Course in its entirety and entirety;

Amber May  
Commission Counsel

Date submitted to agency: Friday, October 26, 2018

(b) pass the State Comprehensive Examination, Examination; and  
(c) complete shall be allowed a 12 month probationary period as prescribed in 12 NCAC 10B .0503(a).

*In (2), line 16, is “shall be allowed” accurate? I read .0503 to require a probationary period. “shall be allowed” sounds to me like it’s optional. Again – see my concern above.*

*Please also consider breaking Item (3) (i.e., the course requirements and the exam)*

*Please consider breaking out Item (4) as well. A suggestion is as follows:*

(4) Persons who have training and experience as a military law enforcement officer and are appointed as a deputy sheriff in North Carolina shall shall, within the 12 month probationary period set forth in 12 NCAC 10B .0503(a), complete the following:

(a) a commission-certified Basic Law Enforcement Training Course in its entirety regardless of previous military training and experience experience; and

(b) pass the State Comprehensive Examination. Examination within the 12 month probationary period as prescribed in 12 NCAC 10B .0503(a).

*In Item (5), there are a lot of “ands” in one sentence. Please consider either breaking this up into several sentences or otherwise simplifying this Item.*

*Also in Item (5), is the requirement only that they take 40 hours of Law Enforcement Driver Training? If so, please delete “the following enumerated topics” since there’s only one.*

*I’m not sure that I understand what is going on with Item (6). North Carolina applicants for what? Is this saying that any North Carolina applicant can get a waiver if they meet all of the qualifications set forth in (6)(a) through (d)? Please review and clarify. I have the same question for Items (7) and (8), please provide some additional information.*

*In (6)(a), please change “which” to “that”*

*How do (6)(c) and (11) go together? Does (6)(c) speak to no separation?*

*In (7)(a), please change “which” to “that”*

*In (7)(d), what would qualify as appropriate documentation? Can you provide some examples?*

*In (8)(d), what would qualify as appropriate documentation? Can you provide some examples?*

*Please add “or” at the end of (9)(a), assuming that’s what you mean.*

*In (9)(b)(ii), please either delete “to the satisfaction of an appropriate instructor...” or say how that determination is going to be made and what factors will be used.*

*In (9)(b)(ii), what is to be included in the form? Is that information set forth elsewhere in rule or statute?*

Amber May  
Commission Counsel  
Date submitted to agency: Friday, October 26, 2018

*In Item (10), there are a lot of “ands” in one sentence. Please consider either breaking this up into several sentences or otherwise simplifying this Item.*

*Please move your new effective date to the end so that it reads:*

*Authority G.S. 17E-4; 17E-7;*

*Eff. January 1, 1989;*

*Amended Eff. ~~January 1, 2019~~ January 1, 2005; August 1, 2002; August 1, 2000; August 1, 1998; February 1, 1998; January 1, 1996; January 1, 1994; January 1, 1993; January 1, 1992;*

*Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. March 6, 2018;*

*Amended Eff. January 1, 2019*

Please retype the rule accordingly and resubmit it to our office at 1711 New Hope Church Road, Raleigh, North Carolina 27609.

Amber May  
Commission Counsel  
Date submitted to agency: Friday, October 26, 2018

**12 NCAC 10B .0505 IS AMMENDED AS PUBLISHED IN VOLUME 33, ISSUE 02, PAGES 91-95 OF THE NORTH CAROLINA PUBLIC REGISTER, AS FOLLOWS:**

**12 NCAC 10B .0505 EVALUATION FOR TRAINING WAIVER**

The Division staff shall evaluate each deputy's training and experience to determine if equivalent training has been satisfactorily completed as specified in 12 NCAC 10B .0504(a). The following rules shall be used by Division staff in evaluating an applicant's training and experience to determine eligibility for a waiver of training.

(1) Persons who separated from a sworn law enforcement position during their probationary period after having completed a commission-certified Basic Law Enforcement Training Course and who have been separated from a sworn law enforcement position for one year or less shall serve the remainder of the initial probationary period in accordance with G.S. 17E-7(b), but need not complete an additional training program.

(2) Persons who separated from a sworn law enforcement position during their probationary period without having completed Basic Law Enforcement Training, or whose certification was suspended pursuant to 12 NCAC 10B .0204(b)(1), and who have remained separated or suspended for over one year shall complete a commission-certified Basic Law Enforcement Training Course in its entirety and pass the State Comprehensive Examination, and shall be allowed a 12 month probationary period as prescribed in 12 NCAC 10B .0503(a).

(3) Persons transferring to a Sheriff's Office from another law enforcement agency who held certification and who have previously completed a commission-certified Basic Law Enforcement Training Course beginning on or after October 1, 1984, ~~and continuing to July 1, 2000~~ and who have been separated from a sworn law enforcement position for no more than one year or who have had no break in service shall complete the following enumerated topics of a commission-certified Basic Law Enforcement Training Course and pass that portion of the State Comprehensive Examination which deals with those subjects within 12 months of the date of appointment as defined in 12 NCAC 10B .0103(1).

(a) Civil Process 24 hours

(b) Sheriffs' Responsibilities: Detention Duties 4 hours

(c) Sheriffs' Responsibilities: Court Duties 6 hours

UNIT TOTAL 34 hours

(4) Persons who have training and experience as a military law enforcement officer and are appointed as a deputy sheriff in North Carolina shall complete a commission-certified Basic Law Enforcement Training Course in its entirety regardless of previous military training and experience and pass the State Comprehensive Examination within the 12 month probationary period as prescribed in 12 NCAC 10B .0503(a).

(5) Persons transferring to a sheriff's office from another law enforcement agency who have previously completed a commission-certified Basic Law Enforcement Training Course beginning on or after January 1, 1996 and continuing to July 1, 1997, and who did not complete the Commission's Driver Training curriculum, and who have been separated from a sworn law enforcement position for no more than one year or who have had no break in service shall complete the following enumerated topics of a commission-certified Basic Law Enforcement Training

Course within 12 months of the date of appointment as defined in 12 NCAC 10B .0103(1); Law Enforcement Driver Training 40 hours

(6) North Carolina applicants shall:

(a) have a minimum of two years full-time sworn law enforcement experience which occurred prior to their application;

(b) have had a break in service exceeding one year;

(c) have previously received General or Grandfather certification as a sworn law enforcement officer by either the Commission or the North Carolina Criminal Justice Education and Training Standards Commission, and such certification has not been denied, revoked or suspended by either Commission; and

(d) have held general powers of arrest.

(7) Out-of-state transferees shall:

(a) have a minimum of two years full-time sworn law enforcement experience which occurred prior to their application;

(b) have held certification in good standing as a sworn law enforcement officer from the appropriate Peace Officer's Standards and Training entity in the transferee's respective state;

(c) have had general powers of arrest; and

(d) submit documentation verifying their qualified status.

(8) Federal Transferees shall:

(a) have a minimum of two years full-time sworn law enforcement experience;

(b) have held certification or commissioning as a sworn law enforcement officer from the appropriate federal entity authorized to issue such sworn law enforcement officers certification or commission;

(c) have held general powers of arrest; and

(d) submit documentation verifying their qualified status.

(9) North Carolina applicants; qualified out-of-state transferees; and qualified federal transferees shall be allowed to select one of the following two options for gaining North Carolina certification as a deputy sheriff:

(a) Undertake and successfully complete Basic Law Enforcement Training in its entirety during a one year probationary period and successfully pass the State Comprehensive Examination;

(b) Pass the following entry criteria:

(i) Challenge the Basic Law Enforcement Training Comprehensive State Examination to be delivered at the end of an ongoing Basic Law Enforcement Training Course and successfully pass each unit examination of the comprehensive examination with a minimum score of 70%. Any applicant failing to pass more than two unit examinations shall complete the Basic Law Enforcement Training Course in its entirety. Any applicant failing one or two unit examinations shall enroll in each topic area which comprises that unit taught in a subsequent BLET course and submit to the unit examination at the end of the course and pass that unit examination;

(ii) Each applicant shall demonstrate proficiency in the following skills related activities to the satisfaction of an appropriate instructor certified by the North Carolina Criminal Justice Education and Training Standards Commission. Successful completion of the skills related activities shall be documented on a Commission approved

1 form by the certified instructor;

2 (A) First Responder;

3 (B) Firearms;

4 (C) Law Enforcement Driver Training;

5 (D) Physical Fitness; and

6 (E) Subject Control Arrest Techniques.

7 (iii) Any applicant failing to pass a unit examination after remediation as referenced in Rule 12 NCAC 10B

8 .0505(9)(b)(i) shall be required to complete Basic Law Enforcement Training in its entirety; and

9 (iv) All criteria referenced in 12 NCAC 10B .0505(9)(b)(i) and (ii) must be successfully completed within the  
10 one-year probationary period.

11 (10) Persons transferring to a sheriff's office from another law enforcement agency who held certification and who  
12 have previously been granted a training waiver by the North Carolina Criminal Justice Commission and who have  
13 been separated from a sworn law enforcement position for no more than one year or who had no break in service  
14 shall not be required to complete the Basic Law Enforcement Training course, but shall have the waiver honored by  
15 this Commission.

16 (11) Persons previously holding Grandfather law enforcement certification in accordance with G.S. 17C-10(a) or  
17 G.S. 17E-7(a) who have been separated from a sworn law enforcement position for less than one year or have had  
18 no break in service shall not be required to complete a commission-certified Basic Law Enforcement Training  
19 Course.

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

21 *Eff. January 1, 1989;*

22 *Amended Eff. January 1, 2019; January 1, 2005; August 1, 2002; August 1, 2000; August 1, 1998; February 1,*  
23 *1998; January 1, 1996; January 1, 1994; January 1, 1993; January 1, 1992;*

24 *Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. March 6, 2018.*



## REQUEST FOR TECHNICAL CHANGE

AGENCY: Sheriffs' Education and Training Standards Commission

RULE CITATION: 12 NCAC 10B .0510

**DEADLINE FOR RECEIPT: Friday, November 9, 2018**

**PLEASE NOTE:** *This request may extend to several pages. Please be sure you have reached the end of the document.*

The Rules Review Commission staff has completed its review of this Rule prior to the Commission's next meeting. The Commission has not yet reviewed this Rule and therefore there has not been a determination as to whether the Rule will be approved. You may call our office to inquire concerning the staff recommendation.

In reviewing this Rule, the staff recommends that the following technical changes be made:

*Please remove all underlining from this Rule, except the underlines to any changes made following publication.*

*In (a) and (b), what is the curriculum to include? Is this something that can be incorporated by reference in accordance with 150B-21.5? Also, is this in addition to the minimum training requirements of .2005? I assume so given (c)(1).*

*Would it make sense to move (c) to (a) to show the overall requirements of a school resource officer first?*

Please retype the rule accordingly and resubmit it to our office at 1711 New Hope Church Road, Raleigh, North Carolina 27609.

Amber May  
Commission Counsel  
Date submitted to agency: Friday, October 26, 2018

12 NCAC 10B .0510 IS ADOPTED WITH CHANGES AS PUBLISHED IN VOLUME 33, ISSUE 02, PAGES 91-95 OF THE NORTH CAROLINA PUBLIC REGISTER, AS FOLLOWS:

**12NCAC 10B .0510 ~~CERTIFICATION~~ TRAINING FOR SCHOOL RESOURCE OFFICERS**

(a) The School Resource Officer training course for law enforcement officers shall be designed to provide the trainee with the skills and knowledge to perform in the capacity of a School Resource Officer. The course shall consist of not less than 40 hours of training.

(b) The “School Resource Officer Training” course as authored by the North Carolina Justice Academy is to be applied as basic curriculum for the school resource officer training course for law enforcement officers certified with the Commission.

(c) Deputy Sheriffs assigned by their agency to perform the duties of a School Resource Officer shall:

(1) Have been issued general certification by the North Carolina Sheriffs’ Education and Training Standards Commission as a law enforcement officer; and

(2) Have completed or will complete within one year after being assigned by their agency as a School Resource Officer the “School Resource Officer Training” course pursuant to paragraph (b) of this rule.

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

Eff. January 1, 2019.

ORIGINAL 10/15/2018

## REQUEST FOR TECHNICAL CHANGE

AGENCY: Sheriffs' Education and Training Standards Commission

RULE CITATION: 12 NCAC 10B .2005

**DEADLINE FOR RECEIPT: Friday, November 9, 2018**

***PLEASE NOTE: This request may extend to several pages. Please be sure you have reached the end of the document.***

The Rules Review Commission staff has completed its review of this Rule prior to the Commission's next meeting. The Commission has not yet reviewed this Rule and therefore there has not been a determination as to whether the Rule will be approved. You may call our office to inquire concerning the staff recommendation.

In reviewing this Rule, the staff recommends that the following technical changes be made:

*Please correct your introductory statement to reflect that this Rule is an amendment.*

Please retype the rule accordingly and resubmit it to our office at 1711 New Hope Church Road, Raleigh, North Carolina 27609.

Amber May  
Commission Counsel  
Date submitted to agency: Friday, October 26, 2018

1 12 NCAC 10B .2005 IS ADOPTED AS PUBLISHED IN VOLUME 33, ISSUE 02, PAGES 91-95 OF THE  
2 NORTH CAROLINA PUBLIC REGISTER, AS FOLLOWS:

3  
4 12 NCAC 10B .2005 MINIMUM TRAINING REQUIREMENTS

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

20 ~~(b) The 2017 Law Enforcement In Service Training Program requires 24 credits of training and successful~~  
21 ~~completion in the following topic areas:~~

- 22 (1) ~~Legal Update;~~  
23 (2) ~~Positively Impacting Today's Youth;~~  
24 (3) ~~Domestic Violence: Protecting Victims of Domestic Violence;~~  
25 (4) ~~Improving Decision Making Skills;~~  
26 (5) ~~Firearms Training and Requalification for deputy sheriffs as set out in Section .2100 of~~  
27 ~~this Subchapter; and~~  
28 (6) ~~Any topic areas of the Sheriff's choosing.~~

29 ~~(c) The 2017 Detention Officer In Service Training Program requires 16 credits of training and successful~~  
30 ~~completion in the following topic areas:~~

- 31 (7) ~~Detention Legal Update;~~  
32 (8) ~~Detention Intelligence Update;~~  
33 (9) ~~Recognizing Substance Abuse and Withdrawal;~~  
34 (10) ~~Improving Decision Making Skills; and~~  
35 (11) ~~Any topic areas of the Sheriff's or Department Head's choosing.~~

36 ~~(d) The 2017 Telecommunicator In Service Training Program requires 16 credits of training and successful~~  
37 ~~completion in the following topic areas:~~

- ~~1 (1) Post Critical Incident Stress Management;~~  
~~2 (2) Protecting Victims of Domestic Violence;~~  
~~3 (3) Improving Decision Making Skills;~~  
~~4 (4) Law Enforcement Intelligence Update; and~~  
~~5 (5) Any topic areas of the Sheriff's or Department Head's choosing.~~
- 6 (e) The 2018 Law Enforcement In-Service Training Program requires 24 credits of training and successful  
7 completion in the following topic areas:
- 8 (1) Legal Update;  
9 (2) Strategies to Improve Law Enforcement Interactions and Relationships with Minority Youth;  
10 (3) Equality in Policing;  
11 (4) Communications Skills With Persons In Crisis – De-escalation Techniques;  
12 (5) Firearms Training and Requalification for deputy sheriffs as set out in Section .2100 of this  
13 Subchapter; and  
14 (6) Any topic areas of the Sheriff's choosing.
- 15 (f) The 2018 Detention Officer In-Service Training Program requires 16 credits of training and successful  
16 completion in the following topic areas:
- 17 (1) Recognizing Warning Signs and Strategies Associated with Mental Illness;  
18 (2) Equality in Detention Practices;  
19 (3) Communications Skills With Persons In Crisis – De-escalation Techniques;  
20 (4) Career Survival; and  
21 (5) Any topic areas of the Sheriff's or Department Head's choosing.
- 22 (g) The 2018 Telecommunicator In-Service Training Program requires 16 credits of training and successful  
23 completion in the following topic areas:
- 24 (1) Communications Center Trainer;  
25 (2) Equality in Policing;  
26 (3) Communications Skills With Persons In Crisis – De-escalation Techniques; and  
27 (4) Any topic areas of the Sheriff's or Department Head's choosing.
- 28 (e) The 2019 Law Enforcement In-Service Training Program requires 24 credits of training and successful  
29 completion in the following topic areas:
- 30 (1) Legal Update;  
31 (2) Juvenile Law Update;  
32 (3) Individual Wellness: Coping with Stress and PTSD;  
33 (4) Best Practices for Officers During Community Dissent;  
34 (5) Law Enforcement Intelligence Update: Gangs and Divisive Groups;  
35 (6) Domestic Violence: Law and Procedure Update;  
36 (7) Opioid Awareness and Response;  
37 (8) Firearms Training and Requalification for deputy sheriffs as set out in Section .2100 of this

1        Subchapter; and

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

3        (f) The 2019 Detention Officer In-Service Training Program requires 16 credits of training and successful  
4        completion in the following topic areas:

5            (1) Detention Officer Legal Update;

6            (2) Detention Intelligence Update: Gangs and Divisive Groups;

7            (3) Individual Wellness: Coping with Stress and PTSD;

8            (4) Inmate Suicide Prevention;

9            (5) Opioid Awareness and Response; and

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

11        (g) The 2019 Telecommunicator In-Service Training Program requires 16 credits of training and successful  
12        completion in the following topic areas:

13            (1) Individual Wellness: Coping with Stress and PTSD;

14            (2) Civil Liability for Telecommunicators;

15            (3) Human Fatigue in Shift Work; Strategies for Improving Performance;

16            (4) Handling Difficult Callers; and

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

18  
19        History Note: Authority G.S. 17E-4; 17E-7;  
20                        Eff. January 1, 2007;  
21                        Amended Eff. January 1, 2019; January 1, 2018; January 1, 2017; January 1, 2016; January 1,  
22                        2015; February 1, 2014; January 1, 2013; February 1, 2012; January 1, 2011; January 1, 2010;  
23                        January 1, 2009; January 1, 2008.