

1 12 NCAC 10B .1303 is amended with changes as published in 40:20 NCR 1592-1595 as follows:
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3 12 NCAC 10B .1303 TIME REQ/COMPLETION/TELECOMMUNICATOR CERTIFICATION
4 COURSE

5 (a) Each telecommunicator holding ~~temporary or~~ probationary certification shall satisfactorily complete a
6 commission-accredited Telecommunicator Certification Course. ~~The telecommunicator shall complete such course~~
7 Course within one year from the date of his/her appointment. Any telecommunicator who does not comply with this
8 Rule or other training provisions of this Chapter shall not be authorized to exercise the powers of a
9 telecommunicator. If, however, a telecommunicator has enrolled in a commission-accredited Telecommunicator
10 Certification Course that concludes later than the end of the telecommunicator's probationary period, the
11 Commission may extend the probationary period for a period not to exceed six months.

12 ~~(b) Persons having completed a commission-accredited Telecommunicator Certification Course and not having~~
13 ~~been duly appointed and certified in a telecommunicator position as defined in 12 NCAC 10B .0103(20) within one~~
14 ~~year of completion of the Telecommunicator Certification Course shall complete a subsequent~~
15 ~~commission-accredited Telecommunicator Certification Course in its entirety and pass the State Comprehensive~~
16 ~~Examination within the 12-month probationary period as prescribed in 12 NCAC 10B .0402, unless the Director~~
17 ~~determines that a delay in applying for certification was due to an act of God or simple negligence on the part of the~~
18 ~~applicant or employing agency, in which case the Director may accept a commission-accredited Telecommunicator~~
19 ~~Certification Course which is over one year old. Such extension of the one year period shall not exceed 30 days from~~
20 ~~the expiration date of a commission-accredited Telecommunicator Certification Course.~~

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22 *History Note: Authority G.S. 17E-4; 17E-7;*
23 *Temporary Adoption Eff. March 1, 1998;*
24 *Eff. August 1, 1998;*
25 *Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. March 6,*
26 *2018;*
27 *Amended Eff. December 1, 2023. 2023; August 1, 2026. August 1, 2026; December 1, 2023.*
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1 **12 NCAC 10B .1304 is amended as published in 40:20 NCR 1592-1595 as follows:**
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3 **12 NCAC 10B .1304 EVALUATION FOR TRAINING WAIVER**

4 (a) Applicants for certification with prior telecommunicating experience shall have been employed and certified in a
5 telecommunicator position in order to be considered for training evaluation under this Rule.

6 (b) Persons who separated from a telecommunicator position during their probationary certification period after
7 having completed a commission-accredited Telecommunicator Certification Course and who have been separated
8 from a telecommunicator position for one year or less shall serve the remainder of the initial probationary period,
9 but need not complete an additional training program.

10 (c) Persons who separated from a telecommunicator position during their probationary certification period without
11 having completed a commission-accredited Telecommunicator Certification Course, or whose certification was
12 suspended pursuant to 12 NCAC 10B .0204(b)(1), and who have remained separated or suspended for over one year
13 shall complete a commission-accredited Telecommunicator Certification Course in its entirety and pass the State
14 Comprehensive Examination, and shall be allowed a 12 month probationary period as prescribed in 12 NCAC 10B
15 .1303(a).

16 (d) Persons previously holding Grandfather telecommunicator certification in accordance with G.S. 17E-7(c1) who
17 have been separated from a telecommunicator position for more than one year shall be required to complete a
18 commission-accredited Telecommunicator Certification Course in its entirety and pass the State Comprehensive
19 Examination within the 12 month probationary certification period as prescribed in 12 NCAC 10B .1303(a).

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

22 *Temporary Adoption Eff. March 1, 1998;*

23 *Eff. August 1, 1998;*

24 *Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. March 6,*
25 *~~2018~~;*

26 *Amended Eff. August 1, 2026*

27

1 12 NCAC 10B .1305 is amended as published in 40:20 NCR 1592-1595 as follows:
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3 12 NCAC 10B .1305 TRAINEE ATTENDANCE

4 (a) Each trainee enrolled in a certified "Telecommunicator Certification Course" shall attend all class sessions. ~~The~~
5 ~~sheriff or agency head is responsible for the trainee's regular attendance at all sessions of the telecommunicator~~
6 ~~training course.~~

7 (b) The school director may recognize valid reasons for class absences and may excuse a trainee from attendance at
8 specific class sessions. However, excused absences shall not exceed ten percent of the total class hours for the
9 course offering, except where the absence is due to religious observance as provided for in the community college
10 policy, in which case the absence excused may be for an additional 11.3 hours.

11 (c) If the school director grants an excused absence from a class session, he or she shall schedule an appropriate
12 make-up ~~work~~ and ensure the satisfactory completion of ~~such work~~ the classwork missed during the current course
13 presentation or in a subsequent course delivery as is permissible under 12 NCAC 10B .1306.

14 (d) A trainee is not eligible for administration of the State Comprehensive Examination nor certification for
15 successful course completion if the cumulative total of class absences, with accepted make-up work, exceeds the
16 amount of time allowed in Paragraph (b) of this Rule. ~~and~~ The trainee shall be terminated from further course
17 participation by the school director at the time ~~of such occurrence.~~ the trainee becomes ineligible pursuant to
18 Paragraph (b) if this Rule.

19 ~~(e) The school director may terminate a trainee from course participation or may deny certification of successful~~
20 ~~course completion where the trainee is habitually tardy to or regularly departs early from class meetings or field~~
21 ~~exercises.~~

22 ~~(f) Where a trainee is enrolled in a program as required in this Section, attendance shall be 100 percent in order to~~
23 ~~receive a successful course completion.~~

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

26 *Eff. April 1, 2001;*

27 *Amended Eff. August 1, 2011;*

28 *Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. March 6,*
29 *2018-;*

30 *Amended Eff. August 1, 2026.*
31

1 **12 NCAC 10B .1306 is amended as published in 40:20 NCR 1592-1595 as follows:**

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3 **12 NCAC 10B .1306 COMPLETION OF TELECOMMUNICATOR CERTIFICATION COURSE**

4 (a) ~~Each delivery of a commission approved "Telecommunicator Certification Course" is considered to be a unit as~~
5 ~~set forth in this Section.~~ Each trainee shall attend and satisfactorily complete ~~a full course~~ an entire
6 "Telecommunicator Certification Course" during a scheduled delivery. The school director may develop
7 supplemental rules as set forth in 12 NCAC 10B .0709(a)(7), but may not add substantive courses, or change or
8 expand the substance of the courses set forth in 12 NCAC 10B .1301. This Rule does not prevent the instruction on
9 local agency rules or standards but such instruction shall not be considered or endorsed by the Commission for
10 purposes of certification. The Director may issue prior written authorization for a specified trainee's limited
11 enrollment in a subsequent delivery of the same course where the school director provides evidence that:

- 12 (1) the trainee attended and satisfactorily completed specified class hours and topics of the
13 "Telecommunicator 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 10 percent of
17 the total class hours for the course offering and the school director could not schedule appropriate
18 make-up work during the current course offering as specified in 12 NCAC 10B .1305(c) due to
19 valid reasons; or
20 (3) the trainee participated in an offering of the "Telecommunicator Certification Course" but had an
21 identified deficiency in essential knowledge or skill in either one or two, but no more than two, of
22 the specified topic areas incorporated in the course content as prescribed under 12 NCAC 10B
23 .1302(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
29 (2) the school director of the previous school offering submits to the director a certification of the
30 particular topics and class hours attended and satisfactorily completed by the trainee during the
31 original enrollment.

32 (c) An authorization of limited enrollment in a subsequent course delivery permits the trainee to attend an offering
33 of the "Telecommunicator Certification Course" commencing within 120 calendar days from the last date of trainee
34 participation in prior course delivery, but only if the trainee's enrollment with active course participation can be
35 accomplished within the period of the trainee's probationary certification:

1 (1) the trainee need only attend and satisfactorily complete those portions of the course which were
2 missed or identified by the school director as areas of trainee deficiency in the proper course
3 participation;

4 (2) following proper enrollment in the subsequent course offering, scheduled class attendance and
5 active participation with satisfactory achievement in the course, the trainee would be eligible for
6 administration of the State Comprehensive Examination by the Commission and possible
7 certification of successful course completion; and

8 (3) a trainee shall be enrolled as a limited enrollee in only one subsequent course offering within the
9 120 calendar days from the last date of trainee participation in prior course delivery. A trainee who
10 fails to complete those limited portions of the course after one retest shall enroll in an entire
11 delivery of the Telecommunicator Certification Course.

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

14
15 *History Note: Authority G.S. 17E-4; 17E-7;*

16 *Eff. April 1, 2001;*

17 *Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. March 6,*
18 *~~2018.~~*

19 *Amended Eff. August 1, 2026.*

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1 **12 NCAC 10B .1308 is amended as published in 40:20 NCR 1592-1595 as follows:**

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3 **12 NCAC 10B .1308 SATISFACTION OF MINIMUM TRAINING REQUIREMENTS**

4 In order to satisfy the minimum training requirements for certification as a telecommunicator, a trainee shall:

5 (1) ~~achieve~~ Achieve a score of 70 percent correct answers on the Commission-administered
6 comprehensive written examination; and

7 (2) ~~demonstrate~~ Demonstrate successful completion of a commission-approved offering of the
8 "Telecommunicator Certification Course" as shown by the certification of the school director; ~~and~~
9 .

10 ~~(3) obtain the recommendation of the trainee's school director that the trainee possesses at least the~~
11 ~~minimum degree of general attributes, knowledge, and skill to function as an inexperienced~~
12 ~~telecommunicator.~~

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

15 *Eff. April 1, 2001;*

16 *Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. March 6,*
17 *~~2018-2018;~~*

18 *Amended Eff. August 1, 2026.*

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