

1 **12 NCAC 10b .1302 is proposed for amendment with changes as published in volume 37, issue 02, pages 189-**  
2 **190 of the North Carolina Register as follows:**

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4 **12 NCAC 10B .1302 TELECOMMUNICATOR CERTIFICATION COURSE**

5 (a) The Commission hereby accredits as its telecommunicator certification training program, the 47-hour  
6 Telecommunicator Certification Course developed by the North Carolina Justice Academy.

7 (b) Each Telecommunicator Certification Course shall include the following identified topic areas and approximate  
8 minimum instructional hours for each area:

9	(1)	Orientation	2 hours
10	(2)	Introductory Topics for the Telecommunicator	<u>23</u> hours
11	(3)	Interpersonal Communication	<u>42</u> hours
12	(4)	Civil Liability for the Telecommunicator	<u>45</u> hours
13	(5)	Telecommunications Systems and Equipment	<u>23</u> hours
14	(6)	Overview of Emergency Services	<u>97</u> hours
15	<del>(7)</del>	<del>Communications Resources</del>	<del>2 hours</del>
16	<del>(8)</del> (7)	<del>Call Reception, Prioritization, and Resource Allocation</del> Reception and Prioritization	<u>68</u> hours
17	<del>(9)</del> (8)	<del>Broadcasting Techniques, Rules, and Procedures</del> <u>Techniques and Resource Allocation</u>	<u>67</u> hours
18	<del>(10)</del> (9)	Telecommunicator Training Practicum	8 hours
19	<del>(11)</del> (10)	State Comprehensive Examination	2 hours
20		TOTAL HOURS	47 hours

21 (c) Consistent with the curriculum development policy of the Commission as published in the "Telecommunicator  
22 Certification Course Management Guide," Guide," the Commission shall designate the developer of the  
23 Telecommunicator Certification Course curricula and such designation shall be deemed by the Commission as  
24 approval for the developer to conduct pilot Telecommunicator Certification Courses. Individuals who complete such  
25 a pilot Telecommunicator Certification Course offering shall be deemed to have complied with and satisfied the  
26 minimum training requirement.

27 (d) The "Telecommunicator Certification Training Manual" Manual," as published by the North Carolina Justice  
28 Academy Academy, shall be used and shall automatically include any later amendments and editions of the  
29 incorporated matter to apply as the basic curriculum for the Telecommunicator Certification Course. Copies of this  
30 manual may be obtained by contacting the North Carolina Justice Academy, Post Office Box 99, Salemburg, North  
31 Carolina 28385-0099.

32 (e) The "Telecommunicator Certification Course Management Guide" Guide," as published by the North Carolina  
33 Justice Academy Academy, shall be used and shall automatically include any later amendments, editions of the  
34 incorporated matter to be used by certified school schools directors in planning, implementing and delivering basic  
35 telecommunicator training. The standards and requirements established by the "Telecommunicator Certification  
36 Course Management Guide" must be adhered to by the certified school director, school. Each certified school director  
37 shall be issued a copy of the guide at the time of certification at no cost to the accredited school.

1 (f) Institutions may offer to deliver the Telecommunicator Certification Course after the Commission has approved  
2 the institution's pre-delivery report documenting who will be teaching the blocks of instruction for each course  
3 offering.

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5 *History Note: Authority G.S. 17E-4(a);*  
6 *Temporary Adoption Eff. March 1, 1998;*  
7 *Eff. August 1, 1998;*  
8 *Amended Eff. April 1, 2001;*  
9 *Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. March 6,*  
10 *2018.*  
11 Amended Effective November 1, 2022 January 1, 2023

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