State of Connecticut, Department of Emergency Services and Public Protection

January 2011—December 2011

TELECOMMUNICATOR TRAINING

The 6 Steps to Certification

Prerequisite to Training

Students must complete NIMS 100 and NIMS 700 prior to applying for the Telecommunicator training class. NIMS training is free and available online. Certificates of Achievement for NIMS 100 and NIMS 700 must accompany the training application.

Telecommunicator Training Program

The Office of Education and Data Management (OEDM) offers a comprehensive training course free of charge. Contents of the program are listed below. Applicants to the class must be employed and sponsored by a Public Safety Answering Point (PSAP), and provide Certificates of Achievement for NIMS 100 and NIMS 700. Outside Telecommunicator training programs may be considered for approval by OEDM. More information can be found at **www.ct.gov/dps**

Telecommunicator Certification Exam

Students must pass the Telecommunicator exam administered by OEDM. Admission to the exam is based on successful completion of a state-approved training program, or by qualifying years of experience or specialized training. More information can be found at **www.ct.gov/dps**

EMD Training

Candidates must complete an Emergency Medical Dispatch (EMD) training class approved by the Office of Statewide Emergency Telecommunications (OSET). Section 28-25b(2) of the Connecticut General Statutes requires that all PSAPs provide EMD services. It is the employers' responsibility to provide this training. Proof of EMD certification must be sent to OEDM as part of the Telecommunicator certification requirements. OSET will reimburse PSAPs for the cost of EMD training. For information on reimbursement, contact OSET at 860.685.8080.

911 Equipment Training

After successfully completing the Telecommunicator course, students must attend a separate, hands-on equipment class. There is no fee for the training. An in-house 911 training program provided by the employer may be acceptable. In this case, the ***supervisor*** must sign and submit verification to OEDM.

Probationary Working Test Period

The employer must establish a probationary working test period, and verify in writing to OEDM that the student's probation has been successfully completed.

New Training Schedule— 4 1/2 Days Total

Day 1 **Chapter 1:** Introduction to the Career of the Telecommunicator
Chapter 2: Telephone Techniques/TDD

Day 2 **Chapter 3:** Radio Fundamentals
Chapter 4: Enhanced 9-1-1

Day 3 **Chapter 5:** Liability Issues
Chapter 6: Law Enforcement Operations

Day 4 **Chapter 7:** Fire and Emergency Services Dispatch
Chapter 8: Hazardous Materials/ WMD for Public Safety Dispatchers

Day 5 Two-hour examination

For the Employer

Confirmation Packet

A confirmation letter with the class schedule and directions to the facility will be sent to each student with a copy to the employer. **A CD of the training manual will be sent to each PSAP in care of the student.**

Training Materials

Students will receive the electronic version of the Training Manual two weeks prior to class, and must print and assemble the manual for the start of class. Approximately 375 sheets of three-hole punch paper, a binder and eight divider tabs are required to build the manual.

The Application Form

When submitting a training application, the employee date of hire, student email and employer email must be provided, and Certificates of Achievement for NIMS 100 and NIMS 700 must be attached. **No incomplete applications will be accepted.**

The Registration

PSAPs will be sent an email with the initial acceptance letter attached. The letter tentatively holds a student's seat in the class; the employer must call Peter Lucco at 860.685.8155 to confirm the registration. A student's registration must be confirmed in order to gain admittance to the training.

NIMS

Both NIMS 100 and NIMS 700 online classes can be accessed through our website at **www.ct.gov/dps**. Click on "Education and Data Management" in the blue navigation column, then "Telecommunicator Certification" and finally the "NIMS Online" link. The system will email a Certificate of Achievement to the student for each class; copies of which must be sent with this application.

Telecommunicator Training Registration Form

To: Office of Statewide Emergency Telecommunications

Fax Number: 860.685.8363

Number of Pages: 3, including NIMS 100 and NIMS 700 Certificates of Achievement

Comments:

Student Information *(to be completed by student)*

Section 1-217 of the Connecticut General Statutes exempts the residential addresses of a number of occupational categories from release to the public under the Freedom of Information Act. Such categories include, but are not limited to, police officers, firefighters and employees of the Department of Correction. If you believe that your residential address is exempt under this law, please make a check mark in the box: ☐

Name: _____ ID#: _____
(first 3 letters of last name—last 4 digits of social security number)

Address: _____

City: _____ State: _____ Zip: _____

Home Phone: ( ) _____ Email *(required)*: _____

Signature: _____

Employer Information *(to be completed by employer)*

Employer Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Work Phone: ( ) _____ Email *(required)*: _____

Student Date of Hire as a Telecommunicator (*required*): _____

Supervisor's Name: _____

Supervisor's Signature: _____

Waiting lists will be maintained, and additional classes will be scheduled as needed. Call 860.685.8155 for details.

Registration Information

Employers can register students for the Telecommunicator Training course by faxing this registration form and the student's NIMS 100 and 700 certificates to the Office of Statewide Emergency Telecommunications at 860.685.8363. All sections of the form must be completed in order for the application to be processed.

Register early. Class size is limited, and there must be a minimum of 20 students to hold a class. **Registration deadline is two weeks prior**

2011 Training schedule

Please check the class you would like to attend

- ☐ January 31-February 4, 9 am—4 pm
  Connecticut Police Academy, Meriden
- ☐ March 7-11, 9 am—4 pm
  Guilford Public Safety Complex, Guilford
- ☐ April 11-15, 9 am—4 pm
  Cromwell Fire Department, Cromwell
- ☐ May 9-13, 9 am—4 pm
  Bloomfield Fire Department, Bloomfield
- ☐ June 20-24, 9 am—4 pm
  Sandy Hook Fire House, Newtown
- ☐ September 12-16, 9 am—4 pm
  Colchester Fire Department, Colchester
- ☐ October 17-21, 9 am—4 pm
  Shelton Police Department, Shelton
  New Location
- ☐ November 14-18, 9 am—4 pm
  Woodbridge Fire Station, Woodbridge