



TELECOMMUNICATOR TRAINING POLICIES

Telecommunication and Emergency Medical Dispatch

Abstract

Training and maintaining certification for New Jersey Telecommunicators, Emergency Medical Dispatchers and Instructors

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POLICY 1.1

**TITLE: BASIC TELECOMMUNICATIONS
COURSE (BTC) SPECIFICATIONS**

DATE: January 2015

I. Services to be Provided

- A. The approved course sponsor agrees to provide the Basic Telecommunications training course in accordance with the course specifications established by the training vendor of the OETS approved course being offered. Refer to the vendor's implementation guide or Instructor Manual for further information.
- B. All approved basic telecommunications courses shall include a 40-hour course of instruction including, but not limited to, the following topic areas
 - 1. Interpersonal communications and basic caller interrogation skills and telephone techniques;
 - 2. Recording information, message construction, and transmission
 - 3. Overviews of police, fire, and EMS functions and use of standard operating procedures;
 - 4. Public safety telecommunications systems;
 - 5. Radio broadcasting rules and procedures;
 - 6. Telecommunicator legal issues, security, and privacy issues;
 - 7. Additional topic areas may be added by the training vendor

II. Definitions: Candidates/Students

- A. Affiliated Candidate
An affiliated candidate is one who is either already employed by or sponsored by a public safety agency at the time of enrollment in the course.
- B. Unaffiliated Candidate
An unaffiliated candidate is one who is not affiliated with a public safety agency at the time of enrollment in the course.

C. Eligible Student

An eligible student is one who meets the prerequisite requirements as listed in Policy 2.1.

D. Test Eligible Student

A test eligible student is one who completes all of the requirements of the BTC training sessions or who has completed the requirements to qualify for re-testing.

III. BTC Training Standards

A. Course Schedules

1. All BTC training courses shall adhere to the standards established within this policy manual and those established by the approved training vendor.
2. The minimum course length is 40 hours. The length of the course schedule may depend on the training resources available--a course that incorporates supplemental material such as field trips or guest speakers may require more time than one that doesn't have these resources available. The previous experience and knowledge level of the trainees is another factor which may impact on training hours required.
3. Each instructional session shall comply with the applicable lesson plan of the approved training vendor.
4. The practical skills taught to the student shall comply with any recognized standard of care, policy, and guidelines promulgated by OETS.

B. Facilities

All approved course sites shall provide a climate controlled environment that will take into consideration the preparation, procedures, and requirements of the students and the instructors. All instructional facilities must be maintained in a clean and sanitary condition. The facility must be free of noxious odors. Each approved course site shall adhere to the current requirements as outlined in the Americans with Disabilities Act (ADA Handbook: Appendix B, ADA Accessibility Guidelines). Additionally, each approved course site will include as a minimum:

1. An area, such as an auditorium, classroom, amphitheater, or lecture hall, capable of accommodating all students and staff for lecture sessions. This area shall be quiet and free from distractions.
2. Practical session work areas (i.e., classrooms) with seating and work areas to accommodate small groups. Work areas are to be arranged so that student groups can work independently and free from distractions.
3. Readily available rest room facilities.
4. Audio-visual capabilities (e.g., 35 mm slide projector, VCR/DVD with monitor, cassette tape/CD player, overhead projector, video projector, chalkboard, or whiteboard).
5. Capability to store and secure all training materials and course records (on or off site).
6. Minimum quantity of equipment, appropriate for the number of students.

C. Staffing

All courses shall be conducted by instructors certified by OETS or an approved training vendor.

POLICY 1.2

TITLE: BASIC TELECOMMUNICATIONS COURSES: ATTENDANCE AND TESTING POLICY

DATE: January 2015

I. Basic Telecommunication Course Attendance Requirements

Basic Telecommunications Course (BTC) students will complete all class sessions as required by the vendor of the course being attended.

The student's absence will be recorded on the Student Registration Form when one of the following occurs:

- A. Absence for an entire session.
- B. Arriving fifteen or more minutes late for any class session.
- C. Expulsion from class for disruptive behavior.
- D. Leaving during a scheduled session without the instructor's permission.
- E. Present in class, but unwilling to participate in the activities scheduled for that session.

II. BTC Make-up Sessions

- A. Students may make up a missed lecture session by:
 - 1. Attending another approved course session at either
 - a. Another BTC training program or
 - b. A specially scheduled make-up class.
 - 2. Viewing a video recording of the session followed by a meeting with a certified instructor to respond to any questions regarding the material

presented.

3. Listening to an audio tape of the session followed by a meeting with a certified instructor to respond to any questions regarding the material presented.

There is no burden on the Lead Instructor to audio or video record the training sessions. If this resource is not available, it is the student's responsibility to contact OETS to identify an appropriate make-up session. It will be the student's responsibility to obtain written verification of attendance at make-up sessions and to present this material to the Lead Instructor for submission with the student's examination.

Any practical sessions must be made up by participation in another course covering that material.

III. Testing Procedures

Students shall not cheat, plagiarize, or use other fraudulent means to meet the training standards. Any such activity may result in notification to the student's sponsoring agency, if applicable, and expulsion from the training program.

Students must demonstrate that they have attained the knowledge and skills taught in the course in order to receive basic communications certification.

- A. In order to be eligible to take the course examination, the student must have completed all required course work and participated in practical exercises
- B. All examinations are closed book. During the written exams, students may not refer to text books or written notebooks, discuss the questions or answers with other students or the instructor.
- C. Passing scores

The passing score is established by the training vendor of each basic communications course. Please refer to the Instructor's manual or the vendor's course implementation guide for further information.

D. Retesting

1. If a student fails to achieve a passing score on the written examination, one opportunity to be remediated and retested may be provided.

2. Failure to achieve a passing score on the retest will require the student to repeat the entire course of instruction prior to any further testing.
- E. A student may make up a missed written examination by:
1. Taking the exam at another approved course location.
 2. Taking the exam during a specially scheduled session proctored by a certified instructor.

Students who fail to attend scheduled make-up sessions may be required to repeat the entire course of instruction prior to being deemed test eligible.

POLICY 1.3

TITLE: BASIC TELECOMMUNICATIONS COURSE MATERIALS AND EQUIPMENT

DATE: January 2015

The following is a list of the minimum and optional equipment and materials for BTC sessions:

I. Student Materials

- A. Each student will be issued a copy of the approved vendor's student manual.
- B. Optional supplemental material developed at the local level to enhance the base curriculum may be supplied to each student.

II. Instructor Materials

- A. Each instructor must have a copy of the approved vendor's Instructor Guide.
- B. The instructors may utilize reference texts and other training aids obtained from outside sources to supplement the base curriculum.

III. Course Materials

- A. Materials will be loaned by OETS to the Lead Instructor for the duration of the course on an "as available" basis.
- B. It will be the responsibility of the Lead Instructor to arrange for delivery and return of all loaned materials and to ensure the careful handling and security of the materials while on loan.

IV. Training Facility Materials and Equipment

- A. The basic requirements for a training facility are outlined in Policy 1.1 `Section

III.B. The following is a listing of optimal and optional classroom equipment, beyond the basic environmental and standard teaching aids listed in Policy 1.1. This equipment will allow for realism and learning reinforcement. It is further expected that when trainees return to their respective agencies they will be provided with hands-on, supervised training on the specific equipment used at that agency.

B. Optimal and Optional Classroom materials and equipment:

1. Telephone trainers--a pair of working telephones in separate areas. This will lessen eye contact between trainees and instructors during emergency call simulations.
2. Radio dispatching console or mock-up.
3. Paging equipment or mock-up.

POLICY 1.4

TITLE: EMERGENCY MEDICAL DISPATCH (EMD)
COURSE SPECIFICATIONS

DATE: January 2015

I. Services to be provided

The approved course sponsor agrees to provide the Emergency Medical Dispatch training course in accordance with the course specifications outlined below.

II. Definitions: Candidates/Students

A. Affiliated Candidate- An affiliated candidate is one who is either already employed by or sponsored by a public safety agency at the time of enrollment in the course.

B. Unaffiliated Candidate- An unaffiliated candidate is one who is not affiliated with a public safety agency at the time of enrollment in the course.

C. Eligible Student - An eligible student is one who meets the prerequisite requirements as listed in Policy 2.2.

D. Test Eligible Student - A test eligible student is one who completes all of the requirements of the EMD training course, or who has completed the requirements to qualify for re-testing.

III. EMD Training Standards

A. Course Schedules

1. All EMD training courses shall adhere to the National Highway Traffic Safety Administration's (NHTSA) National Standard Curriculum for EMD training.
2. The minimum course length is 24 hours. See Appendix 1 for a course presentation schedule for State of New Jersey EMD courses. The length of the course schedule will depend upon:
 - a. The number of trainees enrolled--a course for more than 10 trainees may require more time than one with 10 or less trainees.
 - b. The training resources available--a course that incorporates supplemental material such as field trips or guest speakers would require more time than one that doesn't have these resources available.
 - c. The previous experience and knowledge levels of the trainees.
3. If the EMD Lead Instructor or Course Coordinator wishes to post notice of a class on the OETS website he/she shall submit an EMD Course Registration form for each course to the Office of Emergency Telecommunication Services (OETS) for approval.
 - a. EMD Course Registration Forms shall be submitted to OETS no less than thirty days prior to the first day of the course.
 - b. The location and dates of the EMD course sessions shall be indicated on the registration form. The Lead Instructor shall be responsible for notifying OETS of any location or schedule changes.
4. Each instructional session shall comply with the applicable lesson plan of the NHTSA National Standard Curriculum for EMD training.
5. The practical skills taught to the student shall comply with the recognized standard of care and policies and guidelines promulgated by OETS and the NHTSA.

B. Facilities

All approved course sites shall provide a climate controlled environment that will take into consideration the preparation, procedures, and requirements of the students and the instructors. All instructional facilities must be maintained in a clean and sanitary condition. The facilities must be free of noxious odors. Each approved course site shall adhere to the current requirements as outlined in the Americans with Disabilities Act (ADA Handbook: Appendix B, ADA accessibility Guidelines). Additionally, each approved course site will include as a minimum:

1. An area, such as an auditorium, classroom, amphitheater, or lecture hall, capable of accommodating all students and staff for lecture sessions. This area shall be quiet and free from distractions.
2. Practical session work areas (i.e., classrooms) with seating and work areas to accommodate groups of three. Work areas are to be arranged so that student groups can work independently and free from distractions.
3. Readily available rest room facilities.
4. Audio-visual capabilities (e.g., TV monitor, CD/DVD player, projectors, chalkboard, or whiteboard).
5. Capability to store and secure all EMD training materials and course records (on or off site).
6. Minimum quantity of equipment, appropriate for the number of students.

C. Staffing

All courses shall be conducted by instructors certified by OETS or an approved training vendor. Course staffing must be maintained to the following standards:

1. One Lead Instructor or course coordinator, as approved by OETS.
2. Certified EMD Instructors with appropriate background and certifications to present both the communications and medical portions of the curriculum.
3. A sufficient number of EMD Instructors to maintain a maximum instructor to student ratio of one instructor for every twelve students during practical exercises and practical examinations.

D. Student Enrollment

1. All EMD Lead Instructors or Course Coordinators are responsible for processing student enrollment. A student registration and attendance record form shall be established for each student at the first course session.
2. There is no minimum number of students per course. The maximum number of students per course is 36 provided that the required instructor/student ratios are maintained and the facility has sufficient resources for the number of students and staff involved.

3. The sponsoring agency may impose restrictions on candidates for enrollment in accordance with that agency's standing policies and procedures.

E. EMD Course Processing Summary (NJOETS EMD Course)

1. The Lead Instructor or Course Coordinator shall register the course for approval by OETS no later than 30 days prior to the first scheduled class day. See Appendix 2 for EMD class registration and information forms.
2. OETS will assign a course number to approved courses and fax the completed Class Information and Registration Form to the Lead Instructor.
- ~~3.~~ Upon receipt of the course number and approval, the Lead Instructor shall contact OETS to arrange receipt of training materials supplied by that office.
4. By completion of the first class session, the Lead Instructor shall verify that all enrolled students meet the prerequisite requirements for eligibility. Prerequisite documentation shall be recorded on the NJ-EMD Certification Check List (Appendix 8) with appropriate hard copies attached to the Student Registration Form.
5. The Lead Instructor will have each student complete a Student Registration form. See Appendix 3 for EMD student registration and information forms.
6. The Lead Instructor shall monitor all practical and written examinations and be responsible for securing the paperwork associated with these examinations.
7. After the last class session, each student shall be provided with and

complete a course evaluation form and an instructor evaluation form. These forms shall be collected by the Lead Instructor and forwarded to OETS with other course paperwork. See Appendixes 5 and 6 for instructor and class evaluation forms.

8. No later than two business days after the last class session, all course paperwork shall be forwarded to OETS by the Lead Instructor. The Lead Instructor shall also contact OETS to arrange return of any loaned materials.
9. Certification--NJOETS EMD Course:
 - a. OETS staff will review course materials to verify all students met prerequisite requirements, fulfilled all course requirements, and attained passing grades on practical and written examinations.
 - b. Certificates will be issued for all successful candidates. The certificates will be forwarded to the Lead Instructor for distribution.
 - i. OETS will maintain a file for each course conducted.
 - ii. The file will contain copies of all correspondence, registration, and certification data for each student.
 - iii. The Lead Instructor will be advised of any students who have failed to meet the standards for any component of the course. This notice will be forwarded to the Lead Instructor with the certificates issued to successful candidates. All follow up correspondence must reference the appropriate course number to ensure timely processing.

F. EMD Course Processing Summary--Training Vendor EMD Programs:

1. The Lead Instructor or Course Coordinator will choose a course from the list of EMD training vendors approved by the New Jersey Office of Emergency Telecommunication Services.
2. It will be the responsibility of the vendor certifying the EMD student to verify prerequisite requirements and attainment of passing scores on examinations.
3. Certifications will be issued to all successful students.

POLICY 1.5

TITLE: EMD COURSE ATTENDANCE AND TESTING POLICY

DATE: January 2015

I. EMD Course Attendance Requirements

EMD students will complete all class sessions as required by the National Highway Traffic Safety Administration Emergency Medical Dispatch National Standard Curriculum.

The student's absence will be recorded on the Student Registration Form when one of the following occurs:

- A. Absence for an entire session.
- B. Arriving fifteen or more minutes late for any class session.
- C. Expulsion from class for disruptive behavior.
- D. Leaving during a scheduled session without the instructor's permission.
- E. Present in class, but unwilling to participate in the activities scheduled for that session.

II. EMD Course Make-up Sessions

Make up sessions may be allowed at the discretion of the Lead Instructor and OETS. Students will be responsible for meeting with the Lead Instructor or contacting OETS to schedule make up sessions.

- A. Students may make up a missed lecture session by:
 - 1. Attending another approved course session at either

- a. Another EMD training program.
 - b. A specially scheduled make-up program.
2. Viewing a video recording of the session followed by a meeting with a certified instructor to respond to any questions regarding the material presented.
 3. Listening to an audio tape of the session followed by a meeting with a certified instructor to respond to any questions regarding the material presented.

There is no burden on the Lead Instructor to audio or video tape the training sessions. If this resource is not available, it is the student's responsibility to contact OETS to identify an appropriate make-up session. It will be the student's responsibility to obtain written verification of attendance at make-up sessions and to present this material to the Lead Instructor for submission to OETS with the student's practical and written examinations.

- B. All practical sessions must be made up by participation in another course covering that material.

III. Testing Procedures

- A. All students attending a New Jersey OETS EMD course will be tested using the OETS approved written and practical examinations. A copy of the EMD Scenario Evaluation form to be used for practical examinations is found in Appendix 7.
- B. Students attending a vendor supplied course will be tested using the vendor supplied examinations.
- C. Students shall not cheat, plagiarize, or use other fraudulent means to meet the training standards. Any such activity may result in notification to the student's sponsoring agency, if applicable, and expulsion from the training program.

D. Students must demonstrate that they have attained the knowledge and skills taught in the course in order to receive EMD certification. The practical examination will allow assessment of both skills and knowledge, the written examination will allow a more in-depth assessment of specific topic areas.

E. In order to be eligible to take the course examinations, the student must have completed all required course work and participated in practical exercises.

F. All examinations are closed book. During the practical and written exams, students may not refer to text books or written notebooks.

1. During practical examinations, students will work with pre-scripted scenarios supplied by the Lead Instructor utilizing the State of New Jersey EMD Guidecards or a copy of the vendor provided guidecards approved by OETS.

2. During written examinations, students may not consult any resource materials or discuss the questions or answers with other students or the instructor.

G. Passing scores

1. A student must successfully pass the practical examination.

2. The minimum passing grade on the written examination is 80%.

H. Retesting

1. If a student fails to achieve a passing score on the written or practical examination, one opportunity to be remediated and retested may be provided.

2. Failure to achieve a passing score on the retest will require the student to repeat the entire course of instruction prior to any further testing.
- I. A student may make up a missed practical or written examination by:
 1. Taking the exam at another approved course location.
 2. Taking the exam during a specially scheduled session proctored by a certified EMD instructor.

Students who fail to attend scheduled make-up sessions may be required to repeat the entire course of instruction prior to being deemed test eligible.

POLICY 1.6

TITLE: EMD COURSE MATERIALS AND EQUIPMENT

DATE: January 2015

The following is a list of the minimum and optional equipment and materials for EMD Course sessions:

I. Student Materials

- A. Each student will be issued a Trainee Guide which is approved by OETS for Emergency Medical Dispatch training by the State of New Jersey.
- B. Each student will have either individual or shared access to a set of EMD Guidecards approved by the State of New Jersey.
- C. Optional supplemental material developed at the local level to enhance the base curriculum may be supplied to each student.

II. Instructor Materials

- A. The Lead Instructor shall maintain master copies of all forms associated with the processing of this course including:
 - 1. New Jersey EMD Course Schedule and Instructor Requirements (Appendix 1)*
 - 2. Class Registration Form (Appendix 2)*
 - 3. Student Registration Form (Appendix 3)*
 - 4. Course Evaluation Form (Appendix 4)*
 - 5. Instructor Evaluation Form (Appendix 5)*

6. Scenario Evaluation Form (Appendix 6)*
7. Scenario Tracking Form (Appendix 7)*
8. NJ-EMD Certification Check List (Appendix 8)*
9. PST and EMD Certification and In-Service CTE tracking Form (Appendix 9)*
10. NJ-EMD Recertification Application Form (Appendix 10)*
11. NJ-EMD Instructor Recertification Application Form (Appendix 11)*
12. NJ-EMD Request for Reciprocal Certification Application (Appendix 12)*
13. NJ Department of Health, Office of Emergency Medical Services CEU Application, and associated processing forms (Optional)

* Forms provided by training vendor or NJOETS.

B Each instructor must have a copy of an EMD Instructor Guide which is approved by OETS for conducting Emergency Medical Dispatch courses in New Jersey.

C The instructor may utilize standard emergency care reference texts and other training aids obtained from outside sources to supplement the base curriculum.

III. Course Materials

A. The following materials will be loaned by OETS to the Lead Instructor for the duration of the course on an "as available" basis:

1. Appropriate Emergency Medical Dispatch Guide Cards (NJOETS or a vendor approved by OETS) for use during the course.
2. Audio and visual training aids.
3. Appropriate Student Written Exam Books and Answer forms (for NJ OETS class or vendor supplied).

B. It will be the responsibility of the Lead Instructor to arrange for delivery and return of all loaned materials and to ensure the careful handling and security of the materials

while on loan.

IV. Training Facility Materials and Equipment

A. The basic requirements for a training facility are outlined in Policy 1.1 Section III.B. The following is a listing of optimal and optional classroom equipment, beyond the basic environmental and standard teaching aids listed in Policy 1.1. This equipment will allow for realism and learning reinforcement. It is further expected that when trainees return to their respective agencies they will be provided with hands-on, supervised training on the specific equipment used at that agency.

B. Optimal and Optional Classroom materials and equipment:

1. Telephone trainers--a pair of working telephones in separate areas. This will lessen eye contact between trainees and instructors during emergency call simulations.
2. Radio dispatching console or mock-up.
3. Paging equipment or mock-up.

POLICY 2.1

TITLE: BASIC TELECOMMUNICATIONS COURSE STUDENT QUALIFICATIONS AND PREREQUISITE REQUIREMENTS

DATE: January 2015

- I. All candidates for basic telecommunications training must meet the following qualifications and prerequisite requirements:
 - A. Primary qualifications (adapted from ASTM F 1258-95 7.5):
 1. Proficiency in reading and writing English and other language or communications skills necessary to function in the given area.
 2. Ability to speak clearly and distinctly on the radio and telephone.
 3. Ability to hear voice and other signals through telephone and radio devices as well as those sounds activated by on-site equipment.
 4. Ability to remain calm, use sound judgment, function and communicate effectively in stressful situations.
 5. Ability to maintain a professional attitude, specifically regarding courtesy and empathy for situations encountered with callers.

It will be the responsibility of the candidate's hiring agency to verify these qualifications prior to enrolling the candidate in the training program. Should an instructor observe a deficiency in any of these areas, it should be recorded on the Student Registration Form and a copy of the form should be forwarded to the candidate's agency.

- B. Prerequisite training requirements:

There are currently no prerequisite training requirements for entry into the approved basic communications courses.

POLICY 2.2

TITLE: EMD ELIGIBLE STUDENT QUALIFICATIONS AND PREREQUISITE REQUIREMENTS

DATE: January 2015

- I. All candidates for Emergency Medical Dispatch training must meet the following qualifications and prerequisite requirements:
 - A. Primary qualifications (adapted from ASTM F 1258-95 7.5):
 1. Proficiency in reading and writing English and other language or communications skills necessary to function in the given area.
 2. Ability to speak clearly and distinctly on the radio and telephone.
 3. Ability to hear voice and other signals through telephone and radio devices as well as those sounds activated by on-site equipment.
 4. Ability to remain calm, use reasoned judgement, function, and communicate effectively in stressful or crisis situations.
 5. Ability to maintain a professional attitude, specifically regarding courtesy and empathy for the situations encountered with callers.

It will be the responsibility of the candidate's hiring agency to verify these qualifications prior to enrolling the candidate in the EMD Program. Should an instructor note a deficiency in any of these areas, it should be noted on the Student Registration Form and a copy of the form should be forwarded to the candidate's agency.

B. Prerequisite training requirements (adapted from NHTSA NSC EMD Program Implementation and Administration Managers Guide):

1. All candidates shall have successfully completed a course of training in basic telecommunications which covered the following topic areas:
 - a. Interpersonal communications and basic caller interrogation skills.
 - b. Recording information, message construction and transmission.
 - c. Overviews of Police, Fire and EMS functions and use of standard operating procedures.
 - d. Public Safety Telecommunications Systems.
 - e. Radio broadcasting rules and procedures.
 - f. Telecommunicator legal issues, security and privacy issues.
 - g. New Jersey's Enhanced 9-1-1 System and Operating procedures.
2. All candidates shall be currently certified in CPR by successful completion of a CPR Course recognized by the New Jersey Department of Health.

C. Documentation of Prerequisite Training

Prerequisite training may be documented by:

1. A photo copy of the candidate's original basic telecommunications training certificate and CPR card.

2. A letter from the Lead Instructor for the basic telecommunications or CPR course indicating completion of the course for which a certificate or card is pending.

Students will not be fully certified as EMDs until such time as all prerequisite requirements are successfully completed, regardless of whether an EMD Certificate is issued while other certifications are pending.

POLICY 2.3

TITLE: EMERGENCY MEDICAL DISPATCHER (EMD) RECERTIFICATION

DATE: January 2015

I. Introduction

- A. The New Jersey EMD program recertification requirements found in this policy are based upon the standards recommended in the EMD Program Implementation and Administration Managers Guide as developed by the National Highway Traffic Safety Administration and the standards set forth in ASTM F 1560 - 94, Standard Practice for Emergency Dispatch Management, and ASTM F 1258 - 95, Standard Practice for Emergency Medical Dispatcher.
- B. Recertification allows the appointing agency, supervisors, and EMDs to assure continued adherence to the state and national requirements and standards of the program. Without regular educational experiences specifically directed to their practice, the EMD may become less proficient in the understanding of and compliance to the Emergency Medical Protocol Reference System (EMDPRS).
- C. Agencies wishing to maintain a particular approved training vendor's EMD certification may follow that vendor's recertification requirements as long as they meet or exceed the standard established in this policy.
- D. Each EMD agency is responsible for ensuring that all EMDs at that facility complete the continuing telecommunications education (CTE) requirements and that a CTE tracking process is established and maintained at the facility.

II. Definitions:

- A. Recertification:

1. A process to validate the individual EMD's continued knowledge and competency in the EMD program and use of the EMDPRS.
2. After the initial certification in the program, the EMD must meet specified continuing telecommunications education (CTE) requirements to maintain the certification.
3. The State of New Jersey EMD program requires a minimum of 24 hours of CTE every three years following initial certification.
4. To become recertified, the EMD or the EMD's employing agency shall provide evidence of successful completion of the minimum number of CTE hours.
5. Programs conducted by private training vendors may have different recertification requirements. EMDs wishing to maintain certification through a specific training vendor, approved to certify EMDs in New Jersey, may follow that vendor's recertification program as long as it meets or exceeds the standards set forth in this policy.

B. Continuing Telecommunications Education:

1. A program designed and developed to provide the EMD with applicable educational topic experiences, which will enhance their general knowledge and skill in the philosophy and application of the EMD program within the EMD agency.
2. Training and other educational activities designed to address issues based on quality assurance findings and to remediate weaknesses identified during call reviews.

3. Retraining to correct errors or deviations from the established EMDPRS or the agency's standard operating procedures.
4. Educational opportunities designed to enhance the EMDs performance and to broaden the EMDs scope of knowledge in the field of emergency medical dispatch or related fields.

III. Continuing Telecommunications Education (CTE) Objectives

- A. CTE program must be organized around the standards of care, practice, and responsibilities of the EMD and meet the following objectives:
- B. Maintain and develop the EMD's understanding of medical conditions, incident types, and the priorities necessary when performing caller assessment and prioritization of medical calls.
- C. Maintain and improve skills in providing telephone pre-arrival instructions offered in the scope of the EMD's certified training.
- D. Maintain and improve the EMD's ability to use the EMDPRS.
- E. Maintain knowledge of telecommunications systems as well as seldom used technical aspects of the system such as telephone patching, TTY operation, emergency alerting procedures, etc.
- F. Provide opportunities for discussions, skill practice and critique of skill performance.
- G. Review and understand issues and findings identified by the dispatch quality assurance process.
- H. Maintain a current understanding of the evolving science of emergency medical

dispatching methods, procedures, techniques, and standards.

IV. CTE Methods, Topics, and Hours Applicable Toward Recertification:

- A. Scenario Drills and Role Playing--maximum of eight (8) instructional hours per year or 24 hours per three year period
 - 1. Practical training and role playing using the EMDPRS and related to the skills of an EMD.
 - 2. Review of essential telecommunications skills such as telephone scenarios involving children, hysterical callers or other special situations.

- B. Planning and Emergency Management Activities--maximum of four (4) instructional hours per year or 12 hours per three year period
 - 1. Active participation in local planning or meetings including general organization for disaster mass casualty and HAZ-MAT related incidents.
 - 2. Active participation in mass casualty and HAZ-MAT drills.

- C. Case Review Activities--maximum of four (4) instructional hours per year or 12 hours per three year period
 - 1. Quality assurance/quality improvement case review.
 - 2. Planning and analysis of issues or findings identified by dispatch QA/QI, theoretically or in practice.

- D. Audio/Visual Programs--maximum of four (4) instructional hours per year or twelve (12) hours per three year period
 - 1. Films, audio or video recordings, or other media broadcasts which

illustrate or review proper emergency medical care and EMD procedures.

2. Titles should be restricted to those specific to EMS, preferably EMD related.
- E. Didactic Lectures--maximum of two (2) instructional hours per year or six (6) hours per three year period
1. Teaching the general public (schools, scouts, clubs or other civic or religious groups) any topic within the scope of basic EMD or EMS programs.
- F. Group Training--Maximum of eight (8) instructional hours per year or 24 hours per three year period
1. Participation in workshops, classes and seminars related to EMS, preferably related to the skills of an EMD.
 2. Programs offered by educational institutions, the EMD agency, or training vendors covering topics related to emergency care procedures, EMD legal issues, or other topics which are directly related to the function of an Emergency Medical Dispatcher.
 3. CPR recertification classes--maximum two (2) instructional hour's credit per CPR recertification period.
- G. Self-paced Study Programs--Maximum of eight (8) instructional hours per year or 24 hours per three year period:
1. Home study offered by training vendors and various professional journals.
 - a) One hour of CTE credit will be allowed for each component completed.

- b) Titles must pertain to emergency medical service, emergency medical dispatch, or telecommunications operations or technology.
 - c) In order to receive CTE credit, proof of successful completion of the component may be required.

- H. EMS Field Experience--Maximum of two (2) instructional hours per year or six (6) hours per three year period.
 - 1. On duty experience as an EMT or paramedic.
 - 2. Ride along program with paramedic or ambulance unit to gain insight into issues from the field responder's perspective.

- I. State of New Jersey EMD Program Recertification Exam--Maximum of one instructional hour per recertification period.
 - 1. Successful completion of the State of New Jersey EMD Recertification Program written and practical exams if required.

- V. CTE Program Approval
 - A. In order to receive CTE credit approval, the training agency must submit the following items to the Office of Emergency Telecommunications Services (OETS):
 - 1. A copy of the course outline indicating the topics to be presented.
 - 2. A listing of the objectives of the course.
 - 3. A course schedule indicating the number of hours for each component of the course.
 - 4. A copy of any written or practical exams to be administered.
 - 5. The instructor's title and certifications as they pertain to the presentation of the course material.

- B. OETS may request a copy of any texts, videos, or other training aids to be employed in the presentation of the program.
- C. OETS will determine the number of CTE hours to be credited and whether the course content meets core curriculum or elective credit criteria.
- D. Upon approval, a CTE program number will be assigned and used when documenting CTE's earned.
- E. The agency or institution requesting program approval will be notified of the approval, CTE program number, and CTE credit determination.
- F. A list of pre-approved class and topics will be maintained on the OETS website.

VI. CTE Tracking

- A. Each EMD or the EMD agency shall maintain a record of CTE hours completed during each recertification period.
- B. Tracking of CTE hours may be accomplished by utilizing the State of New Jersey PST and EMD Certification Record and In-service CTE tracking form (Appendix 9) or by use of a form developed by the EMD agency which contains at a minimum all information on the State form.

VII. Recertification Process (NJEMD)

- A. Recertification is required every three years following the initial certification. Failure to complete the recertification process within one year of the required recertification period will result in revocation of the certification and the EMD will be required to repeat the 32 hour EMD course prior to reinstatement.
- B. The Recertification Application (Appendix 10) with all required attachments shall be submitted to OETS for review and processing at any time during the third year or within 90 days of the current certifications expiration. Successful completion of all CTE hours and any required written and practical exams must be completed during the three year recertification period.
- C. OETS will review each Recertification Application to ensure that all requirements are met. Any CTE deficiencies, missing documentation, or other omissions on the application will result in denial of recertification.
- D. A certificate will be issued to each EMD who has met the recertification requirements. The certificate will contain a new certification date reflecting the beginning of the new recertification cycle. The certificate will be mailed to the EMD or the EMD agency from which the application was received.

VIII. Recertification Process (vendor supplied)

- A. If the employing agency has chosen to use one of the approved EMD vendors.
- B. The EMD or agency will be responsible for compliance with the vendor's requirements for recertification.

IX. Recertification Process (combination vendor and NJEMD)

A. If the agency or EMD has chosen a vendor that does not have a recertification process or they wish to use the NJEMD program for maintaining certification they may do so using the following process.

1. When the EMD has obtained certification from the vendor they or their agency will apply to NJOETS using the EMD Registration Form.
2. This registration should be sent to OETS BEFORE the date of the EMD's initial vendor supplied certification. Any registrations sent after the expiration date of the original vendor certification will not be accepted.
3. Copies of their Basic Telecommunicator, EMD and current CPR certifications will be included.
4. OETS staff will review submitted material to verify compliance.
5. A Certificate will be issued to the EMD by OETS.
6. Recertification will follow the process outlined in Section VII, Recertification Process (NJEMD).

B. If an EMD or Agency uses a vendor supplied EMD certification program and does not wish to use the vendor's recertification program the EMD or Agency may use the process outlined in Section IX.

X. Reinstatement of an expired EMD certification

A. If a calltaker dispatcher has not submitted their recertification documentation before their expiration they may reinstate their certification by:

1. They may submit twenty four (24) hours of continuing education along with a

current CPR certification.

2. Classes must have been attended during the period of certification. Classes attended after the expiration date of the certification cannot be counted.

3. For those with an EMD certification from an approved vendor they will be required to follow the vendor specific process for reinstatement.

- B. If a calltaker dispatcher has been expired from the NJ OETS EMD certification for more than one (1) year, they will have to successfully pass the NJ OETS twenty four (24) hour EMD recertification course or the full thirty two (32) hour NJ OETS EMD course and provide a current CPR certification.

POLICY 2.4

TITLE: IN-SERVICE TRAINING REQUIREMENTS

DATE: January 2015

I. Introduction

- A. The New Jersey 9-1-1 Emergency Telephone System Regulations [17:24-2.2(c)2] require successful completion of annual in-service training during each year of service following initial certification, consisting of an 8-hour program developed by the local PSAP and approved by OETS to address technical developments and improve the provision of 9-1-1 services.
- B. As with any profession, continued education is vital to remaining current with technical developments and operational changes necessitated by those developments.
- C. In-service training allows the appointing agency, supervisors, and PSAP personnel to assure continued adherence to the local, state, and national requirements and standards of 9-1-1 service. Without regular educational experiences, the Public Safety Telecommunicator (PST) may become less proficient.
- D. Each 9-1-1 Center is responsible for ensuring all PSTs at that facility complete the required in-service training and that an in-service tracking process is established and maintained at the facility.

II. Definitions:

A. In-service Training:

- 1. After the initial certification, the PST must meet specified continuing

telecommunications education (CTE) requirements to maintain eligibility to work in the PSAP.

2. The State of New Jersey 9-1-1 Regulations require a minimum of 8-hours of CTE following initial certification.
3. The PST's appointing agency shall maintain a training log for each PST (call-taker or dispatcher) which provides evidence of successful completion of the minimum number of CTE hours mandated.

B. Continuing Telecommunications Education:

4. A program designed and developed to provide the PST with applicable educational topic experiences which will enhance their general knowledge and skill in the philosophy and application of the 9-1-1 program within the 9-1-1 agency.
5. Training and other educational activities designed to address issues based on quality assurance findings and to remediate weaknesses identified during call reviews.
6. Retraining to correct errors or deviations from the agency's standard operating procedures.
7. Educational opportunities designed to enhance the PST's performance and to broaden the PST's scope of knowledge in the field of public safety emergency communications or related fields.

III. Continuing Telecommunications Education (CTE) Objectives

- A. CTE program must be organized around the standards of care, practice, and responsibilities of the PST and meet the following objectives:

- B. Maintain and develop the PST's understanding of incident types and the priorities necessary when performing caller assessment and prioritization of calls.
- C. Maintain and improve skills in providing telephone instructions offered in the scope of the PST's training.
- D. Maintain knowledge of telecommunications systems as well as seldom used technical aspects of the system such as telephone patching, TTY operation, emergency alerting procedures, etc.
- E. Provide opportunities for discussions, skill practice, and critique of skill performance.
- F. Review and understand issues and findings identified by the dispatch quality assurance process.
- G. Maintain a current understanding of the evolving science of public safety emergency call taking and dispatching methods, procedures, techniques, and standards as well as evolving technologies and procedures within the field.

IV. CTE Methods, Topics, and Hours Applicable Toward In-service Training Credit:

- A. Scenario Drills and Role Playing--maximum of eight (8) instructional hours credited per year or 24 hours per three year period.
 - 1. Practical training and role playing using the agency's call guides, equipment, or related to the skills of a PST.
 - 2. Review of essential telecommunications skills such as telephone scenarios involving children, hysterical callers or other special situations.
- B. Planning and Emergency Management Activities--maximum of four (4) instructional hours per year or 12 hours per three year period.

1. Active participation in local planning or meetings including general organization for disaster mass casualty and HAZ-MAT related incidents.
 2. Active participation in mass casualty and HAZ-MAT drills.
- C. Call Review Activities -- maximum of four (4) instructional hours per year or 12 hours per three year period.
1. Quality assurance/quality improvement case review.
 2. Planning and analysis of issues or findings identified by dispatch QA/QI, theoretically or in practice.
- D, Audio/Visual Programs--maximum of four (4) instructional hours per year or twelve (12) hours per three year period.
1. Films, audio or video tapes, or other media broadcasts which illustrate or review proper public safety telecommunications procedures.
- E. Didactic Lectures--maximum of two (2) instructional hours per year or 6 hours per three year period (Elective Credits).
- 1 Teaching the general public (schools, scouts, clubs, or other civic or religious groups) any topic within the scope of the 9-1-1 program.
- F. Group Training--Maximum of eight (8) instructional hours credit per year or 24 hours per three year period.

1. Participation in workshops, classes, or seminars related to 9-1-1 or public safety telecommunications.
 2. Programs offered by the PST's agency, educational institutions or training vendors covering topics related to public safety telecommunications legal issues, or other topics which are directly related to the function of a PST.
 3. CPR recertification classes - maximum two instructional hours credit per recertification period.
- G. Self-paced Study Programs--Maximum of eight (8) instructional hours per year or 24 hours per three year period.
1. Home study offered by training vendors and various professional journals.
 - a) One hour of CTE credit will be allowed for each component completed.
 - b) Titles must pertain to public safety call taking, dispatch or telecommunications technology.
 - c) In order to receive CTE credit, proof of successful completion of the component, will be required.
- H. Field Experience--Maximum of two (2) instructional hours per year or 6 hours per three year period.
1. Ride along program with paramedic, ambulance unit, fire unit, or law enforcement unit, to gain insight into issues from the field responder's perspective.

V. CTE Program Approval

- A. In order to receive CTE credit approval, the training agency must submit the following items to the Office of Emergency Telecommunications Services (OETS):
1. A copy of the course outline indicating the topics to be presented.
 2. A listing of the objectives of the course.
 3. A course schedule indicating the number of hours for each component of the course.
 4. A copy of any written or practical exams to be administered.
 5. The instructor's title and certifications as they pertain to the presentation of the course material.
- B. OETS may request a copy of any texts, videos, or other training aids to be employed in the presentation of the program.
- C. OETS will determine the number of CTE hours to be credited and whether the course content meets program requirements.
- D. The agency or institution requesting program approval will be notified of the course approval and in-service/CTE credit determination. In the event that approval is denied, the agency will be notified of the deficiencies or problems found with the program.

VI. In-service CTE Tracking

- A. Each PSAP shall maintain a record of in-service CTE hours completed during each recertification period.

- B. Tracking of CTE hours may be accomplished by utilizing the State of New Jersey PST and EMD Certification Record and In-service CTE tracking form (Attachment 9) or by use of a form developed by the 9-1-1 agency which contains at a minimum all information on the State form.

POLICY 3.1

TITLE: BASIC TELECOMMUNICATIONS LEAD INSTRUCTOR, AND BASIC TELECOMMUNICATIONS INSTRUCTOR--DEFINITIONS, QUALIFICATIONS, AND CERTIFICATION

DATE: JANUARY 2016

I. Definitions

- A. Course Coordinator: A person responsible for the administrative functions relating to the basic telecommunications course.
1. This person does not need to be a certified basic telecommunications instructor. However, they must be versed in the course specifications and procedures as listed in the Training Course Policy Manual.
 2. They may serve as the point of contact at the training facility for persons registering for the course, OETS staff, and instructors involved in the course.
 3. Unless the course coordinator is also certified as a basic telecommunications instructor, they may not serve in any instructional capacity (i.e., give lectures or proctor exams).
- B. Basic Telecommunications Lead Instructor: A person performing both administrative and instructional functions in conducting a basic telecommunications course.
1. This person must be currently certified as a basic telecommunications instructor by an approved vendor or program in good standing.

2. If working with a Course Coordinator who is not a certified basic telecommunications instructor, the Lead Instructor must be responsible for oversight of all classroom and testing activities.
- C. Basic Telecommunications Instructor: A person certified by an approved training vendor or program through successful completion of a basic telecommunications instructor course utilizing a curriculum approved by OETS for certification of PSAP personnel in New Jersey.

- D. Training Vendor: A government, private, or a not for profit organization that has met the standards and requirements established by OETS to conduct instructor and student certification courses.

II. Basic Telecommunications Instructor Certification

- A. In order to be certified as an instructor
 - 1. The candidate must complete a basic telecommunications course.
 - 2.. The candidate must successfully complete a basic telecommunications instructor certification course authorized by OETS, achieving a passing score on all written and practical exercises and examinations for the course.
- C. In order to maintain certification status, the instructor must:
 - 1. Fulfill all recertification requirements.
 - 2. Attend any basic telecommunications instructor continuing education courses as may be required.
 - 3. Conduct all courses in accordance with the policies set forth in the Training Course Manual.

III. Instructor Recertification

- A. Training Vendor Basic Telecommunications Instructor Programs
 - 1. Instructors maintaining instructor certification from a training vendor shall adhere to all standards and recertification requirements established by that organization.

IV. Refusal, Suspension, or Revocation of Instructor Certification

An instructor's certification may be refused, suspended, or revoked for any of the following causes (adapted from ASTM Standard F1560-94):

- A. Habitual or excessive use of, or addiction to (not in recovery), narcotics or dangerous drugs; or conviction of any offense relating to the use, sale, possession, or transportation of narcotics, dangerous drugs, or controlled substances.
- B. Habitual or excessive use of, or addiction to (not in recovery), alcoholic beverages or being under the influence of alcoholic beverages or controlled substances while on call or duty as an instructor; or conviction of driving under the influence of alcohol or controlled substances while driving a vehicle.
- C. Fraud or deceit in applying for or obtaining any certification; or fraud, deceit, incompetence, patient abuse, theft, or dishonesty in the performance of duties and practice as an instructor or other public safety professional.
- D. Involvement in the unauthorized use or removal of narcotics, supplies, or equipment from any emergency vehicle, agency, or health care facility.
- E. Performing procedures or skills beyond the level of certification or not allowed by rules; or violation of laws pertaining to medical practice and drugs.
- F. Conviction of a felony or a crime involving moral turpitude; or the entering of a plea of guilty or the finding of guilt by jury or court, of commission of a felony or a crime involving moral turpitude.
- G. Mental incompetence as determined by a court of competent jurisdiction.
- H. For good cause, including conduct that is unethical, immoral or dishonorable.
- I. Demonstrated inability and failure to perform the responsibilities of an Instructor, or Course Coordinator.

POLICY 3.2

**TITLE: EMD COURSE COORDINATOR, EMD LEAD INSTRUCTOR, AND EMD INSTRUCTOR--
DEFINITIONS, QUALIFICATIONS, AND CERTIFICATION**

DATE: January 2015

I. Definitions

A. Course Coordinator: A person responsible for administrative functions relating to the EMD course.

1. This person does not need to be a certified EMD or EMD instructor. However, they must be versed in the course specifications and procedures as listed in the Training Course Policy Manual.
2. They may serve as the point of contact at the training facility for persons registering for the course, OETS staff, and instructors involved in the course.
3. Unless the course coordinator is also certified as an EMD instructor, they may not serve in any instructional capacity (i.e., give lectures or proctor exams).

B. EMD Lead Instructor: A person performing both administrative and instructional functions in conducting an EMD course.

1. This person must be currently certified as an EMD Instructor in good standing.
2. If working with a non-EMD certified Course Coordinator, the Lead Instructor must be responsible for oversight of all classroom and testing activities.

C. EMD Instructor: A person certified by OETS or an approved training vendor through successful completion of an EMD Instructor Course utilizing the National Highway Traffic Safety Administration Emergency Medical Dispatch National Standard Curriculum. The three levels of EMD Instructors are as follows:

1. NJ EMD Instructor Level A: Instructors certified as Level A are able to present any portion of the EMD Curriculum. In order to be certified as a Level A instructor, the candidate must have:
 - a. EMD Instructor Certification which is current and in good standing.
 - b. EMT, Paramedic, or higher level critical-care medical training, skills and experiences with current certification in the profession.
 - c. Thorough knowledge and experience in emergency medical dispatching and public safety communications.

2. NJ EMD Instructor Level B: Instructors certified as Level B are able to present the medical components of the course and assist a Level A or Level C instructor in presentation of the medical components of the course. In order to be certified as a Level B instructor, the candidate must have:
 - a. Instructor Certification which is current and in good standing.
 - b. EMT, Paramedic, or higher level critical-care medical training, skills, and experiences with current certification in the profession.

3. NJ EMD Instructor Level C: Instructors certified as Level C are able to present the communications components of the course material and assist a Level A or Level B instructor in presentation of the public safety communications components of the course. In order to be certified as a Level C instructor, the candidate must have:
 - a. EMD Instructor Certification which is current and in good standing.
 - b. EMD Certification with training, skills and experience in that field.
 - c. Thorough knowledge and experience in emergency medical dispatching and public safety communications experience in a PSAP or PSDP.

4. Training Vendor A government, private, or a not-for-profit organization that has met the standards and requirements established by OETS to conduct Instructor and Student certification courses.

II. New Jersey OETS EMD Instructor Certification

- A. In order to be accepted into an EMD Instructor Certification Course the candidate must meet the qualifications of Level A, Level B, or Level C Instructor with regard to emergency medical and public safety communications experience as listed in the definitions.
- B. In order to be certified as an instructor:
1. The candidate must complete an Emergency Medical Dispatch Course.
 2. The candidate must successfully complete an EMD Instructor Certification Course authorized by OETS, achieving a passing score on all written and practical exercises and examinations for the course.
 3. In order to attain New Jersey EMD program instructor status the candidate must submit documentation to OETS of EMD instructor certification by a training vendor or submit credentials documenting:
 - a. Successful completion of a comprehensive methods of instruction course or instructor certification in a related field.
 - b. Successful completion of an Emergency Medical Dispatch course
 - c. Certification as required for the EMD Instructor Level sought (see section I, C Definitions.).
- C. In order to maintain certification status the instructor must:
1. Fulfill all recertification requirements.
 2. Attend any EMD Instructor continuing education courses as may be required.
 3. Conduct all courses in accordance with the policies set forth in the Training Course Manual.
- D. EMD Instructor for approved EMD vendor.

1. An Instructor providing an EMD certification through an NJOETS approved vendor will be required to meet vendor requirements for certification.
2. The Instructor providing EMD certification through an NJOETS approved vendors will be required to maintain certification with the vendor.

III. Instructor Recertification

A. New Jersey EMD Program Instructors

1. Every three years, New Jersey Program EMD Instructors must submit a Recertification Application (see appendix 11). Attached to this application must be:
 - a. Documentation of continued certification in their profession (e.g. current EMD, EMT, or Paramedic certification).
 - b. Documentation of participation as an EMD Instructor in three (3) authorized EMD courses during the previous three years.
 - c. Documentation of attendance at any continuing education courses as may have been required during the preceding three year period.
 - d. The instructor can also maintain certification by conducting a minimum of eight (8) hours of NJ OETS approved continuing education training each year.

B. Training Vendor EMD Instructor Programs

Instructors maintaining instructor certification from a training vendor shall adhere to all standards and recertification requirements established by that organization.

IV. Refusal, Suspension, or Revocation of Instructor Certification

An EMD instructor's Certification may be refused, suspended, or revoked for any of the following causes (adapted from ASTM Standard F1560-94):

- A. Habitual or excessive use of, or addiction to (not in recovery), narcotics or dangerous drugs; or

conviction of any offense relating to the use, sale, possession, or transportation of narcotics, dangerous drugs, or controlled substances.

- B. Habitual or excessive use of, or addiction to (not in recovery), alcoholic beverages or being under the influence of alcoholic beverages or controlled substances while on call or duty as an EMD instructor; or conviction of driving under the influence of alcohol or controlled substances while driving a vehicle.
 - C. Fraud or deceit in applying for or obtaining any certification; or fraud, deceit, incompetence, patient abuse, theft, or dishonesty in the performance of duties and practice as an EMD instructor, EMD, or other EMS professional.
 - D. Involvement in the unauthorized use or removal of narcotics, supplies, or equipment from any emergency vehicle, agency, or health care facility.
 - E. Performing procedures or skills beyond the level of certification or not allowed by rules; or violation of laws pertaining to medical practice and drugs.
 - F. Conviction of a felony or a crime involving moral turpitude; or the entering of a plea of guilty or the finding of guilt by jury or court, of commission of a felony or a crime involving moral turpitude.
 - G. Mental incompetence as determined by a court of competent jurisdiction.
 - H. For good cause, including conduct that is unethical, immoral, or dishonorable.
 - I. Demonstrated inability and failure to perform the responsibilities of an EMD, EMD Instructor, or Course Coordinator.
- V. Reinstatement of an expired EMD Instructor certification.
- A. If a NJ EMD Instructor has been expired from the NJ OETS EMD Instructor certification for more than one (1) year, they will have to successfully pass the NJ OETS twenty four (24) hour EMD recertification course or the full thirty two (32) hour NJ OETS EMD course.
 - B. Reapply as an NJ OETS EMD Instructor.

APPENDIX

1. New Jersey EMD Course Schedule and Instructor Requirements
2. EMD Class Registration and Information Forms
3. EMD Student Registration and Information Forms
4. Course Evaluation Forms
5. Instructor Evaluation Forms
6. EMD Scenario Evaluation Forms
7. EMD Scenario Tracking Forms
8. NJ EMD Certification Check List
9. PST and EMD Certification and In-Service CTE Tracking Forms
10. EMD Recertification Application Forms
11. EMD Instructor Recertification Application Forms

State of New Jersey
Office of Emergency Telecommunications Services
Emergency Medical Dispatch Course Schedule and Instructor Requirements

Module 1	Basic Emergency Medical Dispatch Concepts		7.5 Hrs.	Instructor Level Required
	Unit 1	Introduction to the Emergency Medical Dispatcher Roles and Responsibilities	1.5 Hrs.	Level A or C
	Unit 2	Legal and Liability Issues in Emergency Medical Dispatch	1 Hr.	Level A or C
		Team Analyses	1 Hr.	
	Unit 3	Introduction to Emergency Medical Concepts. A&P of the Seven Systems	2 Hrs.	Level A or B
		Exercise #1, Word Match Game	15 Min.	
		What Really Kills Patients? Levels of Consciousness, Shock & Respiratory Distress	1.5 Hrs.	Level A or B
		Exercise #2, Word Match Game	15 Min.	
Module 2	Information Gathering and Dispatch		8 Hrs.	Instructor Level Required
	Unit 1	Obtaining Information from Callers	1.5 Hrs.	Level A or C
		Sample Script/Scenarios	1.5 Hrs.	
	Unit 2	Resource Allocation	2 Hrs.	Level A or C
	Unit 3	Providing Emergency Care Instructions	1.5 Hrs.	Level A or C
		Medical Instruction Scenarios	1.5 Hrs.	
Module 3	Introduction to the EMDPRS and 32 Chief Complaint Types		12.5 Hrs.	Instructor Level Required
	Unit 1	Introduction to the Emergency Medical Dispatch Protocol Reference System (EMDPRS)	1.5 Hr.	Level A or C
	Unit 2	Introduction to the 32 Chief Complaint Types	1 Hr.	Level A or C
		Traumatic Incident Type	2.5 Hrs.	Level A or C
		Medical Chief Complaint Type	4.5 Hrs.	Level A or C
		Time/Life Critical Events	2.5 Hrs.	Level A or C
Module 4	Examinations		4.5 Hrs.	Instructor Level Required
		Script/Scenario Performance Evaluation	3 Hrs.	Level A or B or C
		Final Written Examination	1 Hr.	Level A or B or C
		Course Wrap-up	30 Min	Level A or B or C

**STATE OF NEW JERSEY
OFFICE OF EMERGENCY TELECOMMUNICATIONS SERVICES
NHTSA-EMD TRAINING PROGRAM
STUDENT REGISTRATION FORM**



COURSE NUMBER									
N	J	-	E	M	D	-		-	

NAME (Last, First, MI)																			
RANK/POSITION/TITLE														SOCIAL SECURITY NUMBER (Last 4-Digits)					
AGENCY																			
AGENCY ADDRESS																			
CITY												STATE			ZIP CODE				
COUNTY										AGENCY PHONE #									
HOME ADDRESS																			
CITY												STATE			ZIP CODE				

STUDENT COURSE PRE-REQUISITE DOCUMENTATION AND RECORD OF ATTENDANCE
(TO BE COMPLETED BY LEAD INSTRUCTOR)

PRE-REQUISITE DOCUMENTATION MUST BE PROVIDED PRIOR TO A CERTIFICATION BEING ISSUED			
CURRENT CPR CERTIFICATION (COPY ATTACHED)	YES	NO	IF NO EXPLAIN:
BASIC TELECOMMUNICATOR TRAINING CERTIFICATION (COPY ATTACHED)	YES	NO	COURSE #:

NOTE: If student recently completed Telecommunicator Training and is awaiting certification, indicate the course number of that basic course.

EMERGENCY MEDICAL DISPATCH TRAINING COURSE

MODULE #1			MODULE #2			MODULE #3		LEAD INSTRUCTOR'S SIGNATURE
UNIT I	UNIT II	UNIT III	UNIT I	UNIT II	UNIT III	UNIT I	UNIT II	

(INITIAL COMPLETED UNITS, PLACE X IN INCOMPLETE UNITS)

CERTIFICATION # _____ DATE OF CERTIFICATION ____/____/____

**State of New Jersey
Office of Emergency Telecommunications Services
NHTSA-EMD Quality Assurance Scenario Evaluation**

Name:	

Date:						
Call Type / Case #:						
Task or skill component to be performed:	YES	NO	YES	NO	YES	NO

I. Locational and Time/Life Critical Questioning Skills. Gaining Control of the Call.

ALL CALLERS	1. Answers appropriately, speaks clearly					
	2.* <i>Determines location & call-back information</i>					
	3.* <i>Determines if the patient is conscious</i>					
	4.* <i>Determines breathing status where appropriate</i>					
	5.* <i>Dispatches ALS/BLS if unconscious</i>					
	6. Determines Age & Sex of patient					
	7. Determines chief complaint					
	8. Selects appropriate Medical/Trauma Guidecard					

II. Key Questioning and EMS Dispatching Function Skills. Gathering Medical Information.

KEY QUESTIONS	1. Asks Key Questions in appropriate sequence				
	2. Does not repeat questions unless needed				
	3. Determines correct BLS or BLS/ALS response				
	4.* <i>Dispatches EMS units when indicated</i>				
	5. Determines safety of scene for responders				

III. Pre-Arrival Information and EMS Responder Information Skills. Following Scripted Protocols.

PRE-ARRIVAL	1.* <i>Relays Pre-Arrival instructions only as indicated</i>				
	2.* <i>Follows scripted instructions when indicated</i>				
	3. When appropriate, keep caller on phone				
	4. Advises caller to call back if any changes develop				
	5. Relays "Short Report" to responders				

PASS/FAIL CRITERIA (Additional comments may be made on other side of form)

*** DENOTES CRITICAL TASK.**

1 CRITICAL "NO" CONSTITUTES FAILURE.

3 OR MORE NON-CRITICAL "NO'S" CONSTITUTES FAILURE.

Evaluator's Signature:	Date:
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**State of New Jersey
Office of Emergency Telecommunications Services
EMD Guidecard Tracking Form**

Student:			
Guidecard	Call-taker	Caller	Evaluator
<i>Traumatic Incident Types:</i>			
1) Animal Bites			
2) Assault / Sexual Assault			
3) Bleeding / Laceration			
4) Burns			
5) Eye Problems / Injuries			
6) Fall Victim			
7) Heat / Cold Exposure			
8) Industrial Accident			
9) Stabbing / Gunshot Victim			
10) Traumatic Injury			
11) Vehicular Related Injuries			
<i>Medical Chief Complaint Types</i>			
12) Abdominal Pains			
13) Allergies / Stings			
14) Back Pain			
15) Breathing Problems			
16) Chest Pain / Heart Problems			
17) Diabetic Problems			

18) Headache			
19) OD / Poisonings / Ingestions			
20) Psychiatric / Behavioral Problems			
21) Seizures / Convulsions			
22) Sick Person			
23) Stroke / CVA			
24) Unknown / Man Down			
<i>Time / Life-Critical Events</i>			
25) CO Poisoning / HAZMAT			
26) Cardiac Arrest			
27) Choking			
28) Drowning (Possible)			
29) Electrocutation			
30) Pregnancy / Childbirth			
31) Unconscious / Fainting			

Instructions: Each EMD student should be exposed to each of the guidecards in at least one of the three categories listed at some point during the training program. It is the student's responsibility to maintain this form and to initial the appropriate blocks when completed. It is the instructor's responsibility to review the forms periodically to ensure all students have worked with each of the 31 guidecards prior to testing and completion of the program.

**State of New Jersey
Office of Emergency Telecommunications Services
NJ-EMD Certification Check List**

Coordinator / Lead Instructor		Location			Course Number	
STUDENT		Prerequisite Documents			Examination	
		OETS Regist.	CPR Cert.	Basic Comm.	Practical Pass / Fail	Written Pass / Fail
1					Pass / Fail	Pass / Fail
2					Pass / Fail	Pass / Fail
3					Pass / Fail	Pass / Fail
4					Pass / Fail	Pass / Fail
5					Pass / Fail	Pass / Fail
6					Pass / Fail	Pass / Fail
7					Pass / Fail	Pass / Fail
8					Pass / Fail	Pass / Fail
9					Pass / Fail	Pass / Fail
10					Pass / Fail	Pass / Fail
11					Pass / Fail	Pass / Fail
12					Pass / Fail	Pass / Fail
13					Pass / Fail	Pass / Fail
14					Pass / Fail	Pass / Fail
15					Pass / Fail	Pass / Fail
16					Pass / Fail	Pass / Fail
17					Pass / Fail	Pass / Fail
18					Pass / Fail	Pass / Fail
19					Pass / Fail	Pass / Fail
20					Pass / Fail	Pass / Fail

Instructions:

Agency Coordinator or Lead Instructor shall verify that each student's name is listed and all required prerequisite documentation is attached to the student's registration form. Certificates will not be issued to students who fail to meet prerequisite requirements. The shaded column will be completed by OETS staff.

**State of New Jersey
Office of Emergency Telecommunications Services
NJ-EMD Certification Check List**

Coordinator / Lead Instructor		Location			Course Number	
STUDENT		Prerequisite Documents			Examination	
		OETS Regist.	CPR Cert.	Basic Comm.	Practical Pass / Fail	Written Pass / Fail
21					Pass / Fail	Pass / Fail
22					Pass / Fail	Pass / Fail
23					Pass / Fail	Pass / Fail
24					Pass / Fail	Pass / Fail
25					Pass / Fail	Pass / Fail
26					Pass / Fail	Pass / Fail
27					Pass / Fail	Pass / Fail
28					Pass / Fail	Pass / Fail
29					Pass / Fail	Pass / Fail
30					Pass / Fail	Pass / Fail
31					Pass / Fail	Pass / Fail
32					Pass / Fail	Pass / Fail
33					Pass / Fail	Pass / Fail
34					Pass / Fail	Pass / Fail
35					Pass / Fail	Pass / Fail
36					Pass / Fail	Pass / Fail
37					Pass / Fail	Pass / Fail
38					Pass / Fail	Pass / Fail
39					Pass / Fail	Pass / Fail
40					Pass / Fail	Pass / Fail

Instructions:

Agency Coordinator or Lead Instructor shall verify that each student's name is listed and all required prerequisite documentation is attached to the student's registration form. Certificates will not be issued to students who fail to meet prerequisite requirements. The shaded column will be completed by OETS staff.

DISPATCHER/CALL-TAKER CERTIFICATION RECORD

NAME	
AGENCY	

ORIGINAL COURSES ATTENDED	DATE COMPLETED	CERTIFICATION #
24/40 HOUR BASIC TELECOMMUNICATOR		
EMERGENCY MEDICAL DISPATCH		
AHA/ARC CPR COURSE		

RECORD OF ANNUAL IN-SERVICE TRAINING

DATE	TOPIC / CTE #	INSTRUCTOR	HOURS

RECORD OF ANNUAL IN-SERVICE TRAINING

DATE	TOPIC / CTE #	INSTRUCTOR	HOURS

**STATE OF NEW JERSEY
OFFICE OF EMERGENCY TELECOMMUNICATIONS SERVICES
EMERGENCY MEDICAL DISPATCH PROGRAM
RECERTIFICATION APPLICATION**

(ALL INFORMATION MUST BE TYPED OR CLEARLY PRINTED)

APPLICATION DATE: _____

RECERTIFICATION APPLICATION SUBMITTED BY:

EMD Agency Individual EMD Other _____

APPLICANT INFORMATION:

Name: _____

SS # (Last 4-Digits)

Address Questions and Forward Correspondence to:

Name: _____

Address: _____

Phone: _____ Fax: _____

REQUIRED DOCUMENTATION (attach photocopies):

- Current CPR Card
- EMD Certification Record and Tracking Form (with proofs of completion attached where available)

*******OETS USE ONLY*******

- Recertification Approved
- Recertification Approval Denied Pending:
 - Documentation of _____
 - Completion of _____ hours CTE
- Recertification Denied Due to: _____

NOTICE OF RECERTIFICATION DETERMINATION SENT TO:

EMD Agency Individual EMD Other _____

**STATE OF NEW JERSEY
OFFICE OF EMERGENCY TELECOMMUNICATIONS SERVICES
EMERGENCY MEDICAL DISPATCH INSTRUCTOR
RECERTIFICATION APPLICATION**

(ALL INFORMATION MUST BE TYPED OR CLEARLY PRINTED)

APPLICATION DATE: _____

RECERTIFICATION APPLICATION SUBMITTED BY:

☺ EMD Agency ☺ EMD Instructor ☺ Other _____

APPLICANT INFORMATION:

Name: _____

SS # (Last 4-Digits):

Address Questions and Forward Correspondence to:

Name: _____

Address: _____

Phone: _____ Fax: _____

REQUIRED DOCUMENTATION (attach photocopies):

- ☺ Current CPR Card
- ☺ Proof of continued certification in medical profession (EMT, Paramedic, etc.)
- ☺ Listing of EMD courses instructed during recertification period (list course numbers)
- ☺ EMD Certification Record and Tracking Form (with proofs of completion attached)

*****OETS USE ONLY*****

- ☺ Recertification Approved
- ☺ Recertification Approval Denied Pending:
 - ☺ Documentation of _____
 - ☺ Completion of _____ hours CTE
- ☺ Recertification Denied Due to: _____

NOTICE OF RECERTIFICATION DETERMINATION SENT TO:

☺ EMD ☺ AGENCY ☺ OTHER _____

**STATE OF NEW JERSEY
OFFICE OF EMERGENCY TELECOMMUNICATIONS SERVICES
REQUEST NJ EMD RECIPRICAL CERTIFICATION
REGISTRATION FORM**



NAME (Last, First, MI)		
RANK/POSITION/TITLE	SOCIAL SECURITY NUMBER (Last 4-Digits)	
AGENCY		
AGENCY ADDRESS		
CITY	STATE	ZIP CODE
COUNTY	AGENCY PHONE #	
HOME ADDRESS		
CITY	STATE	ZIP CODE

STUDENT COURSE PRE-REQUISITE DOCUMENTATION
(TO BE COMPLETED BY LEAD INSTRUCTOR OR PERSON REQUESTING CERTIFICATION)

PRE-REQUISITE DOCUMENTATION MUST BE PROVIDED PRIOR TO A CERTIFICATION BEING ISSUED			
CURRENT CPR CERTIFICATION (COPY ATTACHED)	YES	NO	IF NO EXPLAIN:
BASIC TELECOMMUNICATOR TRAINING CERTIFICATION (COPY ATTACHED)	YES	NO	COURSE #:
STUDENT ANSWER FORM (SCANTRON) NJ EMD TEST	YES	NO	IF NO EXPLAIN:
CURRENT CERTIFICATION FROM APPROVED VENDOR (COPY ATTACHED))	YES	NO	COURSE #:

CERTIFICATION # _____ DATE OF CERTIFICATION ____/____/____