

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. Second, there is an online training piece with a quiz at the end that students must pass with an 80 or better prior to the first day of class. The link for this training is on our website, www.ct.gov/despp

Telecommunicator Training Program

The Division of Statewide Emergency Telecommunications (DSET) 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 DSET. More information can be found at www.ct.gov/despp

Telecommunicator Certification Exam

Students must pass the Telecommunicator exam administered by DSET. 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/despp

EMD Training

Candidates must complete an Emergency Medical Dispatch (EMD) training class approved by the Division of Statewide Emergency Telecommunications (DSET). 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 DSET as part of the Telecommunicator certification requirements. DSET will reimburse PSAPs for the cost of EMD training. For information on reimbursement, contact DSET 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 DSET.

Probationary Working Test Period

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

For the Employer

Confirmation Packet

A confirmation email with the class schedule and directions to the facility will be sent to each student with a copy to the employer.

Training Materials

Students will receive the Training Manual in class on the first day.

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

Any questions about the registration process or requirements call 860.685.8155.

NIMS

Both NIMS 100 and NIMS 700 online classes can be accessed through our website at www.ct.gov/despp. Click on "Statewide Emergency Telecommunications" in the blue navigation column, then "Telecommunicator Training" 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.

Training Schedule— 3 Days Total

Topics to be covered:

- Broadcast techniques /TDD
- Communication Skills
- Multi-Tasking
- Liability Issues
- Customer Service
- Hazardous Materials for Public Safety Dispatchers
- Emergency Notifications
- Two-hour examination

TELECOMMUNICATOR TRAINING REGISTRATION FORM

To: **Division of Statewide Emergency Telecommunications**

Fax Number: **860.685.8362**

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

Comments:

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 Division of Statewide Emergency Telecommunications at 860.685.8362. All sections of the form must be completed in order for the application to be processed.

Register early. Class size is limited to 20, and there must be a minimum of 10 students to hold a class. Registration deadline is two weeks prior to class start date.

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#: _____
Address: _____
City: _____ State: _____ Zip: _____
Home Phone: () _____ Email (required): _____
Signature: _____
(first 3 letters of last name—last 4 digits of social)

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.

2020 Training schedule

Please check the class you would like to attend

- January 14—January 16, 9 am—4 pm
CT Police Academy, Meriden
- March 17— March 19, 9 am—4 pm
CT Police Academy, Meriden
- April 28—April 30, 9 am—4 pm
CT Police Academy, Meriden
- June 9 - June 11, 9 am—4 pm
CT Police Academy, Meriden
- July 14—July 16, 9 am—4 pm
CT Police Academy, Meriden
- September 15 – Sept 17, 9 am—4 pm
CT Police Academy, Meriden
- October 20—October 22, 9 am—4 pm
CT Police Academy, Meriden
- December 1—December 3, 9am—4 pm
CT Police Academy, Meriden