

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.

EMD Course Registration Forms shall be submitted to OETS no less than thirty days prior to the first day of the course.

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 NHTSA's, 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.
2. OETS will assign a course number to approved courses and fax the completed Class Information and Registration Form to the Lead Instructor ~~and Training Vendor.~~
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. ~~For training programs which require purchase of student manuals, arrangements must be made directly with the training vendor.~~
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.
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. These forms shall be collected by the Lead Instructor and forwarded to OETS with other course paperwork.
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. OETS will maintain a file for each course conducted. The file will contain copies of all correspondence, registration, and certification data for each student.

- c. 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.

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

- a. 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.
- b. It will be the responsibility of the vendor certifying the EMD student to verify prerequisite requirements and attainment of passing scores on examinations.
- c. Certifications will be issued to all successful students.