

New Jersey Office of Emergency Telecommunications Services

Telecommunicator and Emergency Medical Dispatch Training Requirements and Processes

If an agency serves as a Primary PSAP (one that answers a 9-1-1 call first) the person answering the call will successfully complete a course in Basic Telecommunications approved by the State of New Jersey. The PSAP is also responsible to see that the calltaker maintains this certification.

Telecommunicator Certification

The person taking the 9-1-1 calls will successfully complete a Basic Telecommunicator Course provided by a vendor approved by OETS. This does not address training of equipment and policies and procedures of the employing PSAP. The PSAP will provide this internally.

Once completed the PSAP shall retain a copy of the certification and make it available to OETS upon request or inspection.

Maintaining Telecommunicator Certification

Once obtained, Basic Telecommunicator certification requires 24 hours of continuing education for each three (3) year period from the date issued. The PSAP may utilize the vendor supplied program and provide this to its employees. Copies of these classes shall be retained with the original certification and made available to OETS upon request or inspection.

The PSAP may choose to provide continuing education classes developed by the PSAP to meet this requirement. Copies of these classes shall be retained with the original certification and made available to OETS upon request or inspection.

EMD Certification

If a PSAP/PSDP is providing Emergency Medical Dispatch services, each employee providing this service will successfully complete, in addition to the Basic Telecommunicator Course, an Emergency Medical Dispatch Course and have a current CPR certification approved by the State of New Jersey Department of Health and OETS.

The PSAP will retain a copy of the certificate for each employee and be made available to OETS upon request or inspection.

Maintaining EMD Certification

Once obtained, an Emergency Medical Dispatch certification requires a minimum of 24 hours of continuing education (medical in nature) every three (3) years from the date of certification. The PSAP may use a continuing education program proved by the vendor as well as maintaining a current CPR

certification. This documentation will be maintained by the PSAP with a copy of the original certification and made available to OETS upon request or inspection.

PSAPs that use the NJ OETS EMD Training Course will maintain certification by providing 24 hours of continuing education (topics approved by OETS) every three (3) years from the date of the employee's original certification. This information will be recorded on the OETS forms and submitted (with copies of any certification or completion forms) to OETS along with current CPR certification at least 30 days before the expiration date. Once approved OETS will issue a new certificate which will have to be renewed within the three year time frame. The PSAP shall retain a copy of the certification making it available to OETS upon request or inspection.

PSAPs that do not choose to use the vendor supplied continuing education program or if the vendor does not have one, can use the NJ OETS program for recertification. Before the expiration date of the vendor supplied certification the employee can be registered with OETS by submitting a copy their certification obtained from the vendor and filling out a student registration form. If a PSAP chooses this method be aware of the expiration date. Some vendors require 24 hours every two (2) year cycle. OETS will register them as a NJ EMD with their expiration date three (3) years from the date of the original certification. From that time on the PSAP can maintain the employee's certification by submitting 24 hours of continuing education before the end of the three (3) year period. The PSAP shall retain a copy of the certification making it available to OETS upon request or inspection.

Conducting a Basic Telecommunicator Course

Each of the vendors approved by NJ OETS has the means to train and certify their instructors. Scheduling of classes, student manuals and training materials can be made directly with the vendor. There is no need to contact OETS to schedule a course. The instructor or host agency may submit the information to OETS to have it posted on the website, but there is no longer the need to obtain permission from OETS to hold a class.

All student information will be submitted to the vendor. All tests will be obtained and processed through the vendor. All certifications will be handled by the instructor or host agency and the vendor. OETS will no longer be keeping copies of telecommunicator certificates on file. It is the responsibility of the employee and/or the employing agency to maintain these documents.

Conducting an EMD Course

Instructors or host agencies that use a vendor supplied course will follow the instructions of the vendor. Scheduling of classes, obtaining student manuals, training materials, tests and evaluations will be conducted between the instructor/host agency and the vendor. There will be no need to contact OETS to obtain a course number or register a class. The instructor or host agency can submit the class information to OETS for posting on the website if desired.

Instructors or host agencies that want to conduct a NJ OETS EMD class will have to register the class with OETS before conducting the class. Student manuals, tests, evaluation forms and student registration forms can be obtained from OETS. These documents will be submitted to OETS at the completion of the class and certificates will be issued to all who successfully complete the class. Copies of these certifications will be retained by OETS.

Process used to maintaining EMD Certification with OETS

Current certification with OETS will be done by submitting 24 hours of continuing education to OETS within three (3) years of the date on the original certification. Material submitted more than 90 days after the expiration date will be returned. Copies of this will also be maintained by the PSAP employing the EMD. These records will be made available to OETS upon request or inspection.

It is responsibility of the PSAP to ensure that all employees (full or part-time), who are working as a calltaker, answering 9-1-1 calls at a Primary PSAP or a PSAP/PSDP and who are providing emergency medical dispatch services have current certifications.

Certifications from State other than New Jersey

Current certifications from approved vendors will be recognized by NJ OETS.

Certifications obtained from sources other than the approved vendors, such as public safety agencies, organizations, training academies or states will have to be reviewed before credit can be determined.

Using NJ OETS for maintain EMD Certification obtained from a vendor out of state

The State of New Jersey will consider a current telecommunicator or EMD certificate issued by another state from an approved vendor acceptable. The hiring PSAP will then ensure that the employee meets the continuing education requirements set by NJ based on the date of their certification.

On-Line Certifications

Only current certifications obtained from vendors whose "on-line" training program has been approved for use by NJ OETS will be recognized.