



NORTH CAROLINA COMMUNITY COLLEGE SYSTEM

Dr. William S. Carver, II
Interim President

October 13, 2020

Public Safety Training Memo – PS20-11

TO: Continuing Education Senior Administrators

FROM: Tracy McPherson, Director, Public Safety Training Programs

RE: **Municipal Police Telecommunicator Training/Certification Mandate**

The purpose of this memo is to point you and your Public Safety Training staff to a change in law that may impact telecommunicator/emergency dispatch training needs in your service area.

Effective July 1, 2021, telecommunicators who are employed by a municipal police department will be required to meet the requirements for Sheriffs' telecommunicators as set forth in General Statute 17E:

General Statute 17E NC Sheriffs' Education and Training Standards Commission

<https://www.ncleg.gov/Laws/GeneralStatuteSections/Chapter17E>

Scroll to "G.S. 17E-7 Required standards" and the associated note "Modified by: SL 2019-200 (H217)"
(Once you click on G.S. 17E-7, the specific reference is G.S. 17E-7 (c2) at the bottom of page 1)

As a result, you may have municipal police departments in your area that now need the Sheriffs' Telecommunicator Certification Course (TCC) for select employees in order to meet the July 1, 2021 deadline. As you assess possible needs in your area, here are some things to keep in mind:

- Some police departments have been voluntarily requiring the Sheriffs' telecommunicator training and certification for their police telecommunicators, so their processes and training needs may not change. However, all municipal police departments are now being required to meet this specific state training standard per General Statute 17E.
- Emergency communications operations (9-1-1, Emergency Dispatch, Telecommunicator, etc.) are managed in a variety of ways across the state, and there is not one state standard that covers all of these scenarios. The law referenced in this memo is specific to a change for municipal police departments, and training demand will vary based on the assessed needs of each department.
- There are 35 entities statewide that are accredited by the NC Sheriffs' Education and Training Standards Commission to offer the Sheriffs' Telecommunicator Certification Course, to include 27 community colleges, the NC Justice Academy, and eight Sheriffs' Offices, police departments and EMS agencies. Accredited colleges use NCCCS Course CJC-3942 Telecommunicator Certification (recommended hours 47) with prior approval by the Sheriffs' Standards Division of the NC Department of Justice for each instance of the course offered.

Please share as appropriate on your campus. If you need additional information, please contact Mickey Biggs, NCCCS Criminal Justice Training Specialist, at biggsm@ncccommunitycolleges.edu.