



Rules of
Department of Public Safety
Division 30—Office of the Director
Chapter 13—911 Training and Standards Act

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Title 11—DEPARTMENT OF PUBLIC SAFETY

Division 30—Office of the Director Chapter 13—911 Training and Standards Act

11 CSR 30-13.010 General Organization

PURPOSE: This rule provides for the organization, administration, and methods of operation of a program of certification for telecommunicators.

(1) The objective of the Advisory Committee for 911 Service Oversight is—

(A) To improve services provided by telecommunicators.

*AUTHORITY: section 650.340, RSMo Supp. 2011. * This rule originally filed as II CSR 10-12.010. Original rule filed May 16, 2000, effective Nov. 30, 2000. Moved and amended: Filed Jan. 3, 2012, effective Aug. 30, 2012.*

**Original authority: 650.340, RSMo 1999, amended 2007.*

11 CSR 30-13.020 Definitions

PURPOSE: This rule defines the terms used in the rules, which pertain to the training of telecommunicators.

(1) Committee refers to the advisory committee for 911 service oversight established in section 650.325, RSMo.

(2) Department refers to the Missouri Department of Public Safety.

(3) Joint Communications Center refers to a public safety answering point which dispatches fire, law enforcement, and emergency medical service agencies.

(4) Public Safety Answering Point (PSAP) refers to the location at which 911 calls are answered initially.

(5) Telecommunicator is any person employed as an emergency telephone worker, call taker, or public safety dispatcher whose duties include receiving, processing, or transmitting public safety information received through a Public Safety Answering Point.

*AUTHORITY: section 650.340, RSMo Supp. 2011. * This rule originally filed as II CSR 10-12.020. Original rule filed May 16, 2000, effective Nov. 30, 2000. Moved and amended: Filed Jan. 3, 2012, effective Aug. 30, 2012.*

**Original authority: 650.340, RSMo 1999, amended 2007.*

11 CSR 30-13.030 Initial Training

PURPOSE: This rule defines the training levels and requirements for telecommunicators.

(1) Telecommunicators hired after August 28, 1999, must complete the following training within twelve (12) months of the date of employment. Training must meet the requirements indicated in 11 CSR 30-13.060.

(A) In order to act as a telecommunicator for any law enforcement agency, sixteen (16) hours of police dispatcher training or forty (40) hours of joint communications dispatcher training.

(B) In order to act as a telecommunicator for any fire department, sixteen (16) hours of fire dispatcher training or forty (40) hours of joint communications dispatcher training.

(C) In order to act as a telecommunicator for any emergency medical service, sixteen (16) hours of emergency medical dispatcher training or forty (40) hours of joint communications dispatcher training.

(D) In order to act as a telecommunicator for a joint communications center, forty (40) hours of joint communications dispatcher training.

(2) Individuals who were employed as a telecommunicator prior to August 28, 1999, are not required to complete the initial training requirements, but are encouraged to attend applicable training disciplines as feasible.

*AUTHORITY: section 650.340, RSMo Supp. 2011. * This rule originally filed as II CSR 10-12.030. Original rule filed May 16, 2000, effective Nov. 30, 2000. Moved and amended: Filed Jan. 3, 2012, effective Aug. 30, 2012.*

**Original authority: 650.340, RSMo 1999, amended 2007.*

11 CSR 30-13.040 Exemptions and Waiver of Initial Training Requirement

PURPOSE: This rule defines those individuals exempt from the training requirements, delineates those circumstances where the initial training requirements may be waived, and how such requests shall be handled.

(1) The following individuals shall be exempt from the requirements of this rule:

(A) Telecommunicators who meet the definition of an Emergency Medical Dispatcher as defined by 190.100, RSMo;

(B) Individuals who have received training by an entity accredited or certified under section 190.131, RSMo;

(C) Individuals who provide pre-arrival medical instructions and work for an agency, which meets the requirements, set forth in 190.134, RSMo.

(2) Any persons hired after August 28, 1999, as a telecommunicator, may have the initial training requirement waived upon furnishing proof to the committee that they have completed a training course in another state that meets the minimum requirements listed in 11 CSR 30-13.030.

(3) Typically, a certificate of training or college transcripts must be produced to meet the waiver requirement.

(4) If an individual received training in a single discipline and is not employed in a multi-discipline Public Safety Answering Point (PSAP) (two (2) disciplines) or joint communication center, they must complete the initial training requirements for the disciplines in which they are not certified.

(5) Requests for waivers from individuals who received training from organizations outside Missouri may submit certificates, transcripts, or other proof of training to the Advisory Committee for 911 Service Oversight, PO Box 749, Jefferson City, MO 65102, for review and approval. Original documents are preferred and will be returned to the applicant.

(6) Upon completion of the review process, the committee will inform the applicant by letter of their decision.

(7) The waiver letter will suffice for proof of training by the PSAP.

*AUTHORITY: section 650.340, RSMo Supp. 2011. * This rule originally filed as II CSR 10-12.040. Original rule filed May 16, 2000, effective Nov. 30, 2000. Moved and amended: Filed Jan. 3, 2012, effective Aug. 30, 2012.*

**Original authority: 650.340, RSMo 1999, amended 2007.*

11 CSR 30-13.050 Requirements for Continuing Education

PURPOSE: The rule defines the requirements for completion of continuing education and the terms for maintaining training records. The rule further defines the approved sources for telecommunicator continuing education.

(1) Continuing telecommunicators education (CTE) shall be obtained and monitored on a fixed, three- (3-) year cycle, with the first



CTE period ending December 31, 2014, and successive CTE periods ending December 31 every third year thereafter.

(2) Every telecommunicator shall obtain a minimum of twenty-four (24) hours of CTE credit during each CTE period.

(3) CTE credit may be obtained from the following sources:

(A) From a CTE provider approved pursuant to 11 CSR 30-13.070 or a Continuing Law Enforcement Education provider licensed pursuant to 11 CSR 75-15.030;

(B) From a source approved to provide a specific CTE course pursuant to 11 CSR 30-13.080;

(C) From an approved out-of-state source pursuant to 11 CSR 30-13.090;

(D) For serving as an instructor for a CTE class pursuant to 11 CSR 30-13.060(3)(B);

(E) By attending an accredited college or university course related to communications or emergency management or applicable to communications or emergency management administration pursuant to 11 CSR 30-13.060(3)(C); or

(F) As in-service training pursuant to 11 CSR 30-13.100.

(4) Each telecommunicator shall be responsible for maintaining record of compliance with the continuing education rules.

*AUTHORITY: section 650.340, RSMo Supp. 2011. * This rule originally filed as 11 CSR 10-12.050. Original rule filed May 16, 2000, effective Nov. 30, 2000. Moved and amended: Filed Jan. 3, 2012, effective Aug. 30, 2012.*

**Original authority: 650.340, RSMo 1999, amended 2007.*

11 CSR 30-13.060 Minimum Standards for Continuing Education Training

PURPOSE: This rule establishes minimum standards for the continuing education training of telecommunicators.

(1) All continuing telecommunicators education (CTE) training shall relate to one (1) or more of the following curricula areas:

- (A) Legal studies;
- (B) Technical studies;
- (C) Interpersonal perspectives; or
- (D) Skill development.

(2) All CTE training shall be designated according to curricula area.

(3) CTE credit shall be calculated at the following rates:

(A) One (1) hour of CTE credit for each fifty (50) minutes of CTE instruction received;

(B) Two (2) hours of CTE credit for each hour of CTE instruction delivered; and

(C) Two (2) hours of CTE credit for each semester hour of credit earned at an accredited college, university, or technical institution related to communications and emergency management or applicable to communications and emergency management administration.

(4) Upon successful completion of the requirements of any CTE course, the provider of the training shall present each trainee a certificate bearing—

(A) The provider’s name and the phrase “Approved Provider”;

(B) The course name;

(C) The total number of CTE credit hours earned;

(D) A breakdown of CTE credit hours earned by curricula area;

(E) The trainee’s name; and

(F) The name of the individual responsible for general administration of the course.

(5) The CTE provider shall retain, for a period of five (5) years after each CTE training course, the following records:

(A) A copy of the training certificate or other record of the information required by subsections (4)(A) to (4)(F) of this rule;

(B) A list of all trainees who successfully completed the course;

(C) The name of the individual responsible for general administration of the course;

(D) A list of all training objectives;

(E) All course outlines;

(F) All instructor records; and

(G) The course evaluation plan.

(6) Every agency that provides in-service CTE training shall present each telecommunicator leaving the agency with a complete record of all in-service CTE training obtained by the telecommunicator during the telecommunicator’s tenure with the agency.

(7) CTE providers shall deliver all CTE training in an effective manner.

*AUTHORITY: section 650.340, RSMo Supp. 2011. * This rule originally filed as 11 CSR 10-12.060. Original rule filed May 16, 2000, effective Nov. 30, 2000. Moved and amended: Filed Jan. 3, 2012, effective Aug. 30, 2012.*

**Original authority: 650.340, RSMo 1999, amended 2007.*

11 CSR 30-13.070 Procedure to Obtain Continuing Education Provider Approval for 911 Telecommunicators

PURPOSE: This rule identifies the procedure to obtain continuing education provider approval.

(1) Any person or entity may apply for a continuing telecommunicator education (CTE) provider approval, except that an agency eligible to provide in-service CTE training pursuant to 11 CSR 30-13.100 is not eligible for CTE provider approval.

(2) An applicant shall submit to the 911 Oversight Training Subcommittee a CTE provider approval application. The subcommittee may review or request additional information from an applicant.

(3) The 911 Oversight Training Subcommittee may consider any relevant factor in determining an applicant’s qualifications, including the applicant’s history, facilities and equipment, academic qualifications, financial qualifications, the estimated number of annual graduates, letters of support, and the justification for provider status as opposed to obtaining individual course approval pursuant to 11 CSR 30-13.080.

(4) The 911 Oversight Training Subcommittee may—

(A) Conduct a site visit;

(B) Review the applicant’s policies and procedures, including attendance and instructor evaluation policies;

(C) Review the applicant’s proposed courses, including training objectives, outline, evaluation plan, and instructor qualifications; and

(D) Report the findings to the 911 Oversight Committee.

(5) Upon receipt of the training subcommittee’s report, the 911 Oversight Committee may invite the applicant to appear before the committee.

(6) The 911 Oversight Committee shall provide the director of the department with a report outlining the findings from the review and a final recommendation whether to approve the applicant as a CTE provider.

(7) At the director’s request, the 911 Oversight Committee shall obtain additional information regarding the application. The director shall consider the recommendation of the 911 Oversight Committee and shall grant the



CTE provider approval or deny the applicant's request.

(8) All new CTE provider approvals shall be issued for an initial period of one (1) year.

(9) The procedure to renew a CTE provider approval shall be as follows:

(A) The applicant shall submit to the 911 training subcommittee a CTE provider renewal application;

(B) The 911 training subcommittee may conduct a programmatic review of the applicant;

(C) The 911 training subcommittee shall review the renewal application of the CTE provider and present the findings to the 911 Oversight Committee for review;

(D) The 911 Oversight Committee shall provide a report of the findings and make a recommendation to the director of the department whether to grant or deny the renewal; and

(E) The director of the department shall consider the renewal recommendation of the 911 Oversight Committee and may—

1. Request additional information regarding the renewal application;
2. Renew the approval for an additional period of one (1) year subject to further audit and review by the 911 Oversight Committee;
3. Grant a three- (3-) year approval; or
4. Deny the approval.

*AUTHORITY: section 650.340, RSMo Supp. 2011. * Original rule filed Jan. 3, 2012, effective Aug. 30, 2012.*

**Original authority: 650.340, RSMo 1999, amended 2007.*

11 CSR 30-13.080 Procedure to Obtain Approval for an Individual Continuing Education Course for 911 Telecommunicators

PURPOSE: This rule identifies the procedure to obtain approval for an individual continuing telecommunicator education course.

(1) To be eligible to obtain approval for a specific, individual continuing telecommunicator education (CTE) course, an applicant must not be the holder of a CTE provider approval.

(2) An applicant shall submit to the 911 training subcommittee a completed individual CTE course application. The training subcommittee may investigate the applicant or request additional information from the applicant.

(3) Continuing telecommunicator education

courses must fall within one (1) or more of the following curricula areas:

- (A) Legal studies;
- (B) Technical studies;
- (C) Interpersonal perspectives; or
- (D) Skill development.

(4) The 911 training subcommittee may consider any relevant factor in determining the qualification of the applicant and proposed course, including, attendance policy, evaluation plan, training objectives, course outline, and record of instructions of previous courses.

(5) The 911 training subcommittee shall make a recommendation to the 911 Oversight Committee.

(6) The 911 Oversight Committee shall provide the director of the department with a report and final recommendation regarding the application.

(7) The director of the department may—

- (A) Request additional information regarding the application;
- (B) Grant approval of the individual CTE course; or
- (C) Deny the application.

(8) Any change to the training objectives of an individual CTE course shall require prior approval of the director.

*AUTHORITY: section 650.340, RSMo Supp. 2011. * Original rule filed Jan. 3, 2012, effective Aug. 30, 2012.*

**Original authority: 650.340, RSMo 1999, amended 2007.*

11 CSR 30-13.090 Out-of-State, Federal, and Organizations Continuing Education Credit for 911 Telecommunicators

PURPOSE: This rule establishes the process for receiving credit for continuing education from other state or federal agencies and organizations.

(1) The director of the department may recognize other state or federal agencies and organizations with standards for continuing education training providers comparable to the standards established pursuant to these rules.

(2) In order to receive credit for attending continuing telecommunicator education (CTE) training recognized by the director pursuant to this rule, a telecommunicator shall maintain evidence that—

(A) The training was approved for continuing education by the state or federal agency providing the training or by the state in which the training was located; and

(B) The telecommunicator successfully completed the training.

*AUTHORITY: section 650.340, RSMo Supp. 2011. * Original rule filed Jan. 3, 2012, effective Aug. 30, 2012.*

**Original authority: 650.340, RSMo 1999, amended 2007.*

11 CSR 30-13.100 In-Service Continuing Education Training for 911 Telecommunicators

PURPOSE: The rule establishes the procedure for a governmental agency to provide in-service training that qualifies for CTE credit.

(1) Any governmental agency may provide in-service continuing telecommunicator education (CTE) training to its employed telecommunication officers.

(2) In order for in-service training to qualify for CTE credit, the agency providing the training must submit an application and a copy of the proposed in-service training to the 911 training subcommittee for review. The applicant shall provide to the subcommittee, without charge, relevant agency records retained pursuant to 11 CSR 30-13.060(5).

(3) The 911 training subcommittee shall review the application and proposed training and make a recommendation to the 911 Oversight Committee whether the in-service training meets the requirements of 11 CSR 30-13.060.

(4) The 911 Oversight Committee shall provide the director of the department with a report and final recommendation regarding the application.

(5) The director of the department may—

- (A) Request additional information regarding the application;
- (B) Grant approval of the in-service training; or
- (C) Deny the application.

*AUTHORITY: section 650.340, RSMo Supp. 2011. * Original rule filed Jan. 3, 2012, effective Aug. 30, 2012.*

**Original authority: 650.340, RSMo 1999, amended 2007.*



11 CSR 30-13.110 Computer-Based Continuing Education Training for 911 Telecommunicators

PURPOSE: This rule establishes the requirements for computer-based training.

(1) Any source approved to provide continuing telecommunicator education (CTE) training pursuant to 11 CSR 30-13.050 may offer interactive, computer-based training.

(2) Computer-based training shall meet all requirements of 11 CSR 30-13.060. In addition, the training certificate presented to each trainee shall bear the phrase “Computer-Based Training.”

(3) A computer-based training course shall be considered a complete course outline plan within itself. When a course is no longer available via computer, the provider shall maintain a printed copy of the course outline in the course file or a video copy retained pursuant to 11 CSR 30-13.060(5).

(4) The course administrator shall attest to actual attendance and may ascertain attendance by any reasonably certain method, including tracking by the computer course software, if the tracking meets the standard of this rule. The attendance policy and methodology for ascertaining attendance shall be included in the course record file.

(5) The number of CTE credit hours for a computer-based training course shall be determined by the approved provider.

AUTHORITY: section 650.340, RSMo Supp. 2011.* Original rule filed Jan. 3, 2012, effective Aug. 30, 2012.

*Original authority: 650.340, RSMo 1999, amended 2007.