

§ 12-10-325. Training standards

(a)(1) A public safety agency, a public safety answering point, a dispatch center, or a 911 public safety communications center may provide training opportunities for 911 public safety communications center personnel through the Arkansas Commission on Law Enforcement Standards and Training and the Arkansas Law Enforcement Training Academy.

(2) The Arkansas Law Enforcement Training Academy shall develop training standards for dispatchers, supervisors, and instructors in Arkansas in consultation with the Association of Public-Safety-Communications Officials-International, Inc., and submit the training standards to the Arkansas Commission on Law Enforcement Standards and Training for approval.

(3)(A) Training for instructors may include without limitation instructor development, course development, leadership development, and other appropriate 911 instructor training.

(B) Training for dispatchers and supervisors may include without limitation:

- (i) Call taking;
- (ii) Customer service;
- (iii) Stress management;
- (iv) Mapping;
- (v) Call processing;
- (vi) Telecommunication and radio equipment training;
- (vii) Training with devices for the deaf;
- (viii) Autism;
- (ix) National Incident Management System training;
- (x) Incident Command System training;
- (xi) National Center for Missing and Exploited Children training;
- (xii) National Emergency Number Association training;
- (xiii) Association of Public-Safety-Communications Officials-International, Inc., training;  
and
- (xiv) Other appropriate 911 dispatcher and supervisor training.

(4) An entity that provides training under subdivision (a)(1) of this section shall:

(A) Retain training records created under this section; and

(B) Deliver an annual report to the Arkansas Emergency Telephone Services Board of training provided by the entity to verify the dispatcher and supervisor training reported as completed by each public safety answering point annually under [§ 12-10-318](#).

(b)(1) A private safety agency may attend training or receive instruction at the invitation of the commission.

(2) The commission may assess a fee on a private safety agency invited to attend training or receive instruction under this subsection to reimburse the commission for costs associated with the training or instruction.