

Chapter 10

On the Job Training

&

Continuing Education

0.50 Hours

Nancy VanWinkle, White County 911

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Arkansas Basic Telecommunicator Course

References:

APCO Institute Public Safety Telecommunicator 1, Seventh Edition, 2016

National Emergency Number Association, www.nena.org

Wikipedia

Training Aids:

Prezi Presentation
Computer

Coordination/Personnel:

Elizabeth Jones, ALETA Camden
Gary "Bud" Gray, North Little Rock Emergency Services
Steve Harrison, Central EMS
Carla Holcroft, Washington County Sheriff's Office
Shannon McCuin, University of Arkansas Police Department
Amy Barnette, White County 911

Instructional Unit Summary:

Chapter 10 On- the- Job Training & Continuing Education

Lesson Purpose:

The purpose of this block of instruction is to teach the student the importance of on the job training and continued education throughout their career as a Telecommunicator.

Instructional Objectives:

At the conclusion of this block, the student will be able to:

1. Demonstrate the importance of On- the- Job Training
2. Recognize how continuing education can benefit them professionally
3. Display an understanding of NLETS
4. Knowledge of Governmental and Private Resources available

I. INTRODUCTION

Telecommunicators need on the job training (OJT) along with continuing education to enhance their skills, keeping up to date on emerging issues, as well as ensure adequate time for development of knowledge, skills, and attitude (KSAs) needed in regards to the Telecommunicator's departmental policies and procedures.

II. BODY

1. On- the- Job Training
 - a. Each agency should have mandatory training for all of their Telecommunicators. The State of Arkansas has mandated that at least half of the Telecommunicators at each agency have the ALETA Basic Telecommunicators Course. However, the ALETA Basic Telecommunicator Course should not be the only training the Telecommunicator receives.
 - b. OJT should consist of a minimum standard of knowledge and performance of how all equipment at their agency works, expectations of their role as a Telecommunicator, and practical training with a trainer who has completed all training requirements put forth by the agency.
 - c. A training program would benefit the agency in two ways. One, it provides a consistent baseline of standardized training for each Telecommunicator, and second, the agency retains records of training, which has been provided to their employees.
 - i. An example of OJT is NIMS.
2. Continuing Education

- a. Not only is minimum training for Telecommunicators important, continued education should be incorporated at each PSAP.
- b. Classes that once took the Telecommunicator away from their PSAP are now being offered online. This has allowed Telecommunicators access to essential and meaningful training – opportunities that are designed to meet both individual and agency needs. ALETA has adopted the nationally recognized standard, 24 hours of yearly continuing education for Telecommunicators. Records of training should be retained by the Telecommunicators agency.
- c. Examples of where to find continued education:
 - Purchasing Videos, taking classes through APCO/NENA, ALETA, and online courses, etc.
 - i. Videos – these are Telecommunicator based. These videos can be purchased and used to conduct training within the agency. Some videos have many topics and vary in length.
 - ii. APCO (Association of Public-Safety Communications Officials) and NENA (Nationals Emergency Number Association) are both national organizations that require membership however provide a base for continuing education. Some of their training is free and some require a fee.
 - iii. ALETA (Arkansas Law Enforcement Academy) has training throughout the year that is free to agencies. Searching online can net you many different sites that offer free or fee training/videos.

III. CONCLUSION

Network with other Telecommunicators from different agencies in your area and across the state to obtain information on how they have structured their training program. Many times, you will find that they will share the information with you.

Training allows you to do your job to best of your ability. The more knowledge you possess the better you are prepared to assist your callers and field units in an emergency.