



GOVERNOR
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STATE OF ARKANSAS

Commission On Law Enforcement Standards and Training

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DIRECTOR
Jami Cook

November 5, 2018

Re: 911 Dispatcher/Telecommunicators

Arkansas Code Annotated 12-10-325 charges the Arkansas Commission on Law Enforcement Standards and Training (CLEST) with developing training for 911 dispatchers. CLEST is comprised of two divisions – The Arkansas Law Enforcement Training Academy (ALETA) and the Office of Law Enforcement Standards (Standards). ALETA maintains three campuses responsible for administering training to law enforcement officers. ALETA is also responsible for developing dispatcher training. Standards is responsible for certifying training and maintaining training records.

Traditionally, Standards published paper forms for agencies to use for requesting course approval and submitting completed training and personnel changes. In 2017, Standards shifted from paper record keeping to online record keeping using the ACADIS online software system. The ACADIS software assigns a unique number to each person’s record, known as the person’s CLEST-ID number. The ACADIS platform also offers a user “portal” that allows officers (or dispatchers) to access their personal training record through a private login. The user portal allows agencies to assign certain personnel within their department as “portal administrators.” Portal administrators are responsible for submitting courses for approval, submitting completed training, reporting new employment, updating employment status related to separations, demotions, and promotions, and requesting certificates for personnel in their department. The ACADIS portal can be found here <https://portal.clest.org/acadisviewer/login.aspx> or by going to www.clest.org. To sign up for a portal account:

FIRST TIME LOGIN: GO TO <https://portal.clest.org> **CLICK ON DON'T HAVE AN ACCOUNT AND FOLLOW INSTRUCTIONS. IF YOU GET LOCKED, CALL STANDARDS AT 501-682-2260 TO UNLOCK YOU. YOU WILL NOT HAVE TO ANSWER THE SECURITY QUESTIONS AGAIN.**

Please keep in mind that you must have a CLEST-ID number to sign up for a portal account. If you do not know your CLEST-ID number, please contact Standards. If you do not have a CLEST-ID number, contact your agency’s portal administrator. All departments are required to assign a portal administrator for their department. These administrators will submit training (paper form F-18), personnel changes (paper form F-4), new hires (paper form F-1), certificate requests (paper forms F-7 and F-8), and request training approval (paper form F-5) for their department. An agency can assign as many administrators as it would like and can tailor portal access to particular job functions. All administrators are required to take the portal administrator

course online before being granted access to their department's profile. To register for the portal administrator course from your individual portal account:

TRAINING AND EVENTS, BROWSE, MAKE SURE CLEST BOX IS CHECKED ON THE LEFT OF YOUR SCREEN, ASSIGN PORTAL ADMINISTRATOR CLASS, THE ONLINE CLASSES WILL APPEAR ON THE HOME SCREEN TO LAUNCH.

Once an administrator has successfully completed the portal administrator course, they will submit a Portal Permission Form to Standards. The permission form can be found on the CLEST website at www.clest.org/standards under the Forms tab.

In order to maintain an accurate training record, portal administrators should report all new employees to Standards using the portal software. To report employment using the ACADIS portal:

NEW EMPLOYEE WITH NO CLEST ID NUMBER: GO TO CLEST RESOURCES, COMPLETE A WEBFORM, NEW OFFICER INITIAL EMPLOYMENT FORM, FILL OUT REQUIREMENTS AND SUBMIT. (Don't forget to add "Dispatcher" as the Employment Type – Failure to do so will result in your form being rejected.)

NEW EMPLOYEE WITH EXISTING CLEST ID NUMBER: GO TO PERSONNEL, ADD EMPLOYEE, FOLLOW DIRECTIONS, AND SUBMIT.

Portal Administrators should also report all separations, including terminations and resignations, to Standards. To update an employee's status:

UPDATE AN EMPLOYMENT RECORD: GO TO CLEST RESOURCES, COMPLETE A WEBFORM, UPDATE EMPLOYMENT STATUS, COMPLETE FORM.

Agencies are required to submit completed training to Standards for recordkeeping. In 2018, Standards began "pre-approving" certain courses. Pre-approval status allows an agency to conduct a course without first requesting approval from Standards. The CLEST 40-hour basic telecommunicator course is now a pre-approved course. The course number for the 2018 calendar year is 18-2000. Pre-approved course curriculum can be found on the CLEST website.

The basic telecommunicator lesson plan is available for review and download. To report completed training to Standards using the portal:

SUBMIT COMPLETED TRAINING: Go to CLEST RESOURCES, Find and Complete a WebForm, Completed Class Submission Form, Complete Document and Submit.

CLEST now offers online training, including dispatcher training, through ACADIS portal. Online training is automatically posted to the person's record once the training is complete. To view and sign up for online training:

REGISTER FOR CLASSES ON PORTAL: TRAINING AND EVENTS, BROWSE, REGISTER OR ASSIGN, THE ONLINE CLASSES WILL APPEAR ON THE HOME SCREEN TO LAUNCH.

If an agency is not currently using the ACADIS portal, Standards will continue to accept paper forms through 2018. Paper forms can be found on the CLEST website under the Standards tab. If an agency chooses to report training using a paper form, it must ensure that a person record exists for all students who attended the training in order for the student to receive credit. Beginning in 2019, all departments will be required to submit documents, training, and personnel changes through the portal software.

Beginning October 1, 2018, basic telecommunication instructors will be required to attend the 40 hour telecommunication course and the 40 hour professional instructor development course to be eligible for the Specialized Instructor Certificate. To obtain a Specialized Instructor Certificate:

APPLY FOR CERTIFICATION ISSUANCE OR RENEWAL: Go to CLEST Resources – Find and Complete a Webform – Request for General or Specialized Instructor Certification. Complete the form and submit.

CLEST will continue to honor certificates issued before October 1, 2018 and will continue to accept training conducted by those instructors. Agencies should ensure that all telecommunication instructors hold a Specialized Instructor Certificate prior to conducting the training. Standards will not approve credit hours for courses taught by non-CLEST certified instructors. If you are unsure about an instructor's status please contact the Standards office.

We encourage you to sign up for a portal account as soon as possible and familiarize yourself with the software. We also ask that all portal administrators review their agency's roster and make any necessary corrections. The Standards office is available and happy to assist you.

Sincerely,

A handwritten signature in black ink, appearing to read "J. L. COOK". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Jami Cook
Director

Arkansas Commission on Law Enforcement
Standards and Training