

12-10-325. Training standards

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

(2) The division shall develop training standards for telecommunicators, dispatchers, supervisors, and instructors in Arkansas in consultation with the Association of Public-Safety Communications Officials International, Inc., and the Arkansas 911 Board 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 telecommunicators, 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 911 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 division.

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

(c)(1) All public safety answering points shall have at least sixty percent (60%) of telecommunicators working in the public safety answering point trained.

(2) All telecommunicators working at a public safety answering point who have worked as a telecommunicator for one (1) year or longer shall be trained.