



Local Agency Hosted Basic Telecommunicator Course Requirements

Department Procedures

- ▶ The department will submit completed training for approval via the ACADIS Portal
- ▶ Only Training supervisors and/or Agency Portal Administrators can submit completed training for approval
- ▶ Unless otherwise provided, agencies shall request course approval from the Division before holding the course to allow for proctor coordination and/or availability for the proctored test at the end of the course

Instructor Requirements

Instructors must fall into one of the categories below to teach a local agency hosted Basic Telecommunicator Course

Certified Instructors after the date of 10/01/2018, must have completed:

- 40-hour Basic Telecommunicator course
- Instructor Development Course
 - Instructors must hold a valid professional or specialized certification
- Instructors may teach a Regional Basic Telecommunicator Course.

Prior to 10/01/2018, students who completed the 24-hour Basic Telecommunicators course were grandfathered and given a specialized instructor certificate

- Instructors must hold a valid specialized instructor certificate
- Instructors may only teach the Basic Telecommunicator Course within their Agency

Local Agency Basic Telecommunicator Course Instructions

- ▶ Telecommunicator pre-req's:
 - ▶ Must be employed by a department and all required forms submitted
 - ▶ Show under personnel for the department in Acadis
 - ▶ Must have requested access to their ACADIS portal account and have successfully signed into their account



Local Agency Hosted Basic Telecommunicator Course ACADIS Entry Instructions

Do not start this process unless you have all the information regarding the class dates and student roster

1

Go to the ACADIS portal

2

Go to Training and Events - Select Report Completed Training

3

Use the drop-down box to select the class

The class is: "Basic Telecommunications- Basic Telecommunications 40 Hours Local Agency"

4

Enter the training dates and click continue

If class date will be in the future, put the current date and then end date as the last day of class/test date

5

Enter the student roster

6

Click done and then submit request

Submitting Training via ACADIS Portal

See following pages for step-by-step instructions

In the ACADIS Portal, go to Training and Events and select Report Completed Training

The screenshot shows the ACADIS Portal interface. The top header includes the ACADIS logo, the text 'Arkansas Commission on Law Enforcement Standards and Training', and a search bar with the placeholder 'Search available training ...'. A left sidebar contains navigation links: Home, My Work, Training and Events (highlighted), Available Training, Enrollment Requests, Report Completed Training, Approved Training, Training Pending Approval, and Test Results. The main content area is titled 'Training and Events' and 'Report Completed Training'. It contains the instruction 'Indicate how you will submit event information.' and a form with the following elements: a radio button for 'Starting with a pre-approved course or course material' (selected), a dropdown menu for 'Training *' with the placeholder 'Select a course title or class...', a radio button for 'Entering my own course information', and a checkbox for 'Add the students from a previous training roster to the new training roster' under the 'Default Roster' label. A red asterisk '* Required Information' is located at the bottom left. 'Cancel' and 'Continue' buttons are at the bottom right.

ACADIS® Arkansas Commission on Law Enforcement Standards and Training Search available training ...

Home My Work **Training and Events** Available Training Enrollment Requests Report Completed Training Approved Training Training Pending Approval Test Results

Training and Events

Report Completed Training

Indicate how you will submit event information.

* I will submit my event by:

- Starting with a pre-approved course or course material
- Entering my own course information

Training *

Select a course title or class...

Default Roster Add the students from a previous training roster to the new training roster

* Required Information

Cancel Continue

Use the drop-down box to select the Basic Telecommunications-Basic Telecommunications 40 Hours - Local Agency Course and click continue

The screenshot displays the ACADIS web application interface. The header includes the ACADIS logo, the text 'Arkansas Commission on Law Enforcement Standards and Training', and a search bar with the placeholder text 'Search available training...'. A left sidebar contains navigation links: Home, My Work, Training and Events (highlighted), Available Training, Enrollment Requests, Report Completed Training (highlighted), Approved Training, Training Pending Approval, Test Results, Lesson Plans, and Lesson Plan Requests. The main content area is titled 'Training and Events' and 'Report Completed Training'. It instructs the user to 'Indicate how you will submit event information.' and provides two radio button options: 'Starting with a pre-approved course or course material' (selected) and 'Entering...'. Below these are radio buttons for 'Default Roster' and 'Add the... roster'. A search dropdown menu is open, showing results for the search term 'basi', including 'Approved Lesson Plans & Curricula', 'AIS - 2023-1010 BASIC LAW ENFORCEMENT 23A-NW', 'AIS - 2023-2809 Basic Carbine Operations', 'AIS - 2024-1010 Basic Police Academy 24-A NW Arkansas Law Enforcement Training Academy', and 'BASIC TELECOMMUNICATIONS - BASIC TELECOMMUNICATIONS 40 HOURS -LOCAL AGENCY'. A red asterisk indicates '* Required Information'. At the bottom right, there are 'Cancel' and 'Continue' buttons.

Select the dates of the course

Since the class will be held in a future date and time, put in the current date and the end date will be the final day of class or test date, then click continue

The screenshot shows the ACADIS web application interface. The header includes the ACADIS logo, the text 'Arkansas Commission on Law Enforcement Standards and Training', and a search bar with the placeholder 'Search available training ...'. A navigation menu on the left lists: Home, My Work, Training and Events (highlighted), Available Training, Enrollment Requests, Report Completed Training, Approved Training, Training Pending Approval, Test Results, Lesson Plans, and Lesson Plan Requests. The main content area is titled 'Training and Events' and 'Report Completed Training'. It contains the instruction 'Indicate how you will submit event information.' and a radio button selection: '* I will submit my event by: Starting with a pre-approved course or course material'. Below this, there is a 'Training *' dropdown menu showing 'BASIC TELECOMMUNICATIONS - BASIC TELECOM...'. The 'Training Dates *' section has two date input fields with calendar icons. A date picker is open, showing 'Jan' and '2024' with a calendar grid. The date '23' is selected in the grid. Below the date picker, there is a 'Default Roster' checkbox and the text 'Add the ... to the new training roster'. At the bottom right, there are 'Cancel' and 'Continue' buttons. A red asterisk '* Required Information' is visible at the bottom left of the form area.

Adding Students to the Roster

Start typing in the student's name and once you find the right student, select them and then click Add to Roster

Students

mccu ? Basic [Add to Roster](#)

MCCUIN, SHANNON RENEE (3760-6283), COMMISSION ON LAW ENFORC...

No students have been added to the roster. The roster will display when you add the first student.

Once you have completed adding all students to the roster, click Submit Training.

Students (1)

[Add to Roster](#)

[Select from list of personnel](#)

Name ▲	CLEST-ID	Primary Organization	Training Category*	Remove All Edit All
MCCUIN, SHANNON RENEE	3760-6283	COMMISSION ON LAW ENFORCEMENT STANDARDS & TRAINING	Basic	Remove Edit



Documents

No documents have been provided. [Attach a document](#)

[Attach a Document](#)

Comments

No comments have been provided. [Add a comment](#)

 Once submitted, you will no longer be able to update the roster. 

* Required Information

[Finish Later](#) | [Submit & Start Another](#) [Submit Training](#)

Workflow Task

The screenshot shows a web portal interface. On the left is a sidebar with navigation options: Home, My Work (selected), My Dashboard, My Profile, Current Tasks (circled in red), Professional Development, Class Discussions, Training and Events, Workforce, Organization, and CLEST Resources*. The main content area is titled 'My Work' and 'My Current Tasks'. It contains a message: 'Incomplete tasks assigned to you or your workflow roles are displayed for current workflows only.' Below this is a table with columns: Status, Tasks, Context, Assignment, Resources, and Due Date. One task is listed with a blue dot status. Below the table, it says 'Showing 1' and there is a 'Start WebForm' button.

Status	Tasks	Context	Assignment	Resources	Due Date ▲
●	Local Basic Telecommunicator Instructor Submission Basic Telecommunications Local Agency Workflow Template	⊖ BASIC TELECOMMUNICATIONS - BASIC TELECOMMUNICATIONS 40 HOURS -LOCAL AGENCY - 075 Class	MCCUIN, SHANNON RENEE Person Who Starts Workflow (assigned in context)		

Once the Agency Portal Admin has submitted the class in the portal, they should now see a “Current Tasks” tab under their “My Work” tab. Click the “Current Tasks” tab.

Workflow Task



Current Tasks

Incomplete tasks assigned to you or your workflow roles are displayed for current workflows only.

Status	Tasks	Context	Assignment	Resources	Due Date ▲
●	Local Basic Telecommunicator Instructor Submission Basic Telecommunications Local Agency Workflow Template	☰ BASIC TELECOMMUNICATIONS - BASIC TELECOMMUNICATIONS 40 HOURS -LOCAL AGENCY - 066 Class	MCCUIN, SHANNON RENEE Person Who Starts Workflow (assigned in context)		Start WebForm

Showing 1

Click the Start Webform Button



CLEST Resources*

Complete a WebForm

Logged in user: MCCUIN, SHANNON RENEE

Local Basic Telecommunicator Instructor Submission

Class Instructor Name

* First

Middle

* Last

Suffix

CLEST-ID

* Required Information

[View Current Tasks](#) | [Finish Later](#)

[Submit & Mark Task as Complete](#)

Workflow Task

Fill out the instructor information and click Submit & Mark Task as Complete



Once the workflow task has been submitted, it will be reviewed.



The workflow task will be marked completed once the Instructor has been vetted.



Once the workflow task has been marked completed, the class will be approved.

Workflow Task

Online Proctored Test

Once the class has been approved, an email will be sent to the instructor to coordinate a date and time to administer proctored tests.

All students will need access to a computer and be able to sign into their ACADIS Portal Account to access the test prior to the test dates.

The tests will not be visible until the proctor makes it active in ACADIS.



ACADIS Portal Information for Students

Requesting a Portal Account

- ▶ Create your ACADIS portal account
 - ▶ Go to <https://portal.clest.org>
- ▶ Click on the Webforms on the right-hand side of the page



Arkansas Commission on Law Enforcement Standards and Training



Sign in

E-mail address (Username)

Password

[Reset your password](#)

[Sign in](#)

[Terms of Service](#) | [Feedback](#)

Welcome to the Arkansas Commission on Law Enforcement Standards & Training Agency Portal

ANNOUNCEMENTS

PLEASE VISIT THE CLEST WEBSITE FOR ANSWERS TO THE MOST FREQUENTLY ASKED PORTAL QUESTIONS.

THE CLEST PORTAL ADMINISTRATOR CLASS IS NOW ONLINE! VISIT THE PORTAL FREQUENTLY ASKED QUESTION PAGE ON THE CLEST WEBSITE FOR MORE INFORMATION ON HOW TO SIGN UP.

PRE-APPROVED COURSE CURRICULUM CAN NOW BE FOUND ON THE CLEST WEBSITE.

IF YOU WOULD LIKE TO CREATE A PORTAL ACCOUNT, PLEASE CLICK ON THE WEBFORMS TO THE RIGHT AND FILL OUT THE REQUEST A PORTAL ACCOUNT FORM.

Resources

- [Available Training](#)
- [WebForms](#)

Technical Support

For technical support, questions, or comments on this site, please contact:

**Law Enforcement Standards
(501) 682-2260**

System Information

The Acadis® Readiness Suite is a comprehensive public safety training solution developed by Envisage Technologies, LLC. The company provides the Acadis® software and training modernization consulting to premier training

Request a Portal Account



Arkansas Commission on Law Enforcement Standards and Training



Home

WebForms

WebForm ▲

Description

[REQUEST A PORTAL ACCOUNT](#)

Please use this to request a portal account. You must know your clest-id number. You can call standards to get this or ask your agencies portal administrator.

[Terms of Service](#) | [Feedback](#)

Fill out appropriate information

Home

REQUEST A PORTAL ACCOUNT

* CLEST-ID [?](#)

You can call the standards office (501-682-2260) or ask your agencies portal administrator for your clest-id number.

This webform is checked regularly by our office, but it could take as much as 24 hours to receive the link to create an account sent to your email. If you already have an account, you should just use the password reset link on the home page. If you do not receive a link in 24 hours, please contact the standards office and make sure that your email is correctly listed there. Accounts that are locked are also unlocked regularly throughout the day.

Name (First Middle Last, Suffix) Select an opt... 

* First Middle * Last Suffix

* Date of Birth 

* Email Address

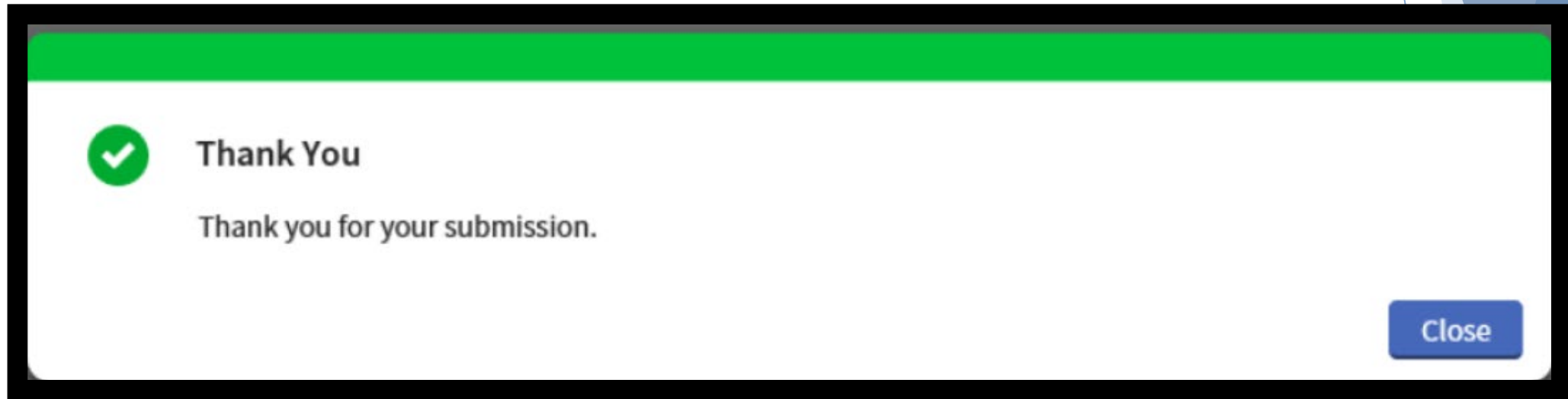
[Terms of Service](#) | [Feedback](#)

* Required Information

[Back](#)

[Submit](#)

After clicking submit, the user will get a confirmation for the submission



The user will receive an email with a link to finish creating their portal account.

If no email is received within 24 hours, contact the Standards Office with the Arkansas Division for Law Enforcement Standards and Training for assistance.

Forgotten Password



Arkansas Commission on Law Enforcement Standards and Training



Sign in

E-mail address (Username)

Password

[Reset your password](#)

[Sign in](#)

[Terms of Service](#) | [Feedback](#)

Welcome to the Arkansas Commission on Law Enforcement Standards & Training Agency Portal

ANNOUNCEMENTS

PLEASE VISIT THE CLEST WEBSITE FOR ANSWERS TO THE MOST FREQUENTLY ASKED PORTAL QUESTIONS.

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Resources

- [Available Training](#)
- [WebForms](#)

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Law Enforcement Standards
(501) 682-2260

System Information



Class Curriculum/Google Classroom




Class Curriculum/Google Classroom

- ▶ Google Classroom is available, please contact Shannon McCuin for arrangements.
 - ▶ All course materials (including Prezi's) are included in Google Classroom.
- ▶ If an agency prefers to use their own PowerPoints, the course curriculum is located on our webpage at <https://www.dps.arkansas.gov/law-enforcement/clest/telecommunications/>

The Official Website of the State of Arkansas
State Directory All State Agencies Elected Officials Arkansas Code State Employees Help Center Accessibility & Settings

LAW ENFORCEMENT EMERGENCY MANAGEMENT CRIME INFO & SUPPORT FIRE SAFETY



Cabinet Secretary
Mike Hagar

Commission on Law Enforcement Standards and Training

To encourage increasing the professional competency of law enforcement officers in the State of Arkansas


CLEST PORTAL LOGIN

Login to the CLEST Portal/ACADIS

CLEST/ACADIS PORTAL LOGIN

CLEST Director
Chris Chapmond

Director Chapmond was named Director of the Arkansas Commission on Law Enforcement Standards and Training on January 27, 2023.

GET TO KNOW DIRECTOR CHAPMOND

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CALETA North Little Rock	Standards	Criminal Detention Facilities Review Committees
Resources	Telecommunications	LESO
Jami L. Cook Award of Excellence		

Arkansas DPS Telecommunicator Webpage

Arkansas DPS Telecommunicator Webpage

Commission on Law Enforcement Standards and Training

Telecommunications

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TELECOMMUNICATIONS

Act 683 of 1985 (codified as Ark. Code Ann. 12-10-301 et seq.) created the Arkansas Emergency Telephone Services Board. The Board is primarily responsible for promulgating rules related to emergency telephone services. Act 640 of 2011 brought several changes to public safety communication. The Act charged the Commission on Law Enforcement Standards and Training and the Arkansas Law Enforcement Training Academy (a branch of CLEST) with developing and administering training for telecommunicators. Act 919 of 2015 brought more changes, charging the Commission on Law Enforcement Standards and Training with maintaining training records for Arkansas dispatchers and telecommunicators. The Commission on Law Enforcement Standards and Training and the Arkansas Law Enforcement Training Academy are committed to offering the most up-to-date training. The current 40-hour certificate course is in compliance with national standards released in 2016. For information related to dispatcher training please contact Shannon McCuin.

Shannon McCuin

NW Arkansas Law Enforcement Training Academy

3424 South Downum Rd.

Springdale, AR 72762

Phone: 479-361-3410



ACADIS Information

Commission on Law Enforcement Standards and Training

Telecommunications

ACADIS Information

[Home](#) > [Law Enforcement](#) > [Commission on Law Enforcement Standards and Training](#) > [Telecommunications](#) > ACADIS Information

ACADIS INFORMATION

Click [here](#) to view instructions on how to request an ACADIS Portal Account

Click [here](#) to view instructions on how to upload prerequisites when registering for a class in the ACADIS Portal

Click [here](#) to view instructions on hosting a Local Agency Basic Telecommunicator Course

[Instructional video on how to Submit Completed Training for Approval in the ACADIS Portal](#)

The screenshot shows a user profile page for Opal Reagan Moulter. The page includes a navigation menu at the top with options like Home, Dashboard, Training and Events, Registration, Organization, Personnel, and CLEST Resources*. Below the navigation is a header with the user's name and a 'Manage Profile' button. The main content area is divided into sections: 'Personal Information' (CLEST-ID, Mailing Address, Primary Phone, Primary Email, Emergency Contact), 'Training In Progress' (with a play button icon and a 'View Concluded Online Training' button), 'Certifications' (a table listing two specialized certifications), and 'Employment' (partially visible at the bottom). A video player interface is overlaid on the bottom right of the screenshot, showing a play button, a progress bar at 0:00 / 2:05, and a volume icon.

Home Dashboard Training and Events Registration Organization Personnel CLEST Resources* Email my Professional History Report Manage Profile

Moulter, Opal Reagan

CLEST-ID
10SC44ED5964MC

Mailing Address
6860 SW. Third Avenue
Bloomington, IN 48877 (Monroe County)

Primary Phone
(939) 252-5034 Organization

Primary Email
shannon.mccuin@arkansas.gov

Emergency Contact
Parker Kayden Husband
(827) 368-2160 primary phone
474 SW. Shady Circle
Bloomington, IN 48877 (Monroe County)

Training In Progress [View Concluded Online Training](#)

Assigned tests and online content will appear when available and remain until completed to hidden.
No tests or online content are currently available.

Certifications

Name	Type	Issue Date	Expiration	Status	
SPECIALIZED: DISPATCHER	Specialized Certification	02/24/2016	02/24/2115	Active	
SPECIALIZED: DISPATCHER COMMUNICATIONS	Specialized Certification	12/09/2011	02/24/2115	Active	Print

Employment [Hide History](#)

Organization Employment Type / Appointment Type Supervisor Last Hired

0:00 / 2:05

Course Curriculum

Commission on Law Enforcement Standards and Training

Telecommunications

Course Curriculum

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COURSE CURRICULUM

STUDENT BASIC TELECOMMUNICATOR BOOK

LESSON PLAN CHAPTER 1

LESSON PLAN CHAPTER 2

LESSON PLAN CHAPTER 3

LESSON PLAN CHAPTER 4

LESSON PLAN CHAPTER 5

LESSON PLAN CHAPTER 6

LESSON PLAN CHAPTER 7

LESSON PLAN CHAPTER 8

LESSON PLAN CHAPTER 9

LESSON PLAN CHAPTER 10

LESSON PLAN CHAPTER 11

NCIC GLOSSARY