Local Agency Hosted Basic Telecommunicator Course Requirements
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

<table>
<thead>
<tr>
<th>Certified Instructors after the date of 10/01/2018, must have completed:</th>
<th>Prior to 10/01/2018, students who completed the 24-hour Basic Telecommunicators course were grandfathered and given a specialized instructor certificate</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 40-hour Basic Telecommunicator course</td>
<td>• Instructors must hold a valid specialized instructor certificate</td>
</tr>
<tr>
<td>• Instructor Development Course</td>
<td>• Instructors may only teach the Basic Telecommunicator Course within their Agency</td>
</tr>
<tr>
<td>• Instructors must hold a valid professional or specialized certification</td>
<td></td>
</tr>
<tr>
<td>• Instructors may teach a Regional Basic Telecommunicator Course.</td>
<td></td>
</tr>
</tbody>
</table>
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.
Submitting Training via ACADIS Portal

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

See following pages for step-by-step instructions
In the ACADIS Portal, go to Training and Events and select Report Completed Training
Use the drop-down box to select the Basic Telecommunications-Basic Telecommunications 40 Hours - Local Agency Course and click continue.
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.
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.
Once you have completed adding all students to the roster, click Submit Training.
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

Click the Start Webform Button

<table>
<thead>
<tr>
<th>Status</th>
<th>Tasks</th>
<th>Context</th>
<th>Assignment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Local Basic</td>
<td>BASIC TELECOMMUNICATIONS - BASIC TELECOMMUNICATIONS 40 HOURS - LOCAL AGENCY - 066 Class</td>
<td>MCCUIN, SHANNON RENEE Person Who Starts Workflow (assigned in context)</td>
</tr>
<tr>
<td></td>
<td>Telecommunicator</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Instructor Submission</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Basic Telecommunications</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Local Agency Workflow Template</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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.
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](https://portal.clest.org)

Click on the Webforms on the right-hand side of the page
Request a Portal Account

Arkansas Commission on Law Enforcement Standards and Training

WebForms

<table>
<thead>
<tr>
<th>WebForm</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>REQUEST A PORTAL ACCOUNT</td>
<td>Please use this to request a portal account. You must know your clesl-id number. You can call standards to get this or ask your agencies portal administrator.</td>
</tr>
</tbody>
</table>

Terms of Service | Feedback
Fill out appropriate information
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

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.
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/
Arkansas DPS Telecommunicator Webpage
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

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
Course Curriculum

Commission on Law Enforcement Standards and Training

Telecommunications

Course Curriculum

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