

# CRIMINAL JUSTICE TRAINING REFERENCE MANUAL

## DISPATCHER STANDARDS

SEP 98

### RULES RELATING TO COMPULSORY MINIMUM TRAINING STANDARDS FOR DISPATCHERS

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#### 6 VAC 20-60-10 Definitions.

The following words and terms, when used in this chapter shall have the following meaning, unless the context clearly indicates otherwise:

"*Academy director*" means the chief administrative officer of a certified training academy.

"*Agency administrator*" means any chief of police, sheriff, or agency head of a state or local law-enforcement agency.

"*Board*" means the Criminal Justice Services Board.

"*Certified training academy*" means a training school which provides instruction of at least the minimum training standards mandated by the board and has been approved by the department for the specific purpose of training criminal justice personnel.

"*Department*" means the Department of Criminal Justice Services.

"*Director*" means the chief administrative officer of the department.

"*Dispatcher*" means any person employed by or in any local or state government agency either full or part-time whose duties include the dispatching of law-enforcement personnel.

"*Emergency medical dispatcher training*" means training which meets or exceeds the training objectives in the document entitled "Performance Based Training and Testing Objectives for Compulsory Minimum Training Standards for Dispatchers."

"*VCIN/NCIC training*" means approved training as specified by the Virginia Department of State Police for dispatchers accessing Virginia Crime Information Network/National Crime Information Center information.

#### Statutory Authority

§9-170 of the Code of Virginia.

#### Historical Notes

Derived from VR240-01-5 §1; eff. July 5, 1989; amended, Virginia Register Volume 10, Issue 4, eff. January 1, 1994.

#### 6 VAC 20-60-20 Compulsory minimum training standards.

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A. Pursuant to the provisions of §9-170(8) of the Code of Virginia, the board establishes the following as the compulsory minimum training standards for dispatchers:

Hours

A . Classroom training ..... 40 Hours

- 1 . Introduction and role of dispatcher
- 2 . Interpersonal and psychological job factors
- 3 . Operating procedures
- 4 . Rules and regulations governing communications
- 5 . Emergency communications plans/disasters
- 6 . Liability
- 7 . Elective studies
  - a . Cultural diversity;
  - b . Communicating with difficult people;
  - c . Effective listening skills; or
  - d . Optional job related subjects (selected at discretion of the certified training academy and subject to the provisions of 6 VAC 20-60-70 A)
  - e . Testing and evaluation

B . On-the-job training ..... 40 Hours

- 1 . On-the-job training will include a minimum of 40 hours of local training with selected experienced personnel. Local departments or agencies will follow the format as set forth below in subdivision b. On-the-job training must be completed and the appropriate form forwarded to the department as stated in subsection A of 6 VAC 20-60-40.
- 2 . On-the-job training local. Agency/department policies, procedures, regulations
  - a . Agency/department geographical area
  - b . Agency/department telephonic system and equipment operations
  - c . Agency/department radio system and equipment operations
  - d . Structure of local government

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e . Local ordinances Legal documents and requirements

f . Governmental and private agency resources

g . Other training if applicable:

(1) **Emergency medical dispatcher**

(2) **VCIN/NCIC**

**TOTAL HOURS ..... 80**

### Statutory Authority

§9-170 of the Code of Virginia.

### Historical Notes

Derived from VR240-01-5 §2; eff. July 5, 1989; amended, Virginia Register Volume 10, Issue 4, eff. January 1, 1994.

### Cross references

Time requirement for completion of training of dispatchers, 6 VAC 20-60-40

Testing objectives of certified training academies, 6 VAC 20-60-70

### **6 VAC 20-60-30 Applicability.**

- A . All dispatchers employed by or in any local or state government agency whose duties include the dispatching of law-enforcement personnel and who was hired on or after July 1, 1988, must meet compulsory minimum training standards established, unless provided otherwise in accordance with subsection B in this chapter.
- B . The director may grant an exemption or partial exemption of the compulsory minimum training standards established herein, in accordance with §9-173 of the Code of Virginia.

### Statutory Authority

§9-170 of the Code of Virginia.

### Historical Notes

Derived from VR240-01-5 §3; eff. July 5, 1989; amended, Virginia Register Volume 10, Issue 4, eff. January 1, 1994

### **6 VAC 20-60-40 Time requirement for completion of training.**

- A . Every dispatcher who is required to comply with the compulsory minimum training standards must satisfactorily complete the required training set forth in 6 VAC 20-60-20, within 12 months of the date of appointment as a dispatcher, unless provided otherwise in accordance with subsection B.
- B . The director may grant an extension of the time limit for completion of the compulsory minimum training standards under the following conditions:
- 1 . The chief of police, sheriff or agency administrator shall present written notification that the dispatcher was unable to complete the required training within the specified time limit due to:
- a . Illness;
- b . Injury;

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- c . Military service;
  - d . Special duty assignment required and performed in the public interest;
  - e . Administrative leave involving the determination of worker's compensation or disability retirement issues, or suspension pending investigation or adjudication of a crime; or
  - f . Any other reason documented by the agency administrator. Such reason must be specific and any approval granted shall not exceed 90 days.
- 2 . Any extension granted under subdivision 1 e of this subsection shall require the dispatcher to complete compulsory minimum training prior to resuming job duties. Requests may be granted for periods not to exceed 12 months.
- 3 . The agency administrator must request such extension prior to expiration of any time limit.

### Statutory Authority

§9-170 of the Code of Virginia.

### Historical Notes

Derived from VR240-01-5 §4; eff. July 5, 1989; amended, Virginia Register Volume 10, Issue 4, eff. January 1, 1994.

### Cross references

Compulsory minimum training standards for dispatchers, 6 VAC 20-60-20

Administrative time requirements, 6 VAC 20-60-90

### **6 VAC 20-60-50 How compulsory minimum training standards may be attained.**

- A . The compulsory minimum training standards shall be attained by attending and satisfactorily completing the required dispatcher training at a certified training academy and completion of on-the-job training as applicable.
- B . Dispatchers attending compulsory minimum training at a certified training academy are required to attend all classes and should not be placed on duty or call except in cases of emergency.

### Statutory Authority

§9-170 of the Code of Virginia.

### Historical Notes

Derived from VR240-01-5 §5; eff. July 5, 1989; amended, Virginia Register Volume 10, Issue 4, eff. January 1, 1994.

### **6 VAC 20-60-60 Approved training schools.**

- A . Dispatcher classroom training may only be provided by a certified training academy. The certified training academy shall submit to the department the curriculum and other information as designated, within time limitations established by the department.
- B . Each academy director will be required to maintain a file of all current lesson plans and supporting materials for each subject contained in the compulsory minimum training standards.
- C . A certified training academy is subject to inspection and review by the director or staff.

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- D . The department may suspend the certification of a certified training academy upon written notice, which shall contain the reason(s) upon which the suspension is based, to the school's director. The academy's director may request a hearing before the director or his designee. The request shall be in writing and must be received by the department within 15 days of the date of notice of suspension. The academy's director may appeal the director or designee's decision to the board.
- E . The department may revoke the certification of any certified training academy upon written notice which shall contain the reason(s) upon which the revocation is based to the school's director. The academy's director may request a hearing before the director or his designee. The request shall be in writing and must be received by the department within 15 days of the date of the notice of revocation. The academy's director may appeal the director or designee's decision to the board.

### Statutory Authority

§9-170 of the Code of Virginia.

### Historical Notes

Derived from VR240-01-5 §6; eff. July 5, 1989; amended, Virginia Register Volume 10, Issue 4, eff. January 1, 1994.

### 6 VAC 20-60-70 Grading.

- A . Each certified training academy shall test each student in accordance with the objectives in the document entitled "Performance Based Training and Testing Objectives for Compulsory Minimum Training Standards for Dispatchers." Any certified training academy providing training in accordance with subdivision 1 g (4) of 6 VAC 20-60-20 shall be required to develop performance based training and testing objectives and test for any optional job related subjects selected.
- B . Every individual attending compulsory minimum training shall satisfactorily complete each required performance objective and any optional job related subject performance objective, where applicable. Any individual who fails to satisfactorily complete any performance objective or objectives in any subject will be required to attend that subject in a subsequent approved dispatcher training school and satisfactorily complete the required performance objective or objectives.

### Statutory Authority

§9-170 of the Code of Virginia.

### Historical Notes

Derived from VR240-01-5 §7; eff. July 5, 1989; amended, Virginia Register Volume 10, Issue 4, eff. January 1, 1994.

### Cross references

Compulsory minimum training standards for dispatchers, 6 VAC 20-60-20

### 6 VAC 20-60-80 Failure to comply with rules and regulations.

Individuals attending a certified training academy shall comply with the rules and regulations promulgated by the department and any other rules and regulations within the authority of the academy director. The academy director shall be responsible for enforcement of all rules and regulations established to govern the conduct of attendees. If the academy director considers a violation of the rules and regulations detrimental to the welfare of the academy, the academy director may expel the individual from the certified training academy. Notification of such action shall immediately be reported, in writing, to the agency administrator of the dispatcher and the director.

### Statutory Authority

§9-170 of the Code of Virginia.

### Historical Notes

Derived from VR240-01-5 §8; eff. July 5, 1989; amended, Virginia Register Volume 10, Issue 4, eff. January 1, 1994.

### 6 VAC 20-60-90 Administrative requirements.

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- A . Reports will be required from the agency administrator and academy director on forms approved or provided by the department and at such times as designated by the director.
- B . The agency administrator shall, within the time requirement set forth in subsection A of 6 VAC 20-60-40, forward a properly executed on-the-job training form to the department for each dispatcher.
- C . The academy director shall, within 30 days upon completion of the dispatcher training, submit to the department a roster containing the names of those individuals who have satisfactorily completed all classroom training requirements.
- D . The academy director shall furnish each instructor with the performance based training and testing objectives for the assigned subject matter.
- E . Each certified training academy shall maintain accurate records of all tests, grades and testing procedures. Dispatcher training records shall be maintained in accordance with the provisions of these regulations and §§42.1-67 through 42.1-91 of the Code of Virginia.

### **Statutory Authority**

§9-170 of the Code of Virginia.

### **Historical Notes**

Derived from VR240-01-5 §9; eff. July 5, 1989; amended, Virginia Register Volume 10, Issue 4, eff. January 1, 1994.

## **FORMS**

Application for Exemption From Virginia Compulsory Minimum Training Standards, Form W-2, eff. 1/91.  
On the Job Training Dispatchers, Form D-1, eff. 12/93.  
Criminal Justice Training Roster, Form No. 41, eff. 1/93.

