



## Ohio Administrative Code Rule 5507-1-07 Minimum training standards.

Effective: May 12, 2016

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(A) The state ESINet steering committee shall oversee the development, implementation and revision of minimum training standards for telecommunicators in the state of Ohio and ensure they are kept up to date with industry standards. Resources to consult with include the national emergency number association, the association of public safety communication officials, the United States department of transportation and other industry resources.

(B) The office of the 9-1-1 administrator will establish a process for certifying that telecommunicators meet the minimum training requirements contained in this rule.

(C) Any person who answers 9-1-1 requests for service shall be trained to the minimum training standards within six months of employment and before handling such requests without direct oversight.

(D) The components of the minimum training program required are listed in this paragraph. Agencies can utilize a commercially available program that contains these components, or develop a local training program that contains the required instructional components. Training will consist of a minimum of forty hours of instruction.

(1) Component 1 - general knowledge

(a) Knowledge and awareness of population and demographics

(b) Knowledge and awareness of geography

(c) Knowledge and awareness of first responder agencies and their jurisdictions

(d) Knowledge and awareness of the incident command system (ICS), national incident management system (NIMS), federal, state and local interoperable communication plans and federal, state and



local emergency operations plans

(2) Component 2 - general skills

(a) Ability to quickly process information and make logical decisions

(b) Stress management

(c) Provide good customer service

(d) Multi-task in a fast-paced environment

(e) Work effectively with others to solve problems

(f) Appropriate use of agency terminology

(g) Communicate clearly in written and oral form, especially when relaying emergency information to first responders or communicating with the public requesting emergency assistance

(h) Ability to operate and/or respond to emergency alerts

(i) Ability to achieve and maintain certification and operate applications and databases necessary to perform assigned duties

(3) Component 3 - agency skills

(a) Ability to operate agency radio communication equipment

(b) Ability to operate agency computer equipment

(c) Ability to operate agency telecommunication equipment

(d) Ability to operate agency computer applications and systems



- (e) Ability to process and document agency records and operate records system
  
- (4) Component 4 - policy and procedures
  - (a) Ability to read, comprehend and apply agency policies and procedures
  
  - (b) Ability to apply policy and procedures to situations encountered while on duty
  
  - (c) Ability to recognize gaps in agency policy and procedure and recommend change
  
- (5) Component 5 - call taking skills
  - (a) Ability to answer and process calls in accordance with established procedures
  
  - (b) Ability to obtain complete information
  
  - (c) Ability to properly classify and prioritize the request for service
  
  - (d) Ability to process available information to identify conditions that may affect safety
  
  - (e) Ability to document call details accurately
  
  - (f) Ability to accurately verify, document and relay initial dispatch information
  
  - (g) Ability to handle/control hostile, hysterical or difficult callers to obtain information