CHAPTER 10
PUBLIC SAFETY TELECOMMUNICATOR STANDARDS

Chapter rescission date pursuant to Iowa Code section 17A.7: 1/1/32

501—10.1(80B) Public safety telecommunicator training committee. A training committee for public safety telecommunicators comprised of the entities identified in Iowa Code section 80B.11C is established to consult with the director on minimum training standards. Members of the committee will be appointed by the director to serve a term of three years and will meet at the call of the director.

This rule is intended to implement Iowa Code sections 7E.3, 7E.4, and 80B.11C.

[**ARC 0736D**, IAB 11/11/26, effective 1/1/27]

501—10.2(80B) Time to complete basic training course.

10.2(1) *Basic training required.* All persons employed primarily as public safety telecommunicators will successfully complete the academy basic training course within one year of their date of hire.

10.2(2) *Agency administrator responsibility.* It is the responsibility of the agency administrator to ensure that all telecommunicators under the agency administrator's direction complete the academy basic training course within one year of employment.

This rule is intended to implement Iowa Code section 80B.11C.

[**ARC 0736D**, IAB 11/11/26, effective 1/1/27]

501—10.3(80B) Qualifications for reciprocity. An individual employed as a full-time public safety telecommunicator within the 12-month period immediately preceding application, with two years of experience, may apply for reciprocity. In determining whether to grant reciprocity, the council will consider whether the telecommunicator completed a comparable training course and any other relevant information received by the council.

This rule is intended to implement Iowa Code section 80B.11C.

[**ARC 0736D**, IAB 11/11/26, effective 1/1/27]

501—10.4(80B) Minimum standards for academy basic training course. The academy basic training course will consist of at least 40 hours, including a summative written assessment and a minimum of 8 hours practical application, and will be provided by council-approved instructors.

This rule is intended to implement Iowa Code sections 80B.11(1)*"j"* and 80B.11C.

[**ARC 0736D**, IAB 11/11/26, effective 1/1/27]

501—10.5(80B) Public safety telecommunicator academy basic training curriculum. The council-approved curriculum for the academy basic training course will include but is not limited to:

10.5(1) Core concepts.

a. Roles and responsibilities.

b. Legal concepts, including Iowa law.

c. Resource awareness.

d. Quality assurance.

10.5(2) Core competencies.

a. Call processing.

b. Emergency communications technology.

c. Radio communication.

d. Interpersonal communications.

e. Emergency management.

f. Stress management and motivation.

This rule is intended to implement Iowa Code sections 80B.11(1)*"j"* and 80B.11C.

[**ARC 0736D**, IAB 11/11/26, effective 1/1/27]

501—10.6(80B) Professional development requirements. The agency administrator will ensure compliance with professional development for all employed public safety telecommunicators. All employed telecommunicators will complete a minimum of 16 hours of telecommunicator-related professional development annually. The agency administrator will determine whether training is telecommunicator related.

This rule is intended to implement Iowa Code sections 80B.11(1)*"j"* and 80B.11C.

[**ARC 0736D**, IAB 11/11/26, effective 1/1/27]

501—10.7(80B) Professional development records. The agency administrator will ensure that professional development records are regularly maintained and that the records are made available for inspection upon request of the council. Professional development records will include the following:

1. An overview of the training.
2. The name of the instructor who conducted the training.
3. The name of the individual who completed the training.
4. The length of the training.
5. The date and location where the training took place.
6. The scores, if any, achieved by the telecommunicator to show proficiency in or understanding of the subject matter.

This rule is intended to implement Iowa Code sections 80B.11(1)*"j"* and 80B.11C.

[**ARC 0736D**, IAB 11/11/26, effective 1/1/27]

501—10.8(80B) Break in service. A public safety telecommunicator who has had a break in service as an Iowa public safety telecommunicator will complete the following training within one year of hire:

10.8(1) If the break in service is from 12 months to three years, a minimum of 24 hours of professional development.

10.8(2) If the break in service is more than three years, a minimum of 40 hours of professional development.

This rule is intended to implement Iowa Code sections 80B.11(1)*"j"* and 80B.11C.

[**ARC 0736D**, IAB 11/11/26, effective 1/1/27]

501—10.9(80B) Status forms. The academy will be provided with the approved report of hire or separation within ten days of the event.

This rule is intended to implement Iowa Code section 80B.11C.

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