

501—13.3(80B) Basic training.

13.3(1) *Approved basic training course.* Approved basic training course means a 40-hour course of instruction which has been approved in advance by the Iowa law enforcement academy through the public safety telecommunicator training board, which includes at a minimum the following topics:

- a. Introduction to public safety services and the role of the public safety telecommunicator.
- b. Human relations and communications skills.
- c. 911 systems, communications equipment, terminology.
- d. Understanding and taking different types of calls.
- e. Basic dispatch/broadcast techniques.
- f. Dispatching and managing the response to a call for service.
- g. Multiple tasking and prioritization.
- h. Liability and legal issues.
- i. Resource awareness.
- j. Stress management and motivation.

13.3(2) *Approval of courses.* Requests for approval of basic training courses shall be timely submitted to the academy on prescribed forms.

13.3(3) *Agency administrator responsibility.* It shall be the responsibility of agency administrators to ensure that all public safety telecommunicators under agency administrators' direction receive the training required by these rules.

13.3(4) *Period of validity.* The approval of courses under this rule shall be valid for a period of 36 months.

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