

# Law Enforcement Telecommunicator Training Standard

## **Purpose:**

Law Enforcement call taking and dispatching are critical elements to ensuring a proper and safe response to reported incidents affecting public safety. Ensuring proper training and performance by tele-communicators performing these functions is essential.

## **Standard:**

Law Enforcement agencies must ensure a training program and policy directives exist to allow for tele-communicators to be proficient in:

- Obtaining complete and accurate information from callers requesting law enforcement assistance
- Accurately classifying and prioritizing requests for assistance
- Obtaining and accurately relaying information which may affect responder and/or citizen safety

## **Commentary:**

This standard and the training applies only to those Law Enforcement Agencies that operate a tele-communications center or performs that function.

Training shall meet and support minimum standards as established by legislation for 911 call centers and public-safety answering points (PSAPs).

Acceptable training may include:

- class room or equivalent
- utilization of nationally recognized dispatcher training
- training developed by individual agencies to meet the specific needs of their communities