



Title 31: Public Safety

Part 601: Board of Emergency Telecommunications Standards and Training Policy and Procedures Manual.

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Part 601 Chapter 1: Definitions

Rule 1.1 Purpose

1. Herein are defined certain terms used in these Policy and Procedures.

Rule 1.2 Definitions

For purposes of these policies, the following terms shall have the meanings indicated:

1. **Board** – The Mississippi Board of Emergency Telecommunications Standards and Training.
2. **Director** – The Director of the Mississippi Office of Standards and Training, or the Director's designee.
3. **Break in Service** – Any period of time during which an individual is not employed as an emergency telecommunicator.
4. **Certification** – The official status granted by the Board documenting that an individual has met all requirements of these policies and the Emergency Telecommunications Training Program. Certification shall be maintained in the Board's official electronic records or other designated records-management system. Any system-generated certificate, verification, or other record printed or saved from the designated system is evidence of certification but does not constitute the official certification record.
5. **Equivalency of Training** – The evaluation of an applicant's education, training, and experience to determine whether it meets Board standards.
6. **Lateral Transfer** – The transfer of a certified emergency telecommunicator from one telecommunications employer to another.
7. **Employment Standards** – The minimum qualifications and standards established by these policies that an individual must meet for employment and certification as an emergency telecommunicator.
8. **Criminal Record** – Means any felony or misdemeanor conviction and includes a plea of guilty, a plea of nolo contendere, an order of probation or pre-trial diversion, or the payment of a fine.
9. **Probationary Period** – A one (1) year period beginning on the initial date of hire as an emergency telecommunicator. This period shall not be extended through additional or multiple appointments. A new probationary period shall apply following a break in service of more than two (2) years.
10. **Public Safety Answering Point (PSAP)** – Any designated point of contact between the public and the emergency services such as a 911 answering point or, in the absence of 911 emergency telephone service, any other point of contact where emergency telephone calls are routinely answered and dispatched or transferred to another agency.
11. **Telecommunications Employer** – The agency, entity, business, company, or corporation that employs an emergency telecommunicator.

12. **Telecommunicator** – Any person engaged in or employed as a telecommunications operator by any public safety, fire or emergency medical agency whose primary responsibility is the receipt or processing of calls for emergency services provided by public safety, fire or emergency medical agencies or the dispatching of emergency services provided by public safety, fire or emergency medical agencies and who receives or disseminates information relative to emergency assistance by telephone or radio.
13. **TCPR (Telecommunicator Cardiopulmonary Resuscitation)** – Means the dispatcher-assisted delivery of cardiopulmonary resuscitation (CPR) instructions by trained emergency call takers or public safety dispatchers to callers or bystanders for events requiring CPR, such as sudden cardiac arrest (SCA).
14. **Designated Records System** – The electronic records-management system designated by the Board or Department of Public Safety for the creation, maintenance, verification, and reporting of certification, recertification, employment, training, instructor, disciplinary, and related records. The designated records system includes ACADIS or any successor system.
15. **Board Forms** – The forms, electronic submissions, applications, reports, and other records designated by the Board or Telecommunications Program for use in administering these policies. Board Forms may be maintained or submitted through the designated records system or by another method authorized by the Board. A successor or replacement form designated for the same purpose shall have the same effect as the form it replaces.
16. **Writing / Written** – Includes paper correspondence, electronic mail, and notices or submissions made through the designated records system. A requirement that a communication be in writing may be satisfied electronically unless these policies specifically require another method or form.
17. **Telecommunications Program Manager** – The employee of the Office of Standards and Training designated to administer the Board's emergency telecommunications program. The Director may designate another staff member to perform any duty assigned by this Part to the Telecommunications Program Manager.
18. **Continuing Education** – Board-approved training completed after initial certification for the purpose of maintaining, enhancing, or expanding the knowledge, skills, and abilities of a certified emergency telecommunicator.
19. **Agency Head** – The chief executive or administrative officer of a public safety employer, or an individual formally designated to act on the agency head's behalf for the purposes of these policies.
20. **Certification Period** – The period beginning on the effective date of certification or recertification and ending on the expiration date established by the Board.
21. **Approved Training** – Training that has been approved or recognized by the Board or by the Telecommunications Program Manager under delegated authority for a purpose established by these policies.
22. **Online Training** – Training completed through an internet-based electronic learning platform in which the instructor and participants are not required to participate

simultaneously. Online Training includes self-paced, on-demand, or prerecorded instruction.

23. **Live Training** – Instructor-led training delivered in real time through an internet-based, virtual, or other electronic platform that allows participants to interact with the instructor during the course. The instructor and participants are not required to be physically present at the same location.
24. **In-Person Training** – Instructor-led training in which the instructor and participants are physically present at the same training location during instruction.
25. **Training Provider** – An organization, entity, or individual that develops, owns, administers, or provides a training course or curriculum submitted to or recognized by the Board.

History – Adopted 07/1993; Amended 08/2019, 12/2022, 10/2026

Source: Miss Code Ann. § 19-5-303

Part 601 Chapter 2: Applicant Evaluation, Employment and Certification Procedures

Rule 2.1 Purpose

1. This Chapter establishes policies and procedures for the evaluation, employment, and certification of emergency telecommunicators.

Rule 2.2 Policy

1. The Board shall certify as emergency telecommunicators those individuals who meet the minimum employment standards established in accordance with Mississippi Code Annotated §19-5-353.
 - A. Certification under the Emergency Telecommunications Training Program (ETTP) is limited to individuals who meet the definition of Telecommunicator established in Chapter 1 and who are subject to the certification requirements of Mississippi Code Annotated §19-5-351 through §19-5-361.
 - B. All applicants for employment as an emergency telecommunicator shall meet the following minimum employment standards:
 1. Be at least eighteen (18) years of age;
 2. Be a high school graduate or possess a General Educational Development (GED) diploma;
 3. Be a United States citizen;
 4. Be capable of performing the duties of the position under conditions inherent to the profession;
 5. Not have a disqualifying criminal record and not have engaged in conduct that would diminish public trust in the competence and reliability of an emergency telecommunicator. Fitness for service shall be verified through an appropriate background investigation;
 6. If applicable, have been discharged from the Armed Forces under honorable conditions. Former members of the Armed Forces discharged under other than honorable conditions may appeal to the Board for consideration, after providing all official discharge documents, and any additional supporting documentation that may be requested by the Board.
 - C. Individuals who meet the definition for an emergency telecommunicator in subsection (A) above and who meet the minimum employment requirements in subsection (B) above are eligible to be employed as an emergency telecommunicator.
 1. An emergency telecommunicator shall successfully complete the prescribed training and obtain certification within the applicable timeframes established by law and Board policy.

- a. An individual employed as an emergency telecommunicator shall complete the minimum training standards and obtain certification within twelve (12) months of the initial date of employment, except as otherwise provided by law or these policies.
2. The applicable certification timeframe is cumulative and shall not be extended by additional or multiple employments. If an emergency telecommunicator transfers from one Telecommunications Employer to another prior to certification, all prior employment as an emergency telecommunicator shall count toward the applicable certification timeframe. A new certification timeframe shall apply only following a break in service of more than two (2) years.
- D. The Board shall not waive, enlarge, or extend the applicable certification timeframe except as expressly authorized by law. A Telecommunications Employer shall not employ or compensate an emergency telecommunicator beyond the applicable certification timeframe unless the individual has obtained the certification required by law and these policies.

Rule 2.3 Procedures

1. All Telecommunications Employers shall follow the procedures established in this Rule for the evaluation, employment, and certification of emergency telecommunicators.
 - A. The Telecommunications Employer shall evaluate each applicant to ensure the applicant meets the minimum employment standards prior to employment. The evaluation shall include the following:
 1. A complete background investigation sufficient to determine whether the applicant meets the minimum employment standards established by these policies and is suitable for employment as an emergency telecommunicator.
 2. Submission of the applicant's fingerprints to the Criminal Information Center (CIC) of the Mississippi Department of Public Safety as part of the background investigation, when authorized and available to the Telecommunications Employer.

Note: A Telecommunications Employer that is not authorized or otherwise able to submit fingerprints to CIC shall complete the required background investigation through other lawful and reasonably available means. The inability to submit fingerprints does not waive the requirement to complete a background investigation.

Fingerprints submitted to the Board may be retained as part of the applicant's certification record; however, the Board does not submit, process, or forward fingerprints to the Criminal Information Center (CIC).

3. For applicants with prior military service, a review of the applicant's Certificate of Release or Discharge from Active Duty (DD Form 214), or

other appropriate official military record, to verify discharge under honorable conditions. Former members of the Armed Forces discharged under other than honorable conditions may appeal to the Board for consideration, after providing all official discharge documents, and any additional supporting documentation that may be requested by the Board.

4. A review of appropriate official documentation to verify that the applicant meets the minimum education requirements established by these policies.
 - a. A high school diploma shall be issued by a school whose accreditation or recognition can be verified through the appropriate state Department of Education or other recognized accrediting authority.
 - b. An applicant who does not possess an acceptable high school diploma may satisfy the education requirement by obtaining the High School Equivalency Test (HiSET) credential or successfully completing another equivalency examination accepted by the Board.
 - c. An applicant may satisfy the education requirement by providing documentation of a composite score of fifteen (15) or higher on the American College Testing (ACT) examination;
 - d. A high school diploma shall not be accepted if it was issued or created by the applicant's parent or family member; was issued by a church, ministry, homeschool program, or other school whose accreditation or recognition cannot be verified; is designated as career, technical, or occupational; or cannot be authenticated with the issuing school or appropriate educational authority.
 - e. Questionable or unfamiliar educational credentials shall be verified through the Department of Education of the state in which the school is located or another appropriate educational or accrediting authority.
 - f. An associate's, bachelor's, or master's degree from an accredited institution of higher education satisfies the minimum education requirement. A career, technical, or occupational credential does not satisfy this requirement.
5. A review of appropriate official documents to verify the applicant's age and United States citizenship.
6. A review of the Designated Records System and any other appropriate documentation to verify the certification status of an applicant who has previously been employed as an emergency telecommunicator.
7. A Telecommunications Employer shall conduct a background investigation on every applicant, including an applicant who currently holds certification. Current certification does not exempt an applicant from meeting the minimum employment standards established by these policies.

- B. Upon verification of the minimum employment standards and employment of the applicant, the Telecommunications Employer shall create and maintain an individual personnel file for the emergency telecommunicator. The personnel file shall contain documentation demonstrating compliance with the minimum employment standards and completion of the required background investigation, including any release or authorization necessary to obtain such information. The Telecommunications Employer shall maintain the personnel file for the duration of the individual's employment and shall make relevant records available to the Board upon written request.
- C. The Telecommunications Employer shall notify the Board within thirty (30) days of the hire of any emergency telecommunicator. Notification shall be submitted through the Board's designated records system or another method authorized by the Board. The Board shall use the submitted information to determine whether the applicant meets the minimum employment and training requirements for certification.
- D. Misrepresentations or fraudulent statements made to the Board may be subject to penalties pursuant to Mississippi Code Annotated §97-7-10, including a fine and imprisonment as provided by law. Additionally, pursuant to Mississippi Code Annotated §19-5-353(8), the Board may cancel and recall any certification obtained through misrepresentation or fraud.
- E. The Telecommunications Employer shall determine whether the applicant currently holds or has previously held emergency telecommunicator certification in Mississippi.
 - 1. For an applicant who has not previously obtained certification in Mississippi, the Telecommunications Employer shall submit the applicable employment and certification information through the Designated Records System or by another method authorized by the Board.
 - 2. For an applicant who currently holds or has previously held certification in Mississippi, the Telecommunications Employer shall submit the applicable certified hire, transfer, re-hire, or additional employment information through the Designated Records System or by another method authorized by the Board.
 - 3. The Agency Head may designate in writing an individual authorized to submit or sign records required by the Board. Such designation shall be maintained or submitted in the manner prescribed by the Board.
 - 4. If the applicant is the Agency Head, any certification or employment record requiring approval by the Agency Head shall be approved by the next appropriate individual in the applicant's chain of authority.
- F. To receive credit for completion of Board-approved training, the Telecommunications Employer shall submit appropriate training documentation through the Designated Records System or by another method authorized by the

Board. Documentation shall include evidence of successful course completion as required by the Board.

- G. An applicant shall provide complete and accurate information in all applications, disclosures, and other records required by the Board. Any affirmative response or disclosure requiring additional information shall be accompanied by sufficient documentation or explanation for the Board to evaluate the matter. A disclosure does not, by itself, disqualify an applicant from certification.
 - 1. An applicant shall disclose and provide an explanation of any criminal history, conduct, or other matter required by the Board's application or certification process. The explanation shall include sufficient information regarding the nature, date, and disposition of the matter to permit review by the Board.
 - 2. A traffic offense shall be reported and explained if the fine exceeded one hundred dollars (\$100.00) or if the offense involved drugs or alcohol. If the applicant has had four (4) or more traffic offenses within the preceding twenty-four (24) months, the applicant shall report the date and disposition of each offense.
 - 3. All other offenses shall be reported and explained regardless of the fine imposed, plea entered, or disposition of the matter. This includes, but is not limited to, matters that were non-adjudicated, nolle prossed, dismissed, or resulted in acquittal. The explanation shall include the date of the offense and the disposition or current status of the matter.
 - 4. Additional explanations or supporting documentation required by this subsection shall be submitted through the Designated Records System or by another method authorized by the Board.
- H. Documentation supporting compliance with the minimum employment standards and background investigation shall be retained by the Telecommunications Employer and shall not be submitted to the Board unless required by these policies or requested by Board staff.
- I. Telecommunications Program staff shall review each certification submission received by the Board to determine compliance with the requirements established by law and these policies. Staff shall:
 - 1. Determine that all required information, documentation, and submissions have been provided.
 - 2. Review each submission to determine whether the applicant meets the applicable certification requirements established by law and these policies.
 - 3. Determine the applicant's certification status, as applicable, as follows:
 - a. Eligible to continue certification upon certified hire, transfer, re-hire, or additional employment, as applicable;

- b. Eligible for certification upon successful completion of the applicable Board-approved training and all other certification requirements; or
 - c. Not eligible for certification under the requirements established by law and these policies.
- 4. Communicate with the Telecommunications Employer, as necessary, to obtain or clarify information and to provide notice of the applicant's certification status.
- 5. Track each applicant's progress toward completion of the training required for certification.
- J. Upon notification of an applicant's certification status, the Telecommunications Employer shall ensure that the applicant completes the training required for certification within the applicable certification timeframe. Upon successful completion of all certification requirements, the individual's certification status shall be recorded in the Designated Records System.
- K. An individual aggrieved by an action or determination of Telecommunications Program staff may request review by the Board at a regularly scheduled meeting. The request shall be submitted in writing to the Board no later than ten (10) working days before the scheduled meeting.

Rule 2.4 Code of Ethics

- 1. Every applicant and certified emergency telecommunicator shall comply with this Code of Ethics. A Board-certified instructor who also holds emergency telecommunicator certification remains subject to this Code while acting in any capacity, including while providing instruction. A violation of this Code may constitute grounds for disciplinary action in accordance with Chapter 4.
- 2. A certified emergency telecommunicator shall:
 - A. Perform all duties with honesty, integrity, and professionalism, and in a manner that preserves public trust in emergency telecommunications;
 - B. Protect the confidentiality of calls for service, criminal justice information, medical information, and other confidential or sensitive information obtained in the course of duty, except when disclosure is required or otherwise authorized by law or applicable policy;
 - C. Accurately receive, document, and disseminate information, and not knowingly make a false report, false entry, or false statement in any official record or proceeding;
 - D. Remain impartial and not allow personal relationships, bias, or personal interest to influence the handling of a call for service or the instruction of students;
 - E. Not use official position, access, or information for improper personal gain or to improperly benefit or harm another person;

- F. Not perform telecommunicator duties or provide instruction while impaired by alcohol, drugs, medication, or any other substance that adversely affects the individual's ability to safely and effectively perform those duties;
 - G. Cooperate with Board inquiries and not obstruct, withhold, conceal, or falsify information requested by the Board or an employing agency in connection with a certification, compliance, or disciplinary matter;
 - H. Promptly report to the employing agency and the Board any conduct by the individual that constitutes a violation of this Code or otherwise affects the individual's eligibility to hold certification;
 - I. Use emergency communications systems, criminal justice information systems, databases, records, and other official resources only for authorized purposes; and
 - J. Not knowingly misrepresent the individual's certification status, training, qualifications, professional credentials, or authority as an emergency telecommunicator or instructor.
- 3. Each Telecommunications Employer shall ensure that every emergency telecommunicator is provided this Code of Ethics upon employment. Each emergency telecommunicator shall acknowledge receipt of and agreement to comply with the Code in the Designated Records System or by another method prescribed by the Board.
 - 4. Nothing in the Rule shall be construed to replace or limit the authority of a Telecommunications Employer to establish standards of conduct or impose disciplinary action in accordance with its own policies and procedures.

History – Adopted 07/1993; Amended 05/2005, 10/2005, 05/2006, 10/2007, 10/2008, 08/2019, and 10/2026

Source: Miss Code Ann. § 19-5-353

Part 601 Chapter 3: Professional Certification

Rule 3.1 Purpose

This Chapter establishes the policies and procedures governing professional certification and the maintenance of official certification records.

Rule 3.2 Policy

1. The Board, as vested by law with responsibility for emergency telecommunicator certification, shall ensure that certification is granted only to qualified individuals, that certification is suspended, cancelled, or recalled when appropriate, and that certification records are accurately maintained.
2. Any certificate or other documentation of certification issued under the Emergency Telecommunications Training Program remains the property of the Board. The official certification status of an individual shall be maintained in the Board's official certification records.
3. Certification shall be issued, recorded, and maintained in the Designated Records System or by another method prescribed by the Board. The Board may provide an electronic certificate, system-generated certificate, verification, or other documentation of certification. Such documentation is evidence of certification but does not constitute the official certification record.
4. A Telecommunications Employer may obtain, print, or retain documentation of an individual's certification for its records but shall not alter, assign, transfer, or otherwise misrepresent an individual's certification or certification status.

Rule 3.3 Procedures

1. All Telecommunications Employers shall comply with the following requirements regarding the certification status and certification records of their emergency telecommunicators.
 - A. The Telecommunications Employer shall verify the certification status of each emergency telecommunicator through the Designated Records System and shall maintain appropriate documentation of certification in the individual's personnel records.
 - B. Certification shall be maintained by the Board in the Designated Records System. A certified emergency telecommunicator may obtain or retain a system-generated certificate, verification, or other documentation of certification for personal records.
 - C. The Telecommunications Employer shall notify the Board through the Designated Records System or by another method prescribed by the Board within thirty (30) days of becoming aware of any event that may affect an emergency telecommunicator's employment or certification status, including the following:
 1. The emergency telecommunicator no longer meets one or more of the minimum employment standards established by these policies;

2. The Telecommunications Employer becomes aware that the emergency telecommunicator has been arrested, charged with, convicted of, or otherwise received a disposition for a criminal offense that may affect the individual's eligibility to hold certification. The Telecommunications Employer shall provide available supporting documentation upon request by the Board;
 3. The emergency telecommunicator dies, resigns, is terminated, transfers to another Telecommunications Employer, or otherwise separates from employment. The Telecommunications Employer shall submit an Emergency Telecommunicator Separation Report through the Designated Records System or by another method prescribed by the Board;
 4. The emergency telecommunicator takes or is placed on leave from the performance of emergency telecommunicator duties for an indefinite period or for a period expected to exceed twelve (12) months;
- D. Upon receipt of information that may affect an emergency telecommunicator's certification status, Board staff shall review the matter and determine whether additional information, administrative action, or review under Chapter 4 is appropriate.
1. Defer action pending receipt of additional information or completion of further review;
 2. Place the certification in an inactive status when the individual is no longer engaged in qualifying emergency telecommunications employment, is on extended leave as provided by this Rule, or otherwise meets the requirements for administrative inactivation;
 3. Recognize continued certification upon transfer, re-hire, or additional employment with a Telecommunications Employer, as applicable;
- E. Certification placed in an inactive status under this Rule may be reactivated when the emergency telecommunicator resumes qualifying employment with a Telecommunications Employer. The employing agency shall submit the applicable certified hire, transfer, re-hire, or additional employment information through the Designated Records System or by another method authorized by the Board. Board staff shall review the submission and, upon determining that the individual remains eligible for certification, update the individual's certification status accordingly.
- F. If an emergency telecommunicator's certification remains in an inactive status for more than four (4) years, the certification shall lapse. An individual whose certification has lapsed shall be required to requalify for certification in accordance with the requirements established by law and these policies.
- G. Professional certification shall remain valid for a three-year certification period unless the certification is otherwise inactivated, suspended, cancelled, or recalled in accordance with these policies. To maintain certification beyond the expiration date, the emergency telecommunicator shall satisfy the recertification requirements established in Chapter 12.

- H. The Board delegates to Telecommunications Program staff the authority to approve and issue certification and recertification when an individual has satisfied all applicable requirements established by law and these policies.
- I. The Board may request reports regarding certification and recertification actions processed by Telecommunications Program staff under the delegated authority of this Rule.

History – Adopted 07/1993; Amended 01/2005, 05/2006, 10/2008, 04/2012, 08/2019, and 10/2026

Source: Miss Code Ann. § 19-5-353

Part 601 Chapter 4: Recall or Cancellation of Certification

Rule 4.1 Purpose

This Chapter establishes the policies and procedures governing the review, investigation, and disciplinary action involving emergency telecommunicator certification.

Rule 4.2 Policy

1. The Board may review and investigate matters affecting an individual's eligibility to hold emergency telecommunicator certification and may reprimand, place on probation, suspend, cancel, or recall certification when grounds for such action exist under this Chapter:
 - A. Certification was issued as a result of administrative error;
 - B. Certification was obtained through misrepresentation or fraud;
 - C. The individual has been convicted of, entered a plea of guilty or nolo contendere to, been placed on probation or pre-trial diversion for, or paid a fine in relation to a criminal offense that is inconsistent with the minimum employment standards or that materially affects the individual's fitness, competence, reliability, or position of public trust as an emergency telecommunicator;
 - D. The individual has engaged in misconduct, malfeasance, or other conduct that materially affects the individual's fitness, competence, reliability, or position of public trust as an emergency telecommunicator;
 - E. Other due cause exists, as determined by the Board, that materially affects the individual's eligibility, fitness, competence, reliability, or position of public trust as an emergency telecommunicator.
 - F. An individual with a criminal record may petition the Board for a determination of whether the criminal record affects the individual's eligibility for emergency telecommunicator certification. The Board shall notify the individual of its determination within thirty (30) days after receipt of the petition.
2. Telecommunications Program staff may initiate a certification review or investigation when information is received indicating that grounds for action under this Chapter may exist. In conducting a review or investigation, staff may obtain and review records, request information or documentation from the certificate holder, Telecommunications Employer, governmental agencies, courts, law enforcement agencies, or other appropriate sources, and take other reasonable investigative steps necessary to evaluate the matter. When appropriate, the Director or Telecommunications Program Manager may request investigative or legal assistance from an appropriate division of the Department of Public Safety, a law enforcement agency, the Office of the Attorney General, or another governmental entity. Any disciplinary action resulting from a review or investigation shall be taken in accordance with Rule 4.3.

Rule 4.3 Procedures

1. Certification reviews, investigations, and disciplinary proceedings shall be conducted in accordance with the procedures established in this Rule to provide a fair, impartial, and timely process consistent with applicable law.
 - A. The Director or Telecommunications Program Manager may direct that a certification review or investigation be initiated when information is received indicating that grounds for action under Rule 4.2 may exist. Board staff shall open and maintain a certification review file for the matter.
 1. Information identified by Board staff in the course of administering the Emergency Telecommunications Training Program, including information indicating possible noncompliance with applicable law, these policies, or certification requirements;
 2. Information or a written request received from a Telecommunications Employer concerning conduct, employment action, or other circumstances that may affect an individual's eligibility to hold emergency telecommunicator certification;
 3. Information or a request from a law enforcement agency, investigative agency or division, court, prosecuting authority, the Office of the Attorney General, another governmental entity, or other official source concerning conduct or circumstances that may affect an individual's eligibility to hold emergency telecommunicator certification;
 - a. Board staff may request supporting records, reports, statements, investigative materials, or other documentation necessary to evaluate the information received. Materials obtained or accepted as part of a certification review or investigation shall be maintained as part of the certification review file.
 - b. Certification review and investigative records shall be maintained in a manner that protects confidential or sensitive information. Such records shall not be disclosed or released except as required or authorized by applicable state or federal law, by order of a court of competent jurisdiction, as necessary for the administration of a certification review, investigation, hearing, or other proceeding under this Chapter, or upon authorization of the Board when disclosure is otherwise permitted by law.
 - c. When disclosure is not otherwise required by law, the Board may authorize the release of certification review or investigative records, in whole or in part, by majority vote at a duly constituted meeting, provided that any information prohibited from disclosure by law shall be withheld or redacted.
 - d. Information or records obtained from another governmental, law enforcement, or investigative agency that are subject to restrictions

on disclosure shall be maintained and disclosed in accordance with the restrictions applicable to those records.

- B. Once a certification review or investigation has been initiated, Board staff may take reasonable investigative action necessary to determine the facts and circumstances of the matter. Such action may include obtaining and reviewing records; requesting documents, reports, written statements, or other information; conducting interviews; verifying information with appropriate sources; obtaining court or other public records; and communicating with Telecommunications Employers, records custodians, law enforcement agencies, investigative agencies, governmental entities, or other persons or entities having information relevant to the matter.
 - 1. The Director or Telecommunications Program Manager may request investigative assistance from investigators within the Office of Standards and Training or other appropriate investigative personnel within the Department of Public Safety. When necessary or appropriate, investigative, technical, or legal assistance may also be requested from another law enforcement agency, the Office of the Attorney General, or another governmental or investigative entity.
 - 2. The individual whose certification is under review and any Telecommunications Employer employing or having employed the individual shall cooperate with a certification review or investigation and shall provide records, information, or documentation reasonably requested by Board staff, subject to applicable law. Failure or refusal by the individual to cooperate, provide requested information, or provide truthful information may constitute grounds for action under Rule 4.2.
 - 3. Reserved – Subpoena Authority
- C. When a certification review or investigation involves alleged criminal conduct, Board staff shall document and monitor the status of any related criminal investigation or proceeding, as appropriate. Relevant information may include criminal charges, court dates, hearings, pleas, adjudications, dispositions, sentencing, or other information necessary to evaluate the effect of the matter on the individual's certification.
- D. The Telecommunications Program Manager shall review the status and findings of each certification review or investigation and shall provide the Director with the investigative file and a recommendation regarding disposition of the matter. The Director shall review the information and determine whether the matter should be closed without further action, resolved through appropriate administrative action, or referred for disciplinary proceedings before the Board.
 - 1. If the Director determines that the available information does not establish sufficient grounds for disciplinary action, the certification review or investigation shall be closed without action. Board staff shall document the determination in the certification review file and provide written notice

of the closure to the individual whose certification was under review and, when appropriate, the individual's employing agency.

2. If the Director determines that sufficient grounds exist for administrative disciplinary action, the Director may authorize Board staff to reprimand, place on probation, suspend, cancel, or recall the individual's certification consistent with Rule 4.2. Board staff shall provide written notice to the individual stating the grounds for the action, the disciplinary action imposed, the effective date of the action, and the individual's right to request a hearing before the Board. The disciplinary action shall become effective on the date specified in the notice. The individual may request a hearing before the Board within thirty (30) days after notice of the disciplinary action is provided. A request for hearing shall not stay or otherwise delay the effective date of the disciplinary action unless otherwise ordered by the Board or required by law.
3. If the Director determines that the nature or circumstances of the matter warrant disciplinary proceedings before the Board, the Director shall refer the matter to the Chair and request that a certification hearing be scheduled in accordance with this Rule. The referral shall identify the grounds for the proposed disciplinary action and shall be supported by the certification review or investigative file.

E. Upon referral of a matter for a certification hearing, the Chair shall coordinate with the Director or Telecommunications Program Manager to schedule the hearing. The hearing may be conducted at the next regularly scheduled meeting of the Board or at a specially convened meeting for that purpose.

1. Once the hearing date has been established, the Director or Telecommunications Program Manager shall provide written notice of the hearing to the individual and the individual's employing agency. The notice shall identify any administrative disciplinary action imposed by Board staff or, if the matter was referred directly to the Board, the disciplinary action under consideration. The notice shall state that the Board will review the matter and determine the appropriate disposition of the individual's emergency telecommunicator certification.
2. The notice of hearing shall also:
 - a. Specify the date, time, and place of the hearing;
 - b. Provide a summary of the grounds for the disciplinary action imposed or under consideration, including the conduct, circumstances, or other basis giving rise to the proceeding;
 - c. Inform the individual of the right to appear before the Board and present testimony, evidence, and other information relevant to the matter;
 - d. Inform the individual of the right to present witnesses and to have other persons present to assist in the presentation of the matter;

- e. Inform the individual of the right to be assisted or represented by legal counsel at the hearing;
 - f. Inform the individual that strict rules of evidence shall not apply to the hearing;
 - g. Inform the individual that documents, written statements, and other evidence may be submitted for consideration by the Board. Materials intended for consideration at the hearing shall be submitted to Board staff no later than five (5) working days before the hearing, unless otherwise permitted by the Chair or hearing officer.
- F. At the appointed time, the Chair shall convene the certification hearing. A hearing officer or Board attorney designated or provided by the Office of the Attorney General shall preside over the hearing and shall rule on procedural matters arising during the proceeding. The Board shall serve as the hearing panel and shall determine the appropriate disposition of the individual's certification.
 - 1. The hearing shall be electronically recorded, and an official record of the proceeding shall be maintained by the Board.
 - 2. The Board shall consider the testimony, documents, records, and other evidence properly presented or admitted during the hearing.
- G. At the conclusion of the presentation of evidence and arguments, the Board may vote to enter executive session, when authorized by law, to deliberate the matter before it.
 - 1. The Board shall determine whether the evidence presented supports one or more of the grounds for disciplinary action identified in the notice of hearing.
 - 2. If the Board determines that one or more grounds for disciplinary action are supported, the Board shall determine the appropriate disposition and may reprimand, place the individual on probation for a period and under conditions established by the Board, suspend certification for a period and under conditions established by the Board, or cancel or recall the individual's certification.
 - 3. The Board's decision shall be reduced to writing and entered into the official record of the proceeding. The written decision shall include the Board's findings regarding the grounds for disciplinary action and the disposition of the individual's certification. Any resulting change in certification status shall be recorded in the Designated Records System.
- H. The Director or Telecommunications Program Manager shall provide written notice of the Board's final decision to the individual and the individual's employing agency. If the Board suspends, cancels, or recalls the individual's certification, the notice shall advise the employing agency that the individual shall not serve as an emergency telecommunicator during any period in which the

certification is suspended, cancelled, or recalled, in accordance with Mississippi Code Annotated § 19-5-353(8).

- I. An individual aggrieved by the findings and final order of the Board may appeal the Board's decision to the chancery court of the county in which the individual is employed, as provided by law. The individual shall provide written notice of the appeal, including the selected venue, to the Board within thirty (30) days after the date of the Board's final order.

History – Adopted 07/1993; Amended 01/2005, 08/2019, and 10/2026

Source: Miss Code Ann. § 19-5-353

Part 601 Chapter 5: Compliance Monitoring and Noncompliance

Rule 5.1 Purpose

1. This Chapter establishes the policies and procedures for monitoring compliance with the Emergency Telecommunications Training Program and addressing instances of noncompliance.

Rule 5.2 Policy

1. The Board shall monitor compliance with the requirements of the Emergency Telecommunications Training Program and shall take appropriate action to address identified noncompliance. The Board shall work with Telecommunications Employers and emergency telecommunicators to achieve and maintain compliance with applicable law and this Part.

Rule 5.3 Procedures

1. Board staff shall monitor compliance with the Emergency Telecommunications Training Program through the Designated Records System, records and information submitted to the Board, on-site compliance visits, and other information reasonably available to Board staff. Compliance monitoring may include review of employment, certification, recertification, training, separation, and other records necessary to determine compliance with applicable law and this Part.
 - A. Compliance shall be evaluated at both the individual and Telecommunications Employer levels. A determination that an individual is compliant does not establish compliance by the Telecommunications Employer, and compliance by the Telecommunications Employer does not establish compliance by each individual emergency telecommunicator.
 1. Individual compliance shall be determined based upon the emergency telecommunicator's compliance with applicable employment, certification, training, recertification, and reporting requirements established by law and this Part. Board staff may review and independently verify records, documentation, or other information as necessary to determine compliance.
 2. Telecommunications Employer compliance shall be determined based upon the employer's compliance with applicable employment, certification, training, recertification, reporting, and recordkeeping requirements established by law and this Part. A Telecommunications Employer shall ensure that emergency telecommunicators obtain and maintain certification within the applicable timeframes and shall not permit an individual to perform duties requiring certification after the individual's authority to perform those duties has expired or otherwise ceased.
 - B. Board staff shall make reasonable efforts to assist Telecommunications Employers and emergency telecommunicators in achieving and maintaining

compliance. When a potential compliance issue is identified, Board staff may provide guidance, technical assistance, or an opportunity to correct the identified deficiency before formal compliance action is taken, when appropriate.

1. Board staff may contact the Agency Head or authorized designee to resolve conflicting information, obtain records or documentation, or address an identified compliance issue. The Telecommunications Employer shall cooperate with Board staff and shall provide requested information or documentation within the timeframe established by Board staff.
 2. When a compliance issue is not resolved at the agency level, Board staff may notify or communicate with the appropriate governing authority or other responsible public official, including a mayor, board of supervisors, city council, county administrator, or other official having administrative, fiscal, or supervisory responsibility for the Telecommunications Employer.
 3. Formal notices concerning identified noncompliance, required corrective action, and other compliance determinations shall be provided in writing. Board staff may use telephone contact, electronic communication, on-site visits, or other reasonable means of communication to obtain information, provide assistance, verify compliance, or resolve compliance issues.
- C. Board staff may review information received through routine compliance monitoring, complaints, reports, referrals, public information, or other credible sources that indicates a potential violation of applicable law or this Part. Board staff may obtain additional information, records, or documentation and take other reasonable steps necessary to verify the information and determine whether a compliance issue exists.
- D. When Board staff determines that a Telecommunications Employer or emergency telecommunicator is not in compliance with applicable law or this Part, Board staff may initiate formal compliance action. The nature and extent of the action taken shall be based upon the circumstances of the noncompliance, including its severity, duration, whether previous notice or assistance has been provided, and whether the noncompliance is repeated, knowing, intentional, or remains uncorrected.
1. When Board staff determines that an individual is performing emergency telecommunicator duties in violation of applicable certification requirements, Board staff shall provide written notice of the noncompliance to the Telecommunications Employer. The notice may require immediate corrective action and shall advise the Telecommunications Employer of any applicable statutory restrictions or consequences, including the prohibition against payment of salary and the personal liability for payments made in violation of Mississippi Code Annotated §19-5-353(9).

2. When information obtained through compliance monitoring indicates a potential violation of state law, improper expenditure of public funds, or other matter within the jurisdiction of another governmental authority, the Board or Board staff may refer the matter or provide notice and supporting information to the Office of the State Auditor, Office of the Attorney General, or other appropriate governmental authority, as authorized by law.
3. Board staff may require a Telecommunications Employer to submit a written corrective action plan when necessary to address identified noncompliance. The corrective action plan shall identify the circumstances resulting in the noncompliance, the corrective measures taken or proposed, anticipated timeframes for completion, and measures to achieve and maintain future compliance. Board staff may require supporting records, updated personnel information, and other documentation necessary to evaluate and monitor the corrective action plan.
4. Board staff may conduct an on-site compliance review of a Telecommunications Employer when necessary to verify compliance with applicable law or this Part. During an on-site compliance review, Board staff may review personnel rosters, certification and training records, employment records, policies, and other records reasonably related to the Emergency Telecommunications Training Program; meet with appropriate agency personnel; and verify information previously submitted to the Board. The Telecommunications Employer shall cooperate with the review and provide reasonable access to requested records and personnel.
5. Failure or refusal by a Telecommunications Employer to respond to a compliance notice, provide requested information or documentation, cooperate with a compliance review, implement required corrective action, or otherwise correct identified noncompliance within the timeframe established by Board staff may constitute continued noncompliance. Continued noncompliance may result in additional action authorized by law or this Part, including escalation to the appropriate governing authority, referral to another governmental authority, or loss of eligibility for reimbursement as provided in Chapter 6.
6. Continued, repeated, knowing, or intentional noncompliance with applicable law or this Part may affect eligibility for reimbursement, grants, or other funds administered by the Mississippi Department of Public Safety. When authorized by applicable law, regulation, grant requirements, or funding policy, the Department may withhold, suspend, deny, or discontinue reimbursement or grant funding until the noncompliance has been corrected. Such funding action may include funds administered for law enforcement, corrections, emergency telecommunications, or other public safety purposes and may extend to the Telecommunications Employer, its governing political subdivision, or other agencies or divisions thereof, as authorized by the requirements applicable to the funding source.

- E. A Telecommunications Employer that disagrees with a compliance determination or corrective action required by Board staff may submit a written request for review by the Board. The request shall identify the determination or required action being disputed and the basis for the disagreement. The Board may consider the matter at a regularly scheduled meeting or at another meeting as permitted by law. A request for Board review does not stay or suspend any statutory requirement, certification deadline, restriction on the performance of emergency telecommunicator duties, compliance requirement, or other requirement imposed by law or this Part.
- F. Board staff shall continue to monitor identified noncompliance until the matter has been resolved or otherwise closed. Board staff may require documentation or other verification sufficient to demonstrate that corrective action has been completed. A determination that a Telecommunications Employer has returned to compliance does not excuse or eliminate any violation, liability, funding consequence, reimbursement ineligibility, or other action arising from the period of noncompliance.

History – Adopted 07/1993; Amended 10/2008 and 10/2026

Source: Miss Code Ann. § 19-5-353

Part 601 Chapter 6: Reimbursement of Training Costs

Rule 6.1 Purpose

1. This Chapter establishes the policies and procedures governing reimbursement of eligible training costs under the Emergency Telecommunications Training Program.

Rule 6.2 Policy

1. Subject to the availability of funds appropriated by the Legislature, the Board may reimburse eligible expenses associated with the successful completion of Board-approved training. Eligible expenses may include salary, approved tuition, lodging, meals, and travel expenses, as applicable. Reimbursement shall be limited to eligible Telecommunications Employers and other entities authorized by law and shall be contingent upon compliance with applicable law, this Part, and reimbursement requirements established by the Board. Reimbursement processing may be administered through a system or process designated by the Board or Department of Public Safety.
 - A. If available appropriated funds are insufficient to reimburse all eligible training expenses, reimbursement shall be prioritized in the following order:
 1. Basic certification, Emergency Medical Dispatch (EMD), and required fire dispatch training;
 2. Required recertification training;
 3. Elective continuing education training; and
 4. Advanced instructor training.
 - B. Reimbursement for travel-related expenses associated with Board-approved training shall generally be limited to training conducted within one hundred fifty (150) miles of the telecommunicator's employing agency. Training conducted more than one hundred fifty (150) miles from the employing agency may be eligible for reimbursement beyond the one hundred fifty (150) mile limitation when justified by limited course availability, specialized training needs, or other circumstances approved by Board staff. A request for reimbursement beyond the one hundred fifty (150) mile limitation shall include written justification in the manner prescribed by the Board.
 1. If reimbursement beyond the one hundred fifty (150) mile limitation is not approved, otherwise eligible travel expenses may be reimbursed only up to the amount that would have been allowable for travel of one hundred fifty (150) miles from the employing agency.
 2. The one hundred fifty (150) mile limitation shall not apply to Board-approved conferences or other training for which the Board has established separate travel-reimbursement requirements.
 - C. A host agency, instructor, or Training Provider seeking approval of a course shall submit the applicable course approval request and required supporting information to the Telecommunications Program Manager at least thirty (30) days

before the scheduled course date. The request shall include the course, location, dates, instructor information, and estimated costs, as applicable.

1. If an approved course is cancelled, rescheduled, or otherwise materially changed, the host agency, instructor, or Training Provider shall notify Board staff and registered participants in writing as soon as practicable.
2. Board-approved courses offered for enrollment may be published on the training calendar maintained on the Mississippi Department of Public Safety website.

D. A Telecommunications Employer shall meet the following requirements to be eligible for reimbursement under this Chapter:

1. The Telecommunications Employer shall be a state agency, political subdivision of the state, or other entity eligible for reimbursement under Mississippi law, including a private ambulance service provider operating under contract with a local government to provide primary emergency response;
2. The emergency telecommunicator for whom reimbursement is requested shall be actively employed by the Telecommunications Employer and shall meet any minimum service requirements established by Mississippi Code Annotated §19-5-357(5) for eligibility to receive minimum standards training funds;
3. The Telecommunications Employer shall be in compliance with all applicable requirements of the Emergency Telecommunications Training Program, including employment, certification, training, recertification, and reporting requirements established by law and this Part. **A Telecommunications Employer that knowingly or intentionally fails or refuses to comply with such requirements shall not be eligible for reimbursement for costs incurred during the period of noncompliance. Eligibility for reimbursement may resume for eligible costs incurred after the Telecommunications Employer returns to compliance.**
4. All employment, certification, and other administrative requirements applicable to the individual for whom reimbursement is requested shall be complete and current. The Telecommunications Employer shall submit all reimbursement forms, supporting documentation, and other information required by the Board in the manner prescribed by Board staff; and
5. The Telecommunications Employer shall have paid all costs for which reimbursement is requested and shall provide documentation of payment in the manner prescribed by Board staff.

- E. For purposes of reimbursement under this Chapter, attendance at Board-approved training shall be considered an authorized duty assignment during the actual instructional hours attended and verified. Allowable training costs are as follows:
1. **Tuition.** Tuition reimbursement shall not exceed the applicable amount established in the tuition reimbursement schedule adopted by the Board. The Board may periodically review and revise the tuition reimbursement schedule based upon training costs, available funding, and program needs. The current tuition reimbursement schedule shall be published by Board staff and may be revised by Board action without amendment of this Part.
 2. **Lodging and Meals.** Eligible lodging and meal expenses may be reimbursed in accordance with applicable state travel regulations and shall not exceed the rates or allowances authorized by the State of Mississippi. Lodging shall be eligible for reimbursement only when reasonably necessary for attendance at the approved training. Meals provided as part of the training, conference, registration, or other reimbursed cost shall not be separately reimbursed. Itemized receipts and other documentation required by Board staff shall be submitted with the reimbursement request.
 3. **Salary.** Salary reimbursement may be authorized for an emergency telecommunicator attending Board-approved training when the individual is compensated by the employing agency for the training period. Reimbursement shall be based upon the individual's regular rate of pay, calculated using documentation from the most recent full pay period or month required by Board staff, and shall not exceed compensation based upon a standard forty (40) hour workweek. Salary reimbursement shall be limited to actual instructional hours attended and verified and shall not include travel time, meal periods, lodging, or other non-instructional time. Salary reimbursement shall be authorized only for compensation attributable to the performance of emergency telecommunications duties.
 4. **Travel.** Reasonable and necessary transportation expenses associated with attendance at Board-approved training may be reimbursed in accordance with applicable state travel requirements and reimbursement limitations established by the Board.
 - a. Travel by privately owned vehicle shall be reimbursed based upon eligible mileage at the mileage reimbursement rate authorized by the State of Mississippi.
 - b. When three (3) or more individuals from the same Telecommunications Employer attend the same training, reimbursement for travel by privately owned vehicle shall generally be limited to one vehicle for every three (3) attendees, unless separate travel is justified by operational needs or other circumstances approved by Board staff.
 5. **Approved Training.** Reimbursement shall be authorized only for successfully completed Board-approved training that satisfies the

applicable training requirements established by the Board. Costs associated with training that has not been approved by the Board or Telecommunications Program Manager under delegated authority shall not be eligible for reimbursement.

- a. When a Board-approved course exceeds the number of training hours authorized by the Board for reimbursement, reimbursement shall be limited to costs reasonably attributable to the approved reimbursement hours. Salary, lodging, meals, tuition, and other eligible expenses association with portions of the course exceeding the approved reimbursable hours shall not be eligible for reimbursement.
6. **Annual Training Subscriptions.** Annual subscription costs for a Board-approved training provider or vendor may be eligible for reimbursement in accordance with the reimbursement schedule and limitations established by the Board.
7. **Incomplete or Failed Training.** The Board shall not reimburse training costs for incomplete or failed training. Telecommunicators may return after additional preparation to complete course requirements.
8. **Conferences and Seminars.** For conferences, seminars, or other training events consisting of multiple instructional sessions, reimbursement shall be based upon verified attendance and the actual instructional hours completed.
 - a. Reimbursement for attendance at a Board-approved out-of-state conference shall be limited to no more than three (3) attendees from the same Telecommunications Employer and shall not exceed two thousand dollars (\$2,000.00) per attendee. The reimbursement limitation shall include all eligible costs associated with attendance, including registration or tuition, transportation, lodging, meals, and other eligible travel expenses.

Rule 6.3 Procedure

1. Board staff shall review each reimbursement request and supporting documentation to determine eligibility and the amount of reimbursement authorized under this Chapter.
 - A. Board staff shall monitor funds available for reimbursement under the Emergency Telecommunications Training Program. Reimbursements shall be authorized only to the extent funds are available and appropriated for that purpose.
 - B. The Telecommunications Employer shall submit each reimbursement request and all required supporting documentation within sixty (60) days following completion of the training. A reimbursement request shall not be considered complete until all documentation necessary to determine eligibility and the amount of reimbursement has been received.

- C. Board staff shall determine the amount of reimbursement based upon the eligible costs, applicable reimbursement schedules and limitations, supporting documentation, and requirements established by this Chapter.
- D. After determining eligibility and the amount of reimbursement, Board staff shall provide the reimbursement determination to the Telecommunications Employer for review and approval in the manner prescribed by Board staff. Any discrepancy or correction shall be resolved before the reimbursement request is submitted for payment.
- E. Upon final approval, Board staff shall submit the reimbursement request for payment through the process designated by the Department of Finance and Administration and the Department of Public Safety. Reimbursement and payment records shall be maintained in accordance with applicable state recordkeeping requirements.

History – Adopted 07/1993; Amended 05/2006, 07/2007, 10/2007, 10/2008, 10/2013, 08/2014, 04/2016, 08/2019, 05/2021, 12/2022, and 10/2026

Source: Miss Code Ann. § 19-5-355

Part 601 Chapter 7: Training Requirements for Certification

Rule 7.1 Purpose

1. This Chapter establishes the policies and procedures governing training requirements for certification under the Emergency Telecommunications Training Program.

Rule 7.2 Policy

1. Board-approved Basic Emergency Telecommunicator Training courses shall provide instruction and evaluation sufficient to meet the training standards established by the Board for initial certification.
2. Training required for initial certification shall be based upon the emergency telecommunications duties performed by the individual and may include:
 - A. Basic Emergency Telecommunicator Training;
 - B. Emergency Medical Dispatch (EMD) training, when applicable;
 - C. Fire-service or Emergency Fire Dispatch (EFD) training, when applicable; and
 - D. Telecommunicator Cardiopulmonary Resuscitation (TCPR), or other Board-approved dispatcher-directed CPR training, as required by the Board.
3. The Board shall establish training standards for initial certification and shall approve courses, curricula, and training providers that meet those standards. Board staff shall maintain and publish the current list of approved training. Addition, removal, or modification of an approved course, curriculum, or training provider shall not require amendment of this Part.
4. Basic Emergency Telecommunicator Training required for initial certification shall be completed through in-person instruction. Online or self-paced Basic Emergency Telecommunicator Training shall not satisfy the Basic training requirement for initial certification.

Rule 7.3 Procedures

1. The minimum training requirements for certification shall be determined by the emergency telecommunications duties performed by the individual, as follows:
 - A. Minimum Standards of Training and Certification for Law Enforcement Telecommunicators/Dispatchers.
 1. Successful completion of a Board-approved Basic Emergency Telecommunicator Training course.
 2. Current certification in Telecommunicator Cardiopulmonary Resuscitation (TCPR) from a provider utilizing evidence-based, nationally recognized guidelines. An emergency telecommunicator employed by an agency that dispatches emergency medical services using International Academies of Emergency Dispatch (IAED) Emergency Medical Dispatch (EMD) protocols may satisfy the TCPR requirement through successful completion of the IAED Dispatcher-Directed CPR (DD-CPR) course.

3. Completion of the requirements of this subsection does not qualify an individual to perform emergency medical dispatch duties or establish qualification or certification as a Mississippi Justice Information Center (MJIC) terminal operator.
- B. Minimum Standards of Training and Certification for Fire Service Telecommunicators/Dispatchers.
1. Successful completion of a Board-approved Basic Emergency Telecommunicator Training course.
 2. Successful completion of a Board-approved fire-service dispatch or Emergency Fire Dispatch (EFD) training course is required for any emergency telecommunicator whose duties include dispatching fire-service resources.
 3. Current certification in Telecommunicator Cardiopulmonary Resuscitation (TCPR) from a provider utilizing evidence-based, nationally recognized guidelines. An emergency telecommunicator employed by an agency that dispatches emergency medical services using International Academies of Emergency Dispatch (IAED) Emergency Medical Dispatch (EMD) protocols may satisfy the TCPR requirement through successful completion of the IAED Dispatcher-Directed CPR (DD-CPR) course.
 4. Completion of the requirements of this subsection does not qualify an individual to perform emergency medical dispatch duties or establish qualification or certification as a Mississippi Justice Information Center (MJIC) terminal operator.
- C. Minimum Standards of Training and Certification for Emergency Medical Services (EMS) Telecommunicators/Dispatchers.
1. Successful completion of a Board-approved Basic Emergency Telecommunicator Training course.
 2. Successful completion of a Board-approved Emergency Medical Dispatch (EMD) training course.
 3. Current certification in Cardiopulmonary Resuscitation (CPR) by the American Heart Association, the American Red Cross, or an equivalent nationally recognized organization.
 4. Current certification in Telecommunicator Cardiopulmonary Resuscitation (TCPR) from a provider utilizing evidence-based, nationally recognized guidelines. An emergency telecommunicator employed by an agency that dispatches emergency medical services using International Academies of Emergency Dispatch (IAED) Emergency Medical Dispatch (EMD) protocols may satisfy the TCPR requirement through successful completion of the IAED Dispatcher-Directed CPR (DD-CPR) course.
 5. Completion of the requirements of this subsection does not establish qualification or certification as a Mississippi Justice Information Center (MJIC) terminal operator.

- D. Multiple Dispatch Functions. An emergency telecommunicator whose assigned duties include dispatching more than one emergency service discipline shall satisfy the applicable training requirements established by this Rule for each discipline dispatched.
- E. Changes in Assigned Duties. An emergency telecommunicator who assumes responsibility for an additional emergency service discipline shall complete the additional training required by this Rule for that discipline before independently performing those dispatch duties.

History – Adopted 07/1993; Amended 11/2000, 05/2001, 05/2006, 07/2007, 10/2008, 04/2009, 04/2016, 08/2019, 05/2021, 12/2022, and 10/2026

Source: Miss Code Ann. § 19-5-353

Part 601 Chapter 8: Standards for Successful Completion of the Emergency Telecommunications Training Program

Rule 8.1 Purpose

1. This Chapter establishes the policies and procedures governing successful completion of training required for certification under the Emergency Telecommunications Training Program.

Rule 8.2 Policy

1. Training required for certification shall be successfully completed in accordance with the minimum standards established by the Board under this Chapter and any additional requirements of the Board-approved course or curriculum.
 - A. The individual shall achieve the minimum passing academic score established for the Board-approved course or curriculum.
 - B. An individual who fails to successfully complete any training required for certification shall not be eligible for certification until the deficiency has been corrected. All required training shall be successfully completed within the applicable certification timeframe established by law and this Part.

Rule 8.3 Procedures

1. This Rule establishes procedures governing the enrollment, attendance, evaluation, and successful completion of training required for certification.
 - A. Enrollment
 1. Enrollment in Board-approved training shall be administered by the course instructor, training provider, host agency, or other entity responsible for conducting the training. Enrollment and participation shall be subject to applicable eligibility requirements established by the Board and any additional requirements of the approved course or curriculum.
 - B. Readmission
 1. An individual who is dismissed from or voluntarily withdraws from training required for certification may enroll in a subsequent Board-approved course, provided the individual remains within the applicable certification timeframe established by law and this Part.
 - C. Academic Standards
 1. Board-approved training shall include examinations, skills evaluations, performance assessments, or other appropriate methods sufficient to evaluate the student's knowledge and skills and determine successful completion of the course.
 2. Students shall receive appropriate review or remediation of incorrectly answered examination questions or identified performance deficiencies before successful completion of the course.

3. An individual who fails to achieve the minimum passing standard established for the Board-approved course or curriculum shall not be considered to have successfully completed the training.

D. Evaluation Procedures

1. Examinations, skills evaluations, performance assessments, and other required evaluations shall be administered and evaluated by the course instructor, training provider, or other authorized evaluator using the procedures and scoring standards applicable to the Board-approved course or curriculum.
2. Students shall receive appropriate review or remediation of incorrectly answered examination questions or identified performance deficiencies before successful completion of the course.

E. Documentation and Record Retention

1. An individual who successfully completes Board-approved training shall receive a certificate, completion document, or other record verifying successful completion of the course. The completion record shall identify the individual, course or curriculum completed, date of completion, and training provider or instructor, as applicable.
2. The course instructor, training provider, or host agency shall maintain records sufficient to document student participation, evaluation, and successful completion of the training for a period of five (5) years following completion of the course. Such records shall be made available to Board staff upon request.
3. Upon successful completion of training, the Telecommunications Employer shall ensure that the training is entered into the Designated Records System and that appropriate documentation of completion is attached or otherwise provided as required by Board staff.

F. Attendance

1. An individual shall attend and participate in the instructional hours and activities required by the Board-approved course or curriculum. Absences, missed instructional hours, or missed required activities shall be completed or otherwise resolved in accordance with requirements approved for the course before the individual may be considered to have successfully completed the training.

History – Adopted 07/1993; Amended 05/2006, 07/2007, 10/2007, 10/2008, 04/2009, 04/2016, 08/2019, 05/2021, 12/2022, and 10/2026

Source: Miss Code Ann. § 19-5-355

Part 601 Chapter 9: Learning Objectives for Emergency Telecommunications Training Courses

Rule 9.1 Purpose

1. This Chapter establishes the policies and procedures governing curriculum standards, learning objectives, and approval of training courses and curricula used to satisfy certification requirements under the Emergency Telecommunications Training Program.

Rule 9.2 Policy

1. Training used to satisfy certification requirements under the Emergency Telecommunications Training Program shall be based upon a course or curriculum approved in accordance with this Chapter and shall provide instruction sufficient to address the applicable knowledge, skills, competencies, and learning objectives established by the Board.
 - A. The Telecommunications Program Manager may approve an established course or curriculum that is currently offered or recognized by a nationally recognized public safety or emergency communications organization, another state or governmental training program, an established training provider, or an instructor with a documented history of providing substantially similar training in other jurisdictions.
 1. An established course or curriculum does not have to use the same lesson titles, organization, instructional sequence, terminology, or course design as the curriculum standards or learning objectives established by the Board, provided the applicable subject matter and competencies are substantially addressed.
 - B. A newly developed course or curriculum that has not previously been established or delivered as a recognized training program shall require approval by the Board before it may be used to satisfy certification requirements under the Emergency Telecommunications Training Program.
 1. A person or training provider seeking approval of a newly developed course or curriculum shall submit sufficient documentation for the Board to evaluate the proposed training, including:
 - a. the purpose, scope, and intended audience of the training;
 - b. the course learning objectives and competencies;
 - c. the course content, instructional materials, and lesson plans or equivalent curriculum documentation;
 - d. the total instructional hours and proposed method of delivery;
 - e. any practical or skills-based instruction and evaluation;
 - f. testing, evaluation, and successful-completion requirements;

- g. the qualifications and subject-matter expertise of the proposed instructor or instructors; and
 - h. any additional information reasonably necessary to determine whether the proposed training satisfies applicable Board standards.
 - 2. Board staff shall review the submitted materials for completeness and compliance with applicable Board standards and may request additional information or recommend modifications before presenting the proposed course or curriculum to the Board for consideration. Final approval of a newly developed course or curriculum under this subsection shall be made by the Board.
 - 3. Approval of a newly developed course or curriculum shall apply to the course or curriculum as presented to and approved by the Board. Material changes affecting the course content, learning objectives, instructional hours, method of delivery, evaluation standards, or other substantive elements upon which approval was based shall be submitted to Board staff for review. Board staff may require the modified course or curriculum to be resubmitted to the Board for approval.
- C. Board-approved training used to satisfy certification requirements shall address the subject areas, competencies, and learning objectives applicable to the type of certification training being provided. The Board may establish and publish curriculum standards or learning objectives specifying the required subject matter and competencies.
- 1. The Basic Emergency Telecommunicator Course shall provide instruction in the core knowledge and competencies necessary to perform emergency telecommunications duties, including:
 - a. the role, responsibilities, professional standards, and ethical obligations of an emergency telecommunicator;
 - b. interpersonal and emergency communications, including effective questioning, active listening, call control, customer service, and communication with persons experiencing language, communication, or emotional barriers;
 - c. legal and liability considerations applicable to emergency telecommunications, including confidentiality, documentation, negligence, and the appropriate handling and disclosure of information;
 - d. public safety radio communications, including radio systems, equipment, terminology, procedures, and effective radio communication techniques;
 - e. emergency call processing, including information gathering, location verification, prioritization, documentation, and appropriate call termination;

- f. emergency communications systems and technology, including 9-1-1 systems and other systems commonly used in a public safety communications environment;
 - g. responder and public safety considerations associated with emergency call processing and dispatch;
 - h. stress recognition, wellness, and appropriate methods for managing occupational stress; and
 - i. other knowledge and competencies identified by the Board as necessary for the performance of emergency telecommunications duties.
 - 2. Training required for emergency medical, fire-service, or other specialized dispatch functions shall address the knowledge, skills, competencies, and protocols applicable to the discipline being taught and shall satisfy the curriculum standards established or recognized by the Board for that training. Specialized training shall address, as applicable:
 - a. the roles and responsibilities of the emergency telecommunicator within the applicable discipline;
 - b. discipline-specific call processing, information gathering, prioritization, and dispatch procedures;
 - c. terminology, resources, response capabilities, and operational considerations applicable to the discipline;
 - d. responder and public safety considerations;
 - e. applicable protocols, procedures, and use of protocol-based systems;
 - f. discipline-specific legal, documentation, confidentiality, and liability considerations;
 - g. practical application of the knowledge and skills necessary to perform the applicable dispatch function; and
 - h. other subject matter or competencies required by the Board or the Board-approved curriculum.
 - 3. The Board may periodically review and revise published curriculum standards and learning objectives to reflect changes in law, technology, professional practice, nationally recognized standards, and the operational needs of emergency telecommunications. Revision of published curriculum standards or learning objectives shall not require amendment of this Part.
- D. Nothing in this Rule prohibits an approved course or curriculum from including additional subject matter, learning objectives, practical exercises, or instructional content beyond the requirements established by the Board, provided the additional

content is consistent with the purpose of the training and does not replace or materially reduce required instruction.

Rule 9.3 Procedure

1. Courses and curricula submitted for approval under this Chapter shall be reviewed to determine whether the training satisfies the applicable requirements of this Part and the curriculum standards and learning objectives established or recognized by the Board.
 - A. A request for approval shall include sufficient information to identify the course, training provider or instructor, subject matter, instructional hours, method of delivery, intended audience, and the purpose for which approval is requested. Board staff may request additional information or documentation reasonably necessary to complete the review.

Rule 9.4 Requirements for Newly Developed Courses and Curricula

1. A newly developed course or curriculum submitted for Board approval shall meet the requirements established by this Rule. These requirements apply to independently developed training for which approval is sought under the Emergency Telecommunications Training Program, regardless of course length, subject matter, or method of delivery. The nature and extent of the documentation required may vary based upon the purpose, complexity, duration, subject matter, and intended use of the proposed training.
 - A. **Course Purpose and Scope.** The proposed course or curriculum shall clearly identify its purpose, subject matter, intended audience, instructional level, and the type of training or certification requirement, if any, for which Board approval is requested.
 - B. **Learning Objectives and Competencies.** The proposed course or curriculum shall include clearly defined and measurable learning objectives identifying the knowledge, skills, or competencies students are expected to acquire or demonstrate upon successful completion. The learning objectives shall be appropriate to the subject matter, instructional level, course length, and intended audience.
 - C. **Course Content and Organization.** The proposed course or curriculum shall include a detailed course outline identifying the major subject areas and topics to be taught, the sequence or organization of instruction, and the approximate instructional time allocated to each major subject area. Course content shall be sufficient to support the stated learning objectives and competencies.
 - D. **Instructional Materials.** The proposed course or curriculum shall include lesson plans, instructor guides, presentations, student materials, manuals, handouts, or other instructional materials sufficient for the Board to evaluate the accuracy, quality, and substance of the proposed training and determine whether the materials support the stated learning objectives and course content.
 - E. **Instructional Hours and Method of Delivery.** The proposed course or curriculum shall identify the total instructional hours and the method or methods by which

the training will be delivered, including in-person, live remote, online or self-paced, or a combination of delivery methods. The instructional hours and method of delivery shall be appropriate to the subject matter, learning objectives, and skills or competencies to be developed.

- F. **Practical Application and Skills Development.** When the subject matter or learning objectives require the application or demonstration of skills, the proposed course or curriculum shall include appropriate practical exercises, simulations, scenarios, skills demonstrations, or other applied learning activities. Such activities shall provide students a reasonable opportunity to practice and demonstrate the applicable skills or competencies.
- G. **Student Evaluation and Assessment.** The proposed course or curriculum shall include examinations, skills evaluations, performance assessments, practical exercises, or other appropriate methods for measuring student achievement of the stated learning objectives and competencies. The method and extent of evaluation shall be appropriate to the subject matter, course length, instructional level, and intended purpose of the training.
- H. **Successful Completion Requirements.** The proposed course or curriculum shall clearly identify the requirements for successful completion, including any applicable attendance requirements, required academic or examination scores, skills or performance standards, completion of practical exercises, or other requirements necessary to demonstrate successful completion of the training.
- I. **Instructor Qualifications.** The proposed course or curriculum may identify any qualifications considered necessary to instruct the training, including applicable education, training, experience, professional credentials, certifications, or subject-matter expertise. When specific instructor qualifications are identified, they should be appropriate to the subject matter, instructional level, and competencies addressed by the course.
- J. **Supporting Sources and References.** The proposed course or curriculum shall identify the principal sources, references, professional standards, laws, protocols, research, or other authoritative materials relied upon in developing the training, as applicable. Such sources shall be reasonably current and appropriate to the subject matter being taught.
- K. **Specialized or Protocol-Based Training.** When a proposed course or curriculum involves specialized or protocol-based emergency communications, the submission shall identify any protocols, guidelines, decision-support systems, or other specialized standards incorporated into the training. When proprietary materials or systems are used, the course developer shall demonstrate appropriate authorization to use those materials for the proposed training.
- L. **Online or Distance Learning.** When a proposed course or curriculum includes online, self-paced, live remote, or other distance-learning instruction, the submission shall describe the method of delivery and how student participation, completion, and achievement of the applicable learning objectives will be verified.

- M. Curriculum Maintenance and Updates. The course developer or training provider shall periodically review the approved course or curriculum and make revisions as necessary to maintain the accuracy and relevance of the training. Material changes to the course content, learning objectives, instructional hours, method of delivery, or successful-completion requirements shall be submitted to Board staff for review and may require additional Board approval.
- N. Additional Information. Board staff may require additional information, documentation, demonstration, evaluation, or modification when reasonably necessary to determine whether a proposed course or curriculum meets the requirements of this Part and is appropriate for use under the Emergency Telecommunications Training Program. Board staff may also observe or evaluate the initial or subsequent delivery of an approved course when necessary to assess curriculum effectiveness and compliance with Board standards. A classroom pilot or observation shall not be required for every newly developed course unless specifically directed by the Board as a condition of approval.
- O. Staff Review. Board staff shall review the proposed course or curriculum and supporting documentation for compliance with the requirements of this Chapter. Board staff may request clarification, additional documentation, or revisions necessary to complete the review and may provide recommendations concerning the proposed curriculum before it is presented to the Board for consideration.
- P. Board Approval. A newly developed course or curriculum shall not be used to satisfy certification requirements under the Emergency Telecommunications Training Program unless approved by the Board. The Board may approve, approve with conditions, require modification of, or deny a proposed course or curriculum based upon its compliance with this Chapter and its suitability for the intended training purpose.
- Q. Continuing Approval. An approved course or curriculum shall remain subject to review by Board staff. Approval may be suspended, withdrawn, or referred to the Board for further action when the course or curriculum no longer meets the requirements of this Part; has been materially changed without appropriate review; contains inaccurate or outdated information that may affect the quality or integrity of the training; is being delivered in a manner materially inconsistent with the curriculum approved by the Board; or when documented complaints, evaluations, or other information demonstrate a consistent pattern of deficiencies in the content, quality, or delivery of the training.
- R. Effect of Withdrawal or Suspension. When approval of a course or curriculum is suspended or withdrawn, the course shall not be used to satisfy certification, recertification, or other training requirements under the Emergency Telecommunications Training Program after the effective date of the suspension or withdrawal. Training successfully completed before the effective date shall remain valid unless the Board determines that circumstances affecting the integrity or validity of the training require otherwise.
- S. Records of Approval. Board staff shall maintain a record of courses and curricula approved under this Chapter, including the approval status and any conditions or

limitations placed upon the approval. The current approval status of a course or curriculum shall be controlling for purposes of determining whether the training may be used to satisfy requirements of the Emergency Telecommunications Training Program.

- T. Out-of-State Courses and Training. A course, curriculum, or training session developed, approved, or regularly delivered outside the State of Mississippi may be approved for use under the Emergency Telecommunications Training Program when Board staff determines that the training is substantially consistent with applicable requirements of this Part and the curriculum standards or learning objectives established or recognized by the Board. Board staff may require course materials, learning objectives, instructor credentials, proof of approval or recognition by another jurisdiction or organization, or other documentation reasonably necessary to evaluate the training.
1. An instructor or training provider shall not be required to develop separate Mississippi-specific instructional materials solely because the course originates outside this state. Board staff may require supplementation of the course when necessary to address Mississippi law, policy, procedures, or other state-specific requirements applicable to the subject matter.
 2. Individual conference sessions, seminars, workshops, guest presentations, or other limited-duration training may be approved based upon the session description, learning objectives, instructor qualifications or experience, instructional duration, and other information determined necessary by Board staff. Board staff may require additional course materials when necessary to determine whether the session is appropriate for certification or continuing education credit.
 3. Training Hosted by Recognized Organizations. Board staff may approve a course, seminar, workshop, conference session, or other training for certification or continuing education credit when the training is hosted or sponsored by a recognized governmental agency, public safety training academy, educational institution, professional association, or other established training organization that has selected or approved the instructor or presenter. In such cases, Board staff may rely upon the host organization's vetting or approval of the instructor and shall not be required to separately approve or certify the instructor solely for purposes of awarding training credit.
 4. Approval under this provision may be based upon the course or session description, agenda, learning objectives, instructional hours, instructor biography or qualifications, host organization, and other information reasonably necessary to determine whether the training is appropriate for credit under the Emergency Telecommunications Training Program. Board staff may request additional information when necessary to complete the review.

History – Adopted 07/1993; Amended 10/2026
Source: Miss Code Ann. § 19-5-355

Part 601 Chapter 10: Certification Based on Equivalency of Training

Rule 10.1 Purpose

1. This Chapter establishes the policies and procedures governing certification based upon equivalency of training, including the evaluation of prior emergency telecommunications training, education, experience, and qualifications to determine whether an individual has satisfied training requirements established by the Board.

Rule 10.2 Policy

1. An individual may satisfy an applicable training requirement through equivalency when Board staff determines that the individual's documented prior training, education, and experience are substantially equivalent to the current training standards established by the Board.
 - A. An emergency telecommunicator's state certification shall lapse following a break in service of four (4) years or more. An individual whose certification has lapsed shall be treated as a new applicant for certification and shall satisfy all current employment, training, and certification requirements, including successful completion of the currently required Basic Emergency Telecommunicator Training.
 - B. An individual who has completed emergency telecommunications training in another state or jurisdiction may satisfy an applicable training requirement through equivalency when Board staff determines that the prior training is substantially equivalent to the training required by the Board. Certification or recognition issued by another state or jurisdiction may be considered as evidence of the individual's training and qualifications but shall not, by itself, establish equivalency.
 - C. Training completed before the establishment of the Board's current training requirements, or training completed through a federal agency or other governmental training program, may be considered for equivalency. Board staff shall evaluate the documented training against the applicable training standards established by the Board.
 - D. In determining whether prior training is substantially equivalent, Board staff shall consider the subject matter and competencies addressed, instructional hours, method of delivery, successful-completion requirements, examinations or other evaluations, and any other information relevant to determining whether the training satisfies the applicable standards established by the Board.
 - E. When prior training is determined to satisfy only a portion of an applicable training requirement, Board staff may grant partial equivalency and require the individual to successfully complete additional Board-approved training necessary to address the identified deficiency before certification may be granted.

- F. A determination of training equivalency satisfies only the applicable training requirement for which equivalency was granted. The individual shall satisfy all other employment, application, certification, and eligibility requirements established by law and this Part before certification may be granted.

Rule 10.3 Procedures

- 1. An individual seeking certification based upon equivalency of training shall comply with the applicable application and certification procedures established by Chapter 2 and shall provide sufficient documentation for Board staff to evaluate the prior training, education, and experience for which equivalency is requested.
 - A. Documentation submitted in support of an equivalency request may include certificates of completion, course descriptions, curricula, transcripts, training records, examination or assessment records, documentation of prior certification, or other information sufficient to evaluate the training for which equivalency is requested. Board staff may request additional documentation when necessary to complete the equivalency review.
 - B. Board staff may verify submitted documentation with the issuing agency, training provider, certifying organization, or other appropriate source when necessary to determine the authenticity, content, or successful completion of the training being evaluated.
 - C. Upon completion of the equivalency review, Board staff shall determine whether the documented prior training satisfies, partially satisfies, or does not satisfy the applicable training requirement. The determination and any additional training required shall be documented in the individual's certification record.
 - D. The Telecommunications Program Manager, or other Board staff designated by the Director, may approve or deny requests for equivalency of training in accordance with this Chapter.
 - E. Approval of an equivalency request does not constitute certification. Certification shall be granted only after the individual has satisfied all remaining requirements established by law and this Part.

History – Adopted 07/1993; Amended 04/2012, 05/2021, and 10/2026

Source: Miss Code Ann. § 19-5-355

Part 601 Chapter 11: Instructor Certification

Rule 11.1 Purpose

1. This Chapter establishes the policies and procedures governing the qualifications, certification, responsibilities, continuing competency, renewal, and oversight of individuals providing emergency telecommunications instruction on a regular or continuing basis within the State of Mississippi, and the approval of other qualified instructors providing occasional Board-approved training.

Rule 11.2 Policy

1. The Board shall establish and maintain standards for the certification of individuals who provide emergency telecommunications instruction on a regular or continuing basis within the State of Mississippi.
2. Instructor certification may be issued in one or more of the following categories:
 - A. Basic Emergency Telecommunications;
 - B. Emergency Medical Dispatch (EMD);
 - C. Emergency Fire Dispatch (EFD); and
 - D. Continuing Education.
3. Board-certified instructors shall provide instruction only within their approved instructional categories and shall maintain any additional instructor credentials or authorizations required by the applicable course originator. Approval or certification by the Board shall not replace any instructor qualifications required by the course originator.
4. Qualified individuals who provide occasional instruction in Mississippi may be approved to conduct specific Board-approved training without obtaining regular instructor certification under this Chapter. The individual or sponsoring training provider shall submit documentation of the instructor's qualifications and proposed training to the Telecommunications Program Manager or designated staff for review and approval prior to conducting the course. Such approval shall be limited to the authorized course or instructional engagement and shall not constitute Board instructor certification.
5. The Board delegates to Board staff the authority to review applications, verify qualifications, approve or deny instructor certification, process renewals, and administer instructor certification requirements. The Board retains oversight authority and may review decisions made under this delegation.
6. Instructor certification shall remain valid for three (3) years unless suspended, revoked, or otherwise terminated in accordance with this Chapter. Instructor certification and authorized instructional categories shall be maintained in the Designated Records System.

Rule 11.3 Instructor Code of Ethics

1. All Board-certified instructors and individuals approved to provide occasional Board-approved instruction shall comply with the Instructor Code of Ethics established by this Rule.
2. An instructor shall:
 - A. Conduct instruction with honesty, integrity, professionalism, and respect for the responsibilities associated with emergency telecommunications;
 - B. Provide accurate, current, and appropriate instruction consistent with Board-approved course requirements, learning objectives, and applicable curriculum standards;
 - C. Treat all students fairly and professionally and maintain a learning environment free from harassment, discrimination, intimidation, or inappropriate conduct;
 - D. Maintain appropriate professional boundaries with students and refrain from conduct that compromises the integrity of instruction, testing, or student evaluation;
 - E. Accurately document and report student attendance, participation, examination results, course completion, and other required training records;
 - F. Protect confidential student information, training records, and sensitive operational information obtained through instructional activities, except as authorized or required by law;
 - G. Refrain from falsifying or misrepresenting instructor qualifications, certification status, course approvals, training records, or student performance;
 - H. Refrain from providing instruction while impaired by alcohol, controlled substances, or any other condition that materially affects the ability to instruct safely and effectively;
 - I. Cooperate with Board staff in matters involving instructor certification, course compliance, student complaints, evaluations, or investigations; and
 - J. Refrain from conduct that materially undermines the integrity of Board-approved training or public confidence in the instructor's professional competence and reliability.
3. Instructors shall acknowledge the Instructor Code of Ethics upon initial certification and each renewal, or as part of an occasional instructional approval when applicable.
4. Violations of this Rule may constitute grounds for denial, suspension, revocation, or other action affecting instructor certification or instructional approval, subject to the procedures established by this Chapter and applicable law.

Rule 11.4 Instructor Certification Procedures

1. Individuals seeking initial instructor certification shall submit a completed application in the manner prescribed by the Board. Applicants may apply through an employing agency

or independently. Board staff shall review the application and supporting documentation to determine eligibility for the requested instructional category.

2. Applicants shall meet the following minimum qualifications:
 - A. Possess a high school diploma, General Educational Development (GED) diploma, High School Equivalency Test (HiSET) credential, or other high school equivalency credential recognized by the Board;
 - B. Possess relevant education, training, professional experience, and subject matter expertise appropriate to the instructional category being sought;
 - C. Demonstrate professional conduct and suitability to serve as an instructor; and
 - D. Meet any applicable instructor certification or authorization requirements established by the course originator.
3. Additional qualifications for each instructional category shall be as follows:
 - A. Basic Emergency Telecommunications: Applicants shall possess at least five (5) years of documented emergency telecommunications experience or demonstrate equivalent professional education, training, and experience acceptable to the Board. Applicants shall possess sufficient knowledge of the approved curriculum and its learning objectives.
 - B. Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD): Applicants shall possess relevant emergency telecommunications or public safety experience and demonstrate competency in the applicable subject matter. Applicants shall meet any additional instructor qualifications established by the course originator.
 - C. Continuing Education: Applicants shall demonstrate sufficient education, training, professional credentials, or practical experience in the subject matter to be taught. Prior employment as an emergency telecommunicator shall not be required when the applicant possesses other appropriate qualifications.
4. The instructor certification process shall include the following requirements, as applicable:
 - A. Submission and review of the instructor certification application and supporting qualifications;
 - B. Successful completion of a Board-approved Instructor Development Course or recognition of equivalent prior instructor training, professional teaching credentials, or instructional experience;
 - C. Completion of supervised instruction under a Board-certified instructor qualified in the applicable instructional category, including a satisfactory evaluation of the applicant's instructional performance;
 - D. Verification of any required course-originator instructor certification or authorization; and
 - E. Final review and approval of instructor certification by designated Board staff.

5. Applicants with documented prior instructional experience or recognized instructor credentials may be exempt from the supervised instruction requirement upon approval by the Director or designated staff. Such exemptions shall be based on the applicant's qualifications, relevant instructional experience, and demonstrated competency.
6. The supervising instructor shall provide an evaluation and recommendation concerning the applicant's instructional performance. Board staff may require additional training, supervised instruction, or documentation when necessary to determine an applicant's qualifications.
7. Upon satisfactory completion of the applicable requirements, Board staff may approve instructor certification in one or more instructional categories. An applicant shall not independently conduct Board-approved training as a Board-certified instructor until certification has been issued.
8. Certified instructors seeking authorization in an additional instructional category shall submit documentation demonstrating the applicable qualifications. Previously completed instructor development or supervised instruction requirements need not be repeated unless additional training or evaluation is determined necessary.
9. Instructor certification shall not constitute approval of an individual course or curriculum. Courses offered for Board-approved training or continuing education credit shall meet the applicable course approval requirements established by Chapter 9.

Rule 11.5 Instructor Responsibilities and Renewal

1. Board-certified instructors shall maintain current knowledge and competency in their approved instructional categories and conduct training in accordance with Board policies, approved curricula, and applicable course-originator requirements.
2. Instructors shall be responsible for the following:
 - A. Delivering instruction consistent with approved course objectives, required instructional hours, and established training standards;
 - B. Maintaining accurate student attendance, examination results, course completion records, and other required training documentation;
 - C. Ensuring that required training records are maintained and reported in accordance with Chapter 8;
 - D. Maintaining any professional credentials or course-originator authorizations required for their instructional categories;
 - E. Notifying Board staff of any changes affecting their qualifications or authorization to instruct; and
 - F. Cooperating with instructional evaluations, course monitoring, and compliance reviews conducted by the Board or designated staff.
3. Instructor certification shall be renewed every three (3) years. Applicants for renewal shall submit a completed renewal application and documentation demonstrating continued instructional activity, competency, and compliance with applicable certification requirements.

4. To qualify for renewal, an instructor shall have actively participated in the delivery of at least six (6) Board-approved courses during the three-year certification period.
5. Board staff may approve exceptions to the instructional activity requirement when an instructor demonstrates continued competency but has been unable to meet the required instructional activity due to limited course availability, extended leave, or other documented circumstances.
6. Instructors who fail to satisfy renewal requirements may be denied renewal or placed in inactive status. An instructor whose certification has expired or become inactive shall not independently conduct Board-approved training as a certified instructor until certification has been renewed or reinstated.
7. An instructor seeking reinstatement of expired or inactive certification shall submit an application and documentation demonstrating current qualifications and instructional competency. Board staff may require additional instructor development, supervised instruction, or evaluation based on the length of inactivity and the instructor's qualifications.
8. Board staff may require additional training, evaluation, or corrective measures when necessary to ensure an instructor maintains the qualifications and competency required for continued certification.
9. Board staff may conduct announced or unannounced observations and evaluations of Board-approved instructional activities at any time to assess instructor performance, compliance with approved curricula, and the quality of instruction. Evaluations may include classroom observations, review of student evaluations, training records, or other relevant information. An initial classroom observation by Board staff shall not be required as a condition of instructor certification.

Rule 11.6 Instructor Certification Review and Disciplinary Action

1. The Board may reprimand, suspend, revoke, deny, or impose conditions upon instructor certification or instructional approval for just cause, including but not limited to:
 - A. Falsification or misrepresentation of information relating to instructor certification, qualifications, or training records;
 - B. Failure to maintain required instructor qualifications, professional credentials, or course-originator authorization;
 - C. Violation of the Instructor Code of Ethics established by Rule 11.3;
 - D. Mistreatment, harassment, abuse, or other inappropriate conduct involving students;
 - E. Failure to comply with Board-approved curricula, instructional requirements, or established training standards;
 - F. Repeated unsatisfactory instructional evaluations or failure to correct documented instructional deficiencies;
 - G. Criminal conduct or other professional misconduct directly related to the responsibilities, competence, or reliability of an instructor; or

- H. Other documented conduct that materially compromises the integrity of Board-approved emergency telecommunications training.
- 2. Board staff may receive and review complaints, conduct investigations, request relevant documentation, and evaluate matters concerning instructor qualifications, performance, or compliance with Board requirements.
- 3. When deficiencies are identified, Board staff may require corrective action, additional training, supervised instruction, or other reasonable measures to address the deficiencies. Matters warranting formal disciplinary action may be referred to the Board.
- 4. An applicant or instructor whose initial certification, renewal, or reinstatement is denied, or whose instructor certification or instructional approval is suspended, revoked, or otherwise adversely affected, shall receive written notice of the decision and the reasons for the action.
- 5. An applicant or instructor may request a hearing before the Board by submitting a written request within thirty (30) days of receiving notice of an adverse decision. The Board shall consider the matter in accordance with applicable law and established hearing procedures.
- 6. Following a hearing, the Board may affirm, modify, or reverse the action and may impose appropriate conditions upon continued certification or eligibility for reinstatement.

History – Adopted 07/1993; Amended 01/2005, 10/2008, 02/2014, 08/2014, 09/2015, 02/2019, 08/2019, 05/2021, and 10/2026.

Source: Miss Code Ann. § 19-5-353

Part 601 Chapter 12: Re-Certification of Emergency Telecommunicators

Rule 12.1 Purpose

1. This Chapter establishes the policies and procedures governing the continuing education and re-certification of emergency telecommunicators.

Rule 12.2 Policy

1. An emergency telecommunicator shall maintain compliance with the applicable employment, certification, and continuing-education requirements established by law and this Part in order to remain eligible for re-certification.
 - A. Re-certification shall be based upon the successful completion of at least forty-eight (48) hours of Board-approved continuing education during each three-year certification period.
 - B. Not more than sixteen (16) hours of the continuing education required for re-certification may be completed through Board-approved online training during each three-year certification period.
 - C. An emergency telecommunicator shall successfully complete or renew Board-approved Telecommunicator Cardiopulmonary Resuscitation (TCPR) training during each three-year certification period. Board-approved Dispatcher-Directed CPR (DD-CPR) training may satisfy this requirement when permitted under Chapter 7.
 - D. Training completed to satisfy the TCPR or DD-CPR requirement under paragraph C shall count toward the continuing-education requirement for re-certification but shall not count toward the sixteen (16) hour online-training limitation established in paragraph B.
 - E. Continuing education obtained through conferences may be applied toward re-certification. Not more than two (2) conferences may be used for continuing-education credit during each three-year certification period. Credit shall be limited to instructional hours approved by the Board or Board staff.
 - F. An emergency telecommunicator may receive up to eight (8) hours of continuing education credit during each three-year certification period for documented ride-along participation with law enforcement, fire service, or emergency medical services personnel. To receive credit, the emergency telecommunicator shall submit documentation of the ride-along to the Board's office, including a written description of the activities observed or performed during the ride-along. Ride-along participation shall not be eligible for salary reimbursement.
 - G. Board-approved NCIC or MJIC training may be applied toward the continuing-education requirement for re-certification in the number of hours approved by the Board or the Telecommunications Program Manager.

- H. Repeating the Basic Emergency Telecommunicator Training previously completed for initial certification shall not qualify for continuing-education credit toward re-certification.
- I. The Telecommunications Program Manager, or other Board staff designated by the Director, may approve or deny training for continuing-education credit in accordance with this Part. The Board retains authority to review or modify a delegated determination.
- J. Re-certification shall be granted for a three-year certification period upon satisfaction of the requirements established by this Chapter. Official re-certification status shall be maintained in the Designated Records System.

Rule 12.3 Procedures

- 1. An emergency telecommunicator seeking re-certification shall complete the required re-certification process in the manner prescribed by the Office of Standards and Training before expiration of the current certification period.
 - A. The re-certification filing shall include sufficient documentation to establish completion of the continuing-education and other re-certification requirements established by this Chapter.
 - B. All continuing-education requirements for re-certification shall be successfully completed before expiration of the current certification period unless an extension has been granted in accordance with this Chapter.
 - C. Upon successful completion of all re-certification requirements and submission of the required filing and supporting documentation, the emergency telecommunicator shall be re-certified for a new three-year certification period.
 - D. An emergency telecommunicator who is unable to complete the re-certification requirements before expiration due to illness, lack of available training, or other circumstances beyond the individual's control may request an extension in writing. The request shall identify the circumstances supporting the request and the re-certification requirements completed as of the date of the request.
 - 1. The Telecommunications Program Manager, or other Board staff designated by the Director, may grant a reasonable extension based upon the circumstances presented and shall establish the period within which the remaining re-certification requirements must be completed.
 - 2. During an approved extension, the emergency telecommunicator's certification shall remain active through the expiration date of the extension, and the individual may continue to perform emergency telecommunicator duties during that period.
 - 3. If the emergency telecommunicator fails to complete the remaining re-certification requirements within the approved extension period, the certification shall expire, and the individual shall not perform emergency telecommunicator duties until the requirements for re-certification have been satisfied and the certification has been renewed.

- E. Break-in-Service. The re-certification requirements applicable to an emergency telecommunicator returning to service following a break in service shall be determined by the status of the individual's state certification.
1. An emergency telecommunicator whose state certification has lapsed following a break in service of four (4) years or more shall be subject to the requirements applicable to a new applicant for certification in accordance with this Part.
 2. An emergency telecommunicator returning to service following a break in service of less than four (4) years shall satisfy the re-certification requirements applicable to the individual's existing certification period. Board-approved continuing education successfully completed during that certification period, whether completed before or after the break in service, may be applied toward the re-certification requirement.
- F. Upon approval of re-certification, the individual's certification status and new certification period shall be recorded in the Designated Records System. Any certificate or other evidence of re-certification shall be issued in the manner prescribed by the Office of Standards and Training.

History – Adopted 07/1993; Amended 01/2003, 10/2008, 04/2009, 10/2010, 04/2012, 02/2014, 08/2014, 04/2016, 08/2019, 05/2021, 12/2022, and 10/2026

Source: Miss Code Ann. § 19-5-353

Part 601 Chapter 13: Out-of-State Communications Centers Serving Mississippi

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Work In Progress