

06.28.2022 Talk About It Tuesday on the Certification Program | Chat Session Questions and Answers

From David Morgan to Everyone: 09:31 AM

Just to clarify, we need to submit the District form AND 1 PST form for each employee?

Board Staff reply:

Yes, the District will need to submit the supplied spreadsheet template listing all employees that work in a primary PSAP within the District and the Public Safety Telecommunicator (PST) form will need to be submitted for each primary PSAP employee, as well. The PST form can either be submitted directly by the primary PSAP employees or the PSAP can designate one representative to complete the submission for all employees.

From ALUBERTOZZI to Everyone: 09:31 AM

Do you need full middle name or will middle initial be ok?

Board Staff reply:

Either one full middle name or middle initial is acceptable.

From dholmes to Everyone: 09:32 AM

Do you need the "original" certification certificate or will the "recert" certificate be acceptable?

Board Staff reply:

The recertification certificate is acceptable. We need a certificate that is current for the PST.

From bbroadhead to Everyone: 09:33 AM

Can I just have my employees fill the PST form? Is there a way to let us know when our employee completes this form?

Board Staff reply:

Yes, you can have each of your employees fill out the PST form on their own. You can contact Michelle (michelle@al911board.com) to provide a report for your agency of who we have received the forms from.

From Dan Wright to Everyone: 09:33 AM

Is there an established time frame requirement for certification from date of hire?

Board Staff reply:

Within the statute, a telecommunicator is required to be enrolled in a certification course within 180 days of hiring. They then will have another 180 days to complete the coursework and be certified.

From Terra Scott to Everyone: 09:33 AM

Do you want every training they have had, or just things like telecommunicator 1

Board Staff reply:

We just need things like telecommunicator 1 with this initial information gathering period. But are happy to accept other training information.

From Marisa Myers (Hueytown911) to Everyone: 09:36 AM

Just to confirm, the PST form is to be completed for anyone answering 911 calls? We have some police officers that are cross trained to help cover dispatch when we are short. These officers should be included in both the ECD form and should submit the PST survey as well.

Board Staff reply:

Yes, the PST form will need to be filled out by anyone that answers 9-1-1 calls in a primary PSAP, including other public safety personnel in your organization.

From Dan Wright to Everyone: 09:38 AM

Link to Rule: <http://www.alabamaadministrativecode.state.al.us/JCARR/JCARR-MAY-22/NINE%20585-X-5.pdf>

Board Staff reply:

Thanks, Dan!

From David Morgan to Everyone: 09:38 AM

What do people put on the form for training course and certificate if they don't have one and are being grandfathered in?

Board Staff reply:

The language in the statute states that those performing the duties of public safety telecommunicator on or before June 30, 2022 will not be required to complete coursework but does not exempt them from certification. The PST survey webform has a Yes/No question to indicate whether the PST has completed a certification program. Please note that if the PST completed an internal agency training program, it is preferable that they indicate that with a letter from the agency describing the details of that program included in the upload box.