

ALABAMA STATEWIDE NINE-ONE-ONE BOARD
ADMINISTRATIVE CODE

CHAPTER 585-X-5
PUBLIC SAFETY TELECOMMUNICATOR CERTIFICATION PROGRAM

585-X-5-.02 Certification Program Requirements.

(1) Administration Requirements.

(a) These rules identify the minimum standards and performance requirements necessary or applicable to the respective certification.

(b) The purpose of these rules and standards is to specify the minimum requirements for a certification approved by the Board. It is not the intent of these rules and standards to restrict any jurisdiction from exceeding these requirements.

(c) All certification requirements shall be performed safely, promptly, securely, competently, and in its entirety.

(2) General Requirements.

(a) Coursework shall be delivered by in-person instruction, virtually, or any other method as may be approved by the Board from time-to-time.

(b) In-person courses may have a minimum initial enrollment set by the Board.

(3) Enrollment Requirements.

(a) Prior to enrolling in a certification course, the Trainee shall meet the Enrollment Requirements as adopted by the affiliated agency or the Board.

(b) The Board reserves the right to reject any application or reapplication of persons who do not meet the requirements of the Board.

(4) Instructor Requirements.

(a) Coursework must be taught by an instructor who has been certified or approved by the Board as an Instructor.

(b) An Instructor Application shall be created and amended from time to time by the Board based upon minimum standards as set forth in the Application.

(c) In order to be considered for approval, an applicant must first submit a fully completed Application and resume' to the Executive Director.

(5) Testing and Proficiency Requirements.

(a) Course Assessments. Course assessments as approved by the Board shall be administered to the Trainee at the end of each subject area of the coursework. The Trainee must achieve a minimum of 70% on each end-of-subject assessment.

(b) Certification Examinations.

1. Certification examinations will be administered in a method approved by the Board from time to time.

2. An overall score of 70% is required for the successful completion of these examinations unless otherwise allowed by these Rules.

3. Re-test may be taken up to two times in a 12-month period from the date of the original examination failure and within 12 months of course completion.

(6) Reciprocity Requirements. An individual who holds a valid certificate issued by another state, the District of Columbia, a U.S. Territory, or any other 911 entity as recognized by the Board may seek certification from the Board.

(7) Participation Requirements.

(a) It shall be the responsibility of the District having jurisdiction over primary PSAPs to ensure compliance with these rules.

(b) Continuing Education Units (CEUs) shall be mandatory to maintain certification.

(8) Penalties.

(a) Penalties shall be imposed for Districts that are noncompliant and notice of noncompliance shall be provided to the District by the Board. Upon notice of noncompliance, the following timeframes shall begin.

| Non-compliance Timeframes following notification | Percent District Withholding |
|---|-------------------------------------|
| 3 months | 25% of monthly distribution |
| 6 months | 50% of monthly distribution |

| Non-compliance Timeframes following notification | Percent District Withholding |
|--|------------------------------|
| 9 months | 75% of monthly distribution |
| 12 months | 100% of monthly distribution |

(b) District withholdings due to noncompliance will be held in escrow until the District becomes compliant. When a District becomes compliant, the monthly distribution will be restored along with any withheld funds on the Board's next monthly distribution.

(c) For good cause shown, the Board reserves the right to waive any requirement imposed by these rules.

Author: Leah Missildine/Alabama 911 Board

Statutory Authority: Code of Ala. 1975, §§11-98-4.1.

History: New Rule: Published August 31, 2022; effective October 15, 2022. **Amended:** Published July 31, 2023; effective September 14, 2023. **Amended:** Published November 27, 2024; effective January 11, 2025.