

**TELECOMMUNICATOR CERTIFICATION COURSE  
CURRICULUM COMMITTEE MEETING  
NC Justice Academy  
Salemberg, NC  
February 13, 2008**

Jeryl Brown called the meeting to order at 10 a.m. She welcomed everyone and introduced new members. She provided those present with several handouts: Telecommunicator Certification Course Curriculum Revision Committee Roster, Telecommunicator Certification Course Revision Policy, Agreement for Enrollment in Pilot Delivery of Telecommunicator Certification Course, and NC Sheriffs' Commission 2008 Meeting Schedule.

Carolyn Holland called the roll.

**Members Present**

Beverly Deans  
Autumn Hanna  
Lisa Reid  
Joy Strickland  
Marsha Withrow

**Members Absent**

Dinah Jeffries  
Kevin Medlin  
Darrell Miller  
Steven Newton  
Patty Petteway  
Sgt. A.W. Waddell

**Staff Present**

Jeryl Brown  
Carolyn Holland

**OLD BUSINESS**

Jeryl stated the last meeting of this committee was held in January 2007 in Orange County. Due to bad weather, only a few members were able to attend. They were able to review some of the curriculum and some changes were noted. They will be presented at this meeting.

Jeryl would like to present the TCC Revision Committee's goal at the March meeting of the Sheriffs' Commission—that goal is piloting the revised curriculum by August 2009. The curriculum revisions will need to be done promptly in order to meet that goal.

Members were given the current *Telecommunicator Certification Course Manual*, the current *TCC Course Management Guidebook*, the 1998 task analysis, and the current TCC CD with lesson plans, handouts and PowerPoints.

**Curriculum Review**

**Administrative Matters**

This section of the notebook contains administrative information, including a Suggested Course Schedule. Jeryl stated this will be revised to show time allocated for the Reading Test. Beverly asked what reading test should be used. Autumn indicated there is no requirement of which one to use—there are several available. Schools must indicate on the post-delivery report which test was used and the student’s score on the reading test. The reading test must be done by the School Director and must be done during the course.

### **Orientation**

Jeryl asked Autumn to talk about the GI Bill. Perhaps the information should be included in this section.

Autumn explained that the GI Bill allows veterans and military persons to be reimbursed for the Telecommunicator Course, even if there was no tuition cost. School Directors are encouraged to explain this to students at the beginning of the course and then at the end of the course. Forms are to be completed and sent in with the post-delivery report. Now students are required to complete and submit VA forms 1990 and 1995. Autumn stated she would discuss the topic at this year’s School Directors’ Conference and bring some of the forms as handouts.

Jeryl will include the GI Bill information in the Orientation block and include the forms as handouts.

A correction on the “Acknowledgement of Orientation” should be made. In the first section, a line for the month was left out. It should read, “. . . commencing on this \_\_\_\_ day of \_\_\_\_ 20 \_\_\_\_.”

Jeryl asked Autumn to check the page called “North Carolina Department of Justice Sheriffs’ Standards Division.”

The other changes for this section will occur on the pages showing each training objective for the blocks of instruction. If training objectives are changed in the lesson plans, they will need to be changed here also.

### **Introductory Topics for the Telecommunicator**

Jeryl indicated she would like to update the section on “What Is Stress?” She asked members if they felt “The Impact of Life Changes” stress test should be kept in the outline. Jeryl stated she uses all the two hours to teach the material, and will usually ask students to complete the test on their own time and then discuss the scores the next day.

Both Beverly and Marsha recommended keeping the test, but have students do it after class.

Jeryl discussed the section on “Major Stressors” and “Stressful Nature of Work.” This information is duplicated and should be combined to reduce redundancy. The “Stressful Nature of Work” is tied to an objective while “Major Stressors” are not. Members agreed to combine the major stressors in the list on “Stressful Nature of Work” and to revise the objective if necessary. Beverly suggested including information on eating habits since this is related to stress.

Jeryl suggested adding an item to the list under “Cognitive symptoms”—spelling difficulties. Members agreed.

### **Telecommunications Systems and Equipment**

Jeryl stated that the members of the 2007 meeting agreed that objectives 2 and 4 could be combined. Steve Newton and Kevin Medlin have said they will review this block and make recommendations.

Jeryl identified some items that should be revised. In the section on radio frequency, the material on “Very High Frequency” and “Ultra High Frequency” is not tied to an objective and therefore not on the state exam. Jeryl suggested deleting the information.

Autumn was asked to look at the state exam and determine how much of the information under “Commonly used radio systems” is tested. Jeryl showed a handout that Steve Newton provides her class when he teaches this block, which is a visual learning aid for the students. If test questions on the state exam do come from this section, Jeryl suggested providing the handout in the notebook. Members agreed.

A change under “Data Transmission System” was noted. Change National Weather Service (NWS) to HRNLETS. Jeryl will research what the letters stand for.

The next change occurs under “Mobile Data Terminals.” Jeryl suggested adding 2 items to the “advantages” list: (5) Sensitive information can be given out without using the radio and (6) Supervisors in the field can run DCI if the Telecommunicator is busy. Under disadvantages, Jeryl recommended adding 4 items: (3) They tend not to call out; (4) Typing while they’re driving; (5) Less interaction with communication; (6) Not monitoring radio traffic as closely. Beverly suggested combining # 3 and 5.

Jeryl stated that Kevin and Steve will look at the Glossary also, perhaps adding some and deleting some. Marsha recommended adding UPS to the Glossary.

Lisa mentioned adding information on the mobile radio system and NIPS Pac.

### **Overview of Emergency Services**

In the January 2007 meeting, the group thought that 4 of the objectives should be moved to the “Call Reception” block of instruction—objectives 5, 6, 9 and 12.

Jeryl stated that she would ask Steve Newton, Kevin Medlin and Darrell Miller to look at the information under “Law Enforcement Services – Local agencies” to see if it is current. Another item to research is how airport police are working with Homeland Security.

Joy suggested using the same statement used in the airport police paragraph in the university/campus police section. It would read: “Campus police departments maintain a safe environment by providing traditional services such as patrol, criminal and traffic investigation, handling lost and found property, enforcing laws and ordinances, and responding to emergencies.

Jeryl asked if motor carrier information should be added under NC State Highway Patrol section. Beverly stated that motor carriers' duties are different than Highway Patrol. They should be a separate section altogether.

In the section on NC Parks and Recreation, change it to read "NC State Parks and Recreation." Also, change (6) from NC Division of Motor vehicles, Enforcement Section (DMV) change to Motor Carrier Enforcement Division of NC SHP. Some other minor changes will be made to this section.

Under Federal Agencies, Jeryl suggested adding the following: Customs and Immigration, US Marshall Service, Dept. of Homeland Security (include air marshalls), Probation/Parole, and military police. Marsha suggested adding NTSB.

Jeryl recommended adding the RUOK program to 4.a.(3) Special population programs. Beverly agreed to research some information in this area.

Jeryl will make several changes to the slides for this block of instruction.

Marsha recommended expanding the paragraph under 2 c. about volunteer fire services—difficulty in getting responses and responding in personal vehicles. She will work with Kevin, Steve and Darrell concerning this issue.

Jeryl then discussed the 5 Ws of Fire Dispatch—whether to move it to the Call Reception block. Lisa mentioned moving it to Broadcast Techniques. Jeryl also suggested moving the section 6b., concerning advice given to callers, to the Call Reception block, since the objective is being moved. Marsha suggested adding information concerning relaying information from agency to agency. Jeryl will add this to this block of instruction.

Jeryl stated the information found under Advanced Life Support Ambulance, under the various EMT paragraphs, will be combined into one EMT section.

Under 3, EMS apparatus, Jeryl asked if quick response vehicles should be changed—hasn't the name been changed? Jeryl will ask Kevin to check on this.

Jeryl stated that the section on apparatus response would be moved to the section on levels of service. The section on medical emergency will be moved to the beginning of Emergency Medical Services. Then the sections on interview of caller and techniques to calm the caller will be moved to Call Reception. The section on typical flow of an EMS call will be moved to the beginning of EMS. The Division of Emergency Management portion will be expanded.

### **Civil Liability**

Jeryl has mentioned to the Academy legal staff that this block needs revising. She plans to meet with them and discuss some changes. Jeryl will suggest adding some torts specific to telecommunicators. The Academy legal staff feels that the information on "color of law" is not necessary. Some examples will be added under the negligence section. Jeryl asked committee members to think about these things and contact her with suggestions.

Jeryl wants the legal staff to replace some cases in this block with more recent ones. Jeryl also suggested moving the section on reducing the risk of civil liability with the information on liability areas, or combine the two. She stated that she provides her students with a handout which lists the differences between civil and criminal. She suggested this handout be included in the curriculum.

### **Interpersonal Communications**

Jeryl suggested that Objectives 5 and 6 be moved to Call Reception and switch the order of Objectives 3 and 4. Also recommended was eliminating the last instructor note in Section B where students take turns simulating callers and call takers—these exercises are done in the Call Reception block. The material for C. 1. and 2. will be moved to the Call Reception block since the objectives for this information is being moved. After moving this information, C may become “Cultural Issues” and an objective will be added since there is a lot of information in the outline covering the topic. Jeryl also wants to add an optional video called *Cultural Baggage*. Marsha mentioned including the internal culture relating to law enforcement, emergency services, and fire.

Beverly recommended adding some information on special populations—those with Autism, Alzheimer’s, dementia, mental illness, etc.

### **Communications Resources**

Jeryl suggested omitting Objective #4: the *NICB* manual is not being used by communications; it is an investigative manual. It is available through DCI. As a result of deleting this objective, delete the material in the lesson plan and in its place add a section called Quick Reference Protocol Guide. Jeryl indicated that Lisa has a guide that she prepared and would like for her to incorporate it in this outline.

Lisa agreed to update the material in E. Internet. Beverly recommended including information on reverse look-up. Some telecommunicators do not know how to perform this.

The section of H. Telecommunicator Designed Aids will be moved to the new section called Quick Reference Protocol Guide. Section I. Hurricane Tracking Chart will be moved to the Overview of Emergency Services block, along with the handout.

### **Call Reception**

Objectives 7 and 8 should be moved to “Broadcast Techniques.”

Jeryl recommended in section A.2.b. that the recording exercise be eliminated and instead have students demonstrate the greeting. The note under A.3.b. will be moved to the section after 5.c. “Controlling the caller.”

The section under 6, “Resources,” should be deleted since it is covered in “Overview.” Section 7, “Factors to be considered in resource allocation include:” should be moved to “Broadcast Techniques.” Section 8, “Resource allocation aids,” will be moved to “Broadcast Techniques.” Section 9, “Call types and call priorities,” will be deleted since it is covered sufficiently in other

sections. Section 10, "Backup and secondary response," will be moved to "Broadcast Techniques." The note in Section E, "Call Documentation," will be deleted. Section F 1, under "Wireless 9-1-1," will be moved to "Telecommunications Systems and Equipment" and this section will be updated. Section F2 will remain in this block. Jeryl will update the material on TTY and delete the information on Baudot and ASCII. This section will be replaced with other information. She also wants to add an optional video produced by APCO International.

The handouts on Common Questions and Common Call Types will be deleted. Jeryl wants to add several other handouts.

### **Broadcast Techniques**

Jeryl recommended the following changes in this block. Move the last instructor note under Section A, "Voice and Speech Control," to E.1.a., "Person description," at the end of the instructor note already in place. Move the information in Section K, "Use of Alert Tones," to Section B., "Microphone Techniques," after number 4. Move Section L, "Field Unit Safety Issues," to fall after Section E., "Standard Descriptions and Broadcast Formats." Change the title of Section F to "Standardized Terminology," and change 1 to say "Ten Codes" and Section G, "Phrase Word Brevity Codes," to number 2 under this same heading. Delete the instructor note in the "Phrase Word Brevity Codes" section. Delete the last instructor note in this section also. Marsha suggested an exercise she does that would be beneficial here. She will compose the instructions and send to Jeryl.

Also delete the note at the end of Section H, "Phonetic Alphabet," since it is already being done. Add information after I., "2400 Hour Time or Military Time," explanation of military time. Delete the recording in the instructor note found after J.3. Move Section M, "Helpful Techniques for Common Problems," to follow the "Field Unit Safety Issues." Change the name of Section N to "Helpful Reminders for Radio Broadcasting." The numbers in this section will also change. Jeryl recommended deleting the "Common Call Types" handout. She will update the "24 Hour Time" handout.

Marsha asked why 10 Codes are still being taught, since plain speech is used by most. Jeryl stated that whatever is being taught in BLET should be taught in the Telecommunicator Certification Course. She will check with Bob Yow, the curriculum manager of BLET.

### **Other Business**

The next Sheriffs' Commission meeting will be in March 2008. Jeryl will report to them about the revisions forthcoming for the Telecommunicator curriculum. Hopefully, pilot approval will be granted prior to August 2009.

Jeryl asked Beverly to look at safety considerations for field units and make certain the curriculum reflects what it should. She also asked Beverly to look at special populations issues and the curriculum.

Joy was asked to work with the NCJA legal section on the Civil Liability block. Dinah Jeffries and Patty Petteway will be asked to look at Call Reception, along with Jeryl and Lisa Reid.

Marsha Withrow was asked to work with Kevin Medlin and Steve Newton on the Overview outline. Autumn Hanna and Jeryl will edit Course Orientation and Course Management Guide.

The agenda item “Suggestions for topical areas for future course developments” was tabled until the next meeting.

**Next Meeting**

Jeryl will e-mail some dates to members after Autumn e-mails her available dates to meet. The meeting adjourned at 1:10 p.m.