

Section 1.3: Communications Training Officer (CTO)

Adapted from Texas A&M EMS Standard Operating Procedures:

Communications Training Officers are individuals responsible for training individuals who are seeking the status of Dispatcher. They are responsible for overseeing a trainee that is on their shift and assisting them in learning Dispatch Protocols, agency SOP's and anything else pertinent to the job of a dispatcher as set forth by the Communications Department for the trainee to complete. A trainee must have a Communications Training Officer present while the trainee is on duty.

Communications Training Officers will be selected by the Communications Coordinator, must be a dispatcher for at least six (6) months, and must undergo any training deemed necessary before assuming this role. Communications Training Officer status may be removed by the Communications Coordinator.

A Communications Training Officer will meet the following guidelines:

1. Meet all guidelines for being a cleared dispatcher.
2. Be a cleared dispatcher for at least six (6) months.
3. Be in good standing with the department.
4. Complete training with Communications Coordinator.
5. Interview with Communications Coordinator prior to training DITs.

The following are duties of the CTO:

1. Complete all objectives laid out by the DIT binder.
2. Run test calls with the DITs.
3. Fill out DIT binder at the end of the shift.
4. Report problems to the Communications Coordinator regarding DITs.
5. Complete all objectives for the particular shift before sleeping or completing other tasks.