

Section 2.2: Continuing Education

It is the duty of all dispatch personnel (both students and wage workers) to keep current with all changes within the Communications Division. In order to keep personnel up to date on changes and continue building on current skills, training is necessary. Both training and testing will be used to ensure that all dispatchers are prepared for any illness, injury, or disaster. Training helps keep all knowledge and skills up to date.

General Training Guidelines:

1. Training will take place, at minimum, once a semester.
2. Training will cover updates in equipment, computer programs, or skills.
3. Training will cover previously learned material to ensure all personnel are proficient at their duties.

Annual Testing:

1. Tests over SOPs, procedures, and dispatch knowledge will be administered, at minimum, once a year.
2. Tests will cover anything previously learned that a dispatcher is responsible for.
3. Scores below 80% are considered failing.
 - a. If a dispatcher fails the first test, the dispatcher will be allowed to retest no less than 24 hours after the first test was administered. If the dispatcher is a CTO, they will be removed from that position until approved by the Communications Coordinator.
 - b. If a dispatcher fails the second test, the dispatcher will be put into a remedial training program for a minimum of one shift.
 - c. After remedial training, the dispatcher will be given a third test. If failed, the dispatcher will meet with the Communications Coordinator and EMS Manager to determine the next step.