


<p>Billerica Police Department</p> 	<p>POLICY NUMBER PDS-03</p>	<p>PAGES 3</p>	<p>EFFECTIVE 11/6/23</p>
	<p>Accreditation Standards: None</p> <p>General Orders:</p>		
<p>Continuing Dispatch Education Process, Roles and Responsibilities</p>			

Policy

The continuing dispatch education (CDE) process shall follow a standardized procedure as detailed below to meet the needs of the center and as required by the International Academies of Emergency Dispatch® (IAED™) to meet Priority Dispatch System™ (PDS™) and State 911 recertification standards.

Purpose

To provide all dispatch personnel with ongoing education to enhance knowledge, skills, and abilities within the center as well as for the use of the PDS. Such CDE processes shall be sufficient to meet the requirements of the IAED and State 911 for recertification.

Procedure

I. CDE Program Objectives

- a. Development of a better understanding of telecommunications and of the PST's specific roles and responsibilities
- b. Improving skills in the use or application of all component parts of the protocol, including interrogation and prioritization
- c. Providing opportunities for discussion practice of skills and constructive feedback of performance

II. CDE Program Management

- a. The Dispatch Review Committee (DRC) shall be responsible for defining the topics that the CDE program will address.
- b. The Training/Quality Assurance Unit (QAU) Coordinator shall be responsible for scheduling educational opportunities as necessary to address identified needs.
- c. Appropriate CDE topics may be identified in a number of ways:
 - i. Required state or local training
 - ii. As a result of the DRC's recommendations
 - iii. Based on the findings of the QAU
 - iv. Via direct requests for further action by the QAU
 - v. Via requests from PSTs

- d. The Training/QAU Coordinator shall be responsible for ensuring that necessary educational opportunities are:
 - i. Delivered by qualified personnel (as defined by the DRC).
 - ii. Indicative of the learning needs of the PSTs and relevant to their associated work.
 - iii. Attended by all PSTs.
- e. The Training/QAU Coordinator shall be responsible for maintaining appropriate records regarding the CDE program.
 - i. CDE Lesson Plan including:
 - 1. Title
 - 2. Presenter name and title
 - 3. Date(s) and time(s)
 - 4. Number of CDE hours
 - 5. Materials to be used
 - 6. Objective
 - 7. Content summary
 - ii. Attendance records
 - 1. Copy for agency file
 - 2. Copy to individual PST's training file
 - iii. Employee CDE status and expiration date tracking
 - 1. Quarterly status updates to PSTs regarding CDE progress toward meeting requirements
 - 2. Reminders to PSTs at least three months before the expiration of a specific certification

III. Meeting Recertification Requirements

- a. PSTs are ultimately responsible for ensuring they attend sufficient educational opportunities to meet any state/local or IAED recertification requirements. They must alert their supervisor of any likely challenges in complying with this requirement.
- b. The IAED minimum CDE requirement per two-year certification period is based on the number of PDS protocols the ED is certified to use.
- c. Refer to the current IAED recertification requirements at the following website: www.emergencydispatch.org/what-we-do/re-certification.

IV. Types of CDE

a. The following are acceptable forms of CDE:

- i. Workshops and seminars
- ii. Attendance at planning and management meetings
- iii. Quality assurance and case review
- iv. Review of dispatch related audio, video, and written materials
- v. Providing public education
- vi. Protocol review
- vii. Miscellaneous, such as a ride-along and work experience

*** The MA State 911 Department may not consider all of the above as approved CDE for purposes of annual compliance. Prior to approving any CDE, the Communications Supervisor will verify MA State 911 approval*

b. Other related CDE sessions will be submitted to the IAED for consideration of its educational relevance based on its relationship to the science of emergency dispatch and the use of the protocols.