

501—13.3(80B) Basic training.

13.3(1) *Approved basic training course.* Approved basic training course means a 40-hour course of instruction which has been approved in advance by the Iowa law enforcement academy through the telecommunicator training board, which includes at a minimum the following topics:

1. Introduction to public safety services and the role of the telecommunicator.
2. Human relations and communications skills.
3. 911 systems, communications equipment, terminology.
4. Understanding and taking different types of calls.
5. Basic dispatch/broadcast techniques.
6. Dispatching and managing the response to a call for service.
7. Multiple tasking and prioritization.
8. Liability and legal issues.
9. Resource awareness.
10. Stress management and motivation.

13.3(2) *Approval of courses.* Requests for approval of basic training courses shall be timely submitted to the academy on prescribed forms.

13.3(3) *Agency administrator responsibility.* It shall be the responsibility of agency administrators to ensure that all telecommunicators under their direction receive the training required by these rules.

13.3(4) *Period of validity.* The approval of courses under this rule shall be valid for a period of 36 months.