

**Request for Online Training Course Approval
State 911 Committee Dispatcher Training Fund
Training Provider/Vendor Policies & Procedures**

Purpose – The State 911 Committee (SNC) Dispatcher Training Subcommittee encourages valuable telecommunicator training courses throughout the State of Michigan. In part, this is accomplished through the Subcommittee's course approval process which in turn enhances the availability of quality training courses. In addition, the Subcommittee also works with training/course providers through the approval process to ensure they meet the necessary requirements.

Authority – The subcommittee has been given the authority by the State 911 Committee to recommend approval of training courses eligible for reimbursement from the State 911 Committee Training Fund. MCL 484.1408(4)(c).

Policies:

- Prior to applying for, and receiving, an online course approval number, the Provider/Vendor will refrain from referencing the State 911 Committee, or the related course approval process or number, on any correspondence or advertisements.
 - ***New requests may take up to six (6) weeks for processing.***
- The State 911 Office must be notified if a provider has a change in course content or materials. A new application may be required.
- The online course must prohibit skipping (course material must be reviewed in order).
- Once the course has been completed and a test is given, a certificate will be available to print.
- Provider/Vendor must be able to audit and track attendance, determine amount of time an individual spent online taking the course, and provide this information to the PSAP manager and/or State 911 Office upon request.
- Within 30 days of completion of the course, a monthly electronic sign-in sheet listing individuals who have completed the course will be sent to the State 911 Office by e-mail to snccdispatchertraining@michigan.gov.
- A log in shall be provided to the Dispatcher Training Subcommittee free of charge at the time of application. A member(s) of the State 911 Committee or Dispatcher Training Subcommittee may utilize the login to audit the online application and/or course during the application process and if approved, until the course expires.

Initial Receipt of Requests – When a request for approval of an online course is received by the State 911 Committee (through the 911 Office), it will be forwarded to the Course Approval Workgroup of the Dispatcher Training Subcommittee.

Review Process – The workgroup is responsible for ensuring that Form DTS-35 is thoroughly completed and all appropriate attachments are included. Special attention will be focused on:

1. Item 8 – A permanent log in will be provided so a member of the State 911 Committee or Dispatcher Training Subcommittee may audit the SNC approved course at any time during the application process and if approved, until the course expires. If the log in cannot be provided with the initial application, an explanation is required and it will be provided to the State 911 office within 48 hours of request.
2. Item 10 – Module Endorsement. If a module endorsement is selected, the training materials provided will be reviewed to ensure they meet the qualifications outlined in the Training Standards for the corresponding module.
3. Item 14 – How will attendance and the amount of time spent taking the online course be tracked?
4. Item 17 – What is the need for this course? Does it relate to what is needed in the PSAP?
5. Item 20 – Syllabus/Outline provided? The course will be accountable to the syllabus.
6. Item 21 – Performance Objectives. Are they 911 appropriate?
7. Course Content – The workgroup will carefully evaluate the critical areas of 911 services. If the submission does not follow the instructions listed on the DTS-35, the workgroup will work with the vendor to ensure understanding of the concepts.

Approval – If the Course Approval Workgroup recommends approval of the online course request, the vendor will be notified by the State 911 Office and the course will be registered with an approval number.

Disapproval – If the Course Approval Workgroup recommends denial of the online course request, the vendor will be notified by the State 911 Office. If the vendor appeals the decision, the first appeal will be heard at the Dispatcher Training Subcommittee level. If there is a second denial, then the vendor may appeal to the full State 911 Committee at the next scheduled meeting.

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Instructions for completion of the Approval Request (DTS-35)

Read these instructions carefully before completing the form. Applications must be submitted electronically. Complete all sections of the form and attach additional sheets as necessary to completely answer all questions. Do not leave any section blank (with the exception of item 10 if it does not meet the requirement for a module endorsement). Be sure to attach all required documentation; i.e. Course Outline/Syllabus, and Performance Objectives. Missing and incomplete information will prevent us from processing your request. **Please allow six weeks for processing.**

Form Completion

1. Enter the name of the Provider requesting the approval and the complete mailing address.
2. Enter the Date the request is being submitted.
3. Enter the Title of the course.
4. Enter the name of the Course Coordinator and his/her phone number. This is the person who is responsible for answering any questions pertaining to this course and/or the completion of this form.
5. Enter the email address of the Course Coordinator.
6. Attach an instructor resume for each instructor who will teach this course (if a live instructor is used in the online teaching of this course). All instructors must be approved prior to teaching an SNC approved training course. Any later additions must be provided to the State 911 Office for processing prior to instructing the course.
7. Enter the total number of hours of the online training course.
8. Provide a permanent log in and password for SNC audit purposes. See number 1 under policies.
9. Indicate who the intended audience is; e.g., dispatchers, call takers, dispatch supervisors, directors, etc.
10. If a module endorsement is selected, the training materials provided will be reviewed to ensure they meet the qualifications outlined in the Training Standards for the corresponding module. If selecting a Module II endorsement for the entire 40 hour program, check the box provided. If you are only asking for a Module II endorsement on one eight hour block of training, check the box provided and circle the appropriate letter (a-e).
11. Provide a description of the online training program, and attach a copy of any available brochure.
12. Indicate the requirements that are needed to maintain certification in this skill area.
13. Indicate any special equipment requirements that may be needed to access and complete this online program.
14. Indicate the method used to track attendance and the amount of time spent taking the online course.
15. Indicate all reading assignments and texts that will be used.
16. Indicate the method of online instruction; e.g., slide presentation, live online instructor, etc.
17. Indicate why this training is needed.
18. Provide or indicate the relationship of this course to 911 operations; how does this course contribute to the effective operations of the 911 center?

19. Provide or indicate the completion requirements for this course; i.e. testing process, and printing of certificate.
20. Attach a course Syllabus/Outline with this request.
21. Attach the Performance Objectives for this course with this request.

Email the completed form with all of the required attachments to the State 911 Office at snccdispatchertraining@michigan.gov.

Request for Online Training Course Approval

Please email to the State 911 Office at snccdispatchertraining@michigan.gov		<u>DTS- USE ONLY</u> Course Code: Course Number: Type of Request:	
1. Provider Name and Address:		2. Date:	
3. Course Title:			
4. Course Coordinator:		Phone Number:	
5. Email Address:			
6. Instructor(s): Attach an ELECTRONIC resume for all instructors you would like approved to teach this course (if a live instructor is used in the online teaching of this course)			
7. Total Course Hours:		8. SNC log in and password to access course (required):	
9. Who is the intended audience?			
10. Module Endorsement: (check the box)		Module I - (Training Standards R484.804 – Rule 4, Subsection 2 (a, b, c, d, e, f, g, h, & i)	
		Module II 40 Hour Program - (Training Standards R484.804 – Rule 4, Subsection 4 (a, b, d, & e)	
		Module II Individual Segment Endorsement – Circle one: a) domestic violence b) suicide intervention c) 911 liability d) stress management e) homeland security elective	
11. Please provide a brief description of the course:			
12. Recertification/Skill Maintenance requirements:			
13. Equipment requirements:			
14. How will attendance and the amount of time spent online taking the course be tracked?			
15. What are the required text(s) or reading assignments?			
16. What are the methods of instruction?			
17. What is the need for this online course?			
18. What is the relationship of this online course to 911 operations?			
19. What are the completion requirements for this online course?			
20. Course Syllabus/Outline: (Provide as an electronic attachment with this request)			
21. Performance Objectives: (Provide as an electronic attachment with this request)			

I have read and understand the above policies and procedures:



Signature: _____
 Please print, sign, scan, and email to snccdispatchertraining@michigan.gov