

# Advanced Training Bureau

## Advanced Certification Requirements – Public Safety Telecommunicators

The Department of Public Safety Law Enforcement Academy awards advanced certification credit for approved training beyond the basic level. An applicant must submit a completed application packet containing copies of all training certificates and other supporting documentation. Applications should be submitted only after the required number of hours have been accrued. Individual certificates will not be processed if they are not attached to an application for a specific level of certification. Certifications are ranked from Intermediate to Executive and are only awarded if criteria for the previous level(s) of certification have been met.

**Certification Fee:** A fee of \$25.00 per Intermediate Certificate, \$35.00 per Advanced Certificate, \$50.00 per First-Line Certificate, and \$100.00 per Command and Executive Certificates must be received before certification can be issued. Payment can be made in the form of an agency check, purchase order, or money order. Payment must accompany the application.

**Certificate Criteria:** The Law Enforcement Academy will accept certificates of completion for credit toward an Advanced Certificate.

**College Course Credit:** College courses will receive the credit ratio of 15 advanced hours for each credit hour up to a maximum of 400 advanced hours. College course credits apply only to Advanced certification and above. Official copies of college transcripts are required. Without an official transcript, applications cannot be processed. Credit hours are given for college courses that are law enforcement related. CEUs will receive the credit ratio of 10 advanced hours for each CEU.

**Military Course Credit:** Military advanced level courses related to telecommunications can be used for credit towards Advanced level certification and above at an hourly ratio of one-to-one. Training hours and dates must be noted on the training certificate for credit or on an official training transcript.

**In-Service Training:** NMDPS accredited in-service training will be accepted based upon the accredited course hours. Mandated training and refresher/ update courses will not be credited towards Advanced Certifications. Other New Mexico in-service training will be accepted only with evidence submitted that a test was administered, passed, and/ or a certificate of completion was issued.

**Rank/ Title Requirements:** Certificates at the First-Line Supervisor level and above require that the pre-requisite rank / title was held for at least one year prior to the time of the application. Documentation indicating date(s) of promotion must be included with the application packet. Non-traditional rank designations will be reviewed for equivalency to ranks designated for applicable certificates.

**Out-of-State:** Only course certificates clearly indicating the hours and dates of training received will be accepted.

## Advanced Public Safety Telecommunicator Certification Criteria and Guidelines

### Intermediate (Minimum of 200 cumulative hours required)

- Two years' experience, non-probationary status at time of application
- 200 cumulative hours of advanced telecommunications training (beyond basic and maintenance training)

### Advanced (Minimum of 400 cumulative hours required)

- Four years' experience, non-probationary status at time of application
- 400 cumulative hours of advanced telecommunications training and/or formal education (beyond basic and maintenance training)

### First-Line Supervisor (Minimum of 500 cumulative hours required)

- Must have held the title of Shift Supervisor, Terminal Agency Coordinator (TAC) or Training Officer with one year in rank
- Completion of a DPS accredited First Line Supervisor course (40 hours minimum)

### Command (Minimum of 700 cumulative hours required)

- Must have held rank of Deputy Director, Assistant Supervisor, Terminal Agency Coordinator (TAC), 9-1-1 Coordinator, or Training Coordinator with one year in rank
- 100 hours of management training and/or formal education

### Executive (Minimum of 800 cumulative hours required) DIRECTOR, EXECUTIVE DIRECTOR

- Must have held rank of Director or Deputy Director with one year in rank OR,
- Held the title or rank of Regional Manager or manager who report directly to the department or agency head and have had one year in rank
- 200 cumulative hours of management and/or administrative training and/or formal education