

12 NCAC 10B .0915 TERMS AND CONDITIONS OF TELECOMMUNICATOR INSTRUCTOR CERTIFICATION

(a) An applicant meeting the requirements for certification as a Telecommunicator Instructor shall serve a probationary period. The expiration dates of any existing Commission-issued Probationary General Telecommunicator Instructor Certifications shall be set to expire concurrently with the expiration of the instructor's Probationary General Instructor Certification issued by the North Carolina Criminal Justice Education and Training Standards Commission. If the time-period before the expiration date is less than one year, then the eight hours of instruction required for Probationary Telecommunicator Instructor Certification shall be waived for this shortened term and Full General Telecommunicator Instructor Certification shall be issued provided all other conditions for Full General Telecommunicator Instructor Certification as set out in Paragraph (b) of this Rule are met. If the applicant has a Full General Instructor Certification through the Criminal Justice Education and Training Standards Commission with no expiration date, the Probationary Telecommunicator Officer Instructor Certification shall be set for one year from date of issue.

(b) The probationary instructor shall be awarded Full Telecommunicator Instructor Certification at the end of the probationary period if the instructor's certification required in 12 NCAC 10B .0914(a) remains valid, and the instructor through application, submits to the Division a completed Request for Telecommunicator Instructor Certification Form I-2T, with either:

- (1) a favorable recommendation from a school director accompanied by certification on a Commission Instructor Evaluation Form that the instructor taught a minimum of eight hours as specified in Paragraph (e) of this Rule in a Commission-certified Telecommunicator Certification Course, or in a Commission-recognized Telecommunicator In-Service Training Course as set out in the Mandated In-Service Training Manual published by the North Carolina Justice Academy during his or her probationary year; or
- (2) a favorable written evaluation as specified in Paragraph (e) of this Rule by a Commission member or Division staff member based on an on-site classroom evaluation of the probationary instructor in a Commission-certified Telecommunicator Certification Course, or in a Commission-recognized Telecommunicator In-Service Training Course. The evaluation shall be certified on a Criminal Justice Instructor Evaluation Form F-16. In addition, instructors evaluated by a Commission or Division staff member must also teach a minimum of eight hours in a Commission-certified Telecommunicator Certification Course during his or her probationary year.

(c) The expiration dates of any existing Commission-issued Full General Telecommunicator Instructor Certifications shall be set to expire concurrently with the expiration of the instructor's Probationary General Instructor Certification issued by the North Carolina Criminal Justice Education and Training Standards Commission. If the time-period before the expiration date is less than three years, then the 12 hours of instruction shall be waived for this shortened term and Full General Telecommunicator Instructor Certification shall be renewed. If the applicant has a Full General Instructor Certification with no expiration date, the expiration date for the Full Telecommunicator Officer Instructor Certification shall be set for three years from the date of issue. Full Telecommunicator Instructor Certification shall remain valid so long as the instructor's certification required in 12 NCAC 10B .0904(a) remains valid, and the instructor submits to the Division every three years a completed Request for Request for Telecommunicator Instructor Certification Form I-2T, with either:

- (1) a favorable recommendation from a school director accompanied by certification on a Commission Instructor Evaluation Form that the instructor satisfactorily taught a minimum of 12 hours as specified in Paragraph (e) of this Rule in a Commission-certified Telecommunicator Certification Course, or a Commission-recognized Telecommunicator In-Service Training Course during the previous three year period; or
- (2) a favorable written evaluation as specified in Paragraph (e) of this Rule by a Commission member or Division staff member based on a minimum 12 hours, on-site classroom observation of the instructor in a Commission-certified Telecommunicator Certification or a Commission-recognized Telecommunicator In-Service Training Course.

(d) In the event a General Telecommunicator Instructor Certification (either Probationary or Full) is terminated for failure to comply with Paragraph (c) of this Rule, the individual may re-apply for certification meeting the initial conditions for the certification, and also provide documentation that he or she has audited the number of hours of instruction that he or she failed to teach in a delivery of a certified Telecommunicator Certification Course.

(e) An Instructor Evaluation Form records a rating of instructional ability, student participation, and presentation of the lesson plan consistent with the requirements for successfully completing the Criminal Justice Instructor Training as set out in 12 NCAC 09B .0209.

- (1) Instructional ability includes the instructor's:
 - (A) voice quality (projection, articulation, speech rate);
 - (B) verbal skill (fluency and clarity);
 - (C) physical appearance and mannerisms (attire, posture, body language, eye contact, movement);
 - (D) personal qualities of the instructor (knowledge, self-confidence, tact, enthusiasm, sensitivity); and
 - (E) selection and use of training aids (use of writing surface and other aids, effective use of multimedia, transparencies, and slides, relates aids to objectives, and use of aids when scheduled).
 - (2) Student participation includes the instructor's:
 - (A) use of questions to encourage discussion and response to student questions;
 - (B) ability to encourage class participation, maintain the students' attention, and engagement of all students effectively;
 - (C) organization in the arrangement of the classroom for maximum effect, ensuring all training tools/items are ready when needed, and presentation for the class lesson; and
 - (D) exercise of control and discipline of the students to maintain proper behavior and orderliness in the classroom, ability to remain in control during classroom discussions, and handle class disruptions and problems.
 - (3) Presentation of lesson plan includes the instructor's:
 - (A) full coverage of the lesson plan;
 - (B) presentation of information in logical sequence;
 - (C) timing of presentation to allow for sufficient time for questions and discussion;
 - (D) transition of subjects with continuous progression and development of lesson;
 - (E) emphasis of key points and frequent summarization of topics to reinforce learning;
 - (F) frequent establishment of relevance of the topics to entire lesson or course and use of examples to clarify the subjects; and
 - (G) consistency of presentation in following the lesson plan.
- (f) Individuals may, for just cause, be granted an extension to successfully teach the required minimum number of hours of instruction only once not to exceed 12 months. For purposes of this Rule, "just cause" means accident, illness, emergency, course cancellation, or other exceptional circumstances that precluded the instructor from fulfilling the teaching requirement.

History Note: Authority G.S. 17E-4;
Eff. April 1, 2001;
Amended Eff. February 1, 2006; January 1, 2005; August 1, 2002;
Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. March 6, 2018;
Amended Eff. May 1, 2021.