



**Iowa Statewide Interoperable Communications System (ISICS)
Standards, Protocols, Procedures**

Standard Name:	Training Radio Telecommunicators		Date Created:	02-01-2018	
Standard Policy #	2.7.0	Standard Title:	Management of System	Status	Completed
Approval Authority:	ISICSB		Adopted:	02/08/2018	Reviewed: 02/08/2018

1. Purpose or Objective

The purpose of this standard is to establish the minimum training standards for all radio Telecommunicators. This will ensure that system dispatch operations, as they apply to each agency, are performed by properly and consistently trained dispatch personnel.

Radio Telecommunicator is defined as those individuals whose sole or primary job responsibility is utilizing either ISICS or interoperability radio equipment in the capacity of a public safety dispatcher.

2. Technical Background

Capabilities

Constraints

3. Operational Context

System functionality and integrity must be maintained by ensuring that properly trained personnel perform dispatch functions.

4. Recommended Protocol/ Standard

Each agency operating on the ISICS System is responsible for the training of their personnel and compliance with State, Regional, and Local Operating Standards.

Dispatch personnel shall successfully complete, at a minimum, training on the console or interoperability equipment installed by the user agency, as well as each topic listed below.

The following topics will be the minimum required training for Radio Telecommunicators at the User Levels 1 and 2 of the ISICS System in the state of Iowa. This level of detail on each topic is to be considered an awareness level of training.

- Console fleetmaps
- Unit numbering convention
- Cross band repeaters, if applicable
- Emergency button operation
- Encryption
- Incident Command System (ICS) form 205
- Talkgroup priority levels
- Iowa Public Safety VHF Interoperability Frequency Plan
- Use of gateway equipment as it relates to establishing interoperability between disparate radio systems
- NIMS ICS training
- Radio Alias
- Scene-of-Action (SOA) channels
- Talkgroup assignments
- Interoperability
- Talkgroup naming process

The following topics will be the minimum required training for Radio Telecommunicators at the User Levels 3 and 4 of the ISICS System in the state of Iowa. This level of detail on each topic is to be considered an enhanced level of training.

All training requirements at the User Levels 1 and 2 in addition to the following requirements:

- Paging procedures
- Agency backup radio plan
- Alert tone
- Elevating talkgroup priority
- Emergency button operation
- Failsoft
- Fleetmaps of dependent agency or agencies (as it affects interoperability within and outside agency's jurisdiction)
- Interagency hailing talkgroups
- Management of talkgroups
- Dispatcher's role in selection of talkgroups
- Dispatcher's role in directing responders to talkgroups
- Multi-select

- Patching
- Site trunking - agency operation
- Talkgroup affiliation

In addition to the above topics, the following state standards are required for dispatcher training that cover the following topics:

- 700/800 MHz Statewide STAC Interoperability Talkgroups
- Use of Statewide 700/800 MHz STAC 1-12 Talkgroups – Air Ambulance Emergency Landing Zone Coordination
- Event and Exercise Communications Planning
- Statewide Pursuit Communications
- National Weather Service ISICS Radio Operations

Training may involve interactive scenarios, whether tabletop or software simulation. Scenarios should include Local Interoperability, County Interoperability, Regional Interoperability, Statewide Interoperability, National Interoperability Channels, and ISICS to non-ISICS Interoperability.

Each agency is responsible to communicate policy changes to their Radio Telecommunicators as they occur.

Each agency shall be responsible for maintaining adequate records documenting compliance with the provisions of this standard. These records will include the following information:

- End user roster
- Training syllabus
- Online certification - optional

It is highly recommended that agencies keep accurate and complete records, which will be produced at the request of the local system administrator within a reasonable amount of time.

Refresher Training

Radio Telecommunicators shall receive refresher training every two years, at a minimum, or any time there is a significant change to procedure or equipment being used. Refresher training shall ensure competency of all skills taught in initial training and should specifically include skills that are infrequently used.

5. Recommended Procedure

It is highly recommended that all Radio Telecommunicators read and familiarize themselves with the Telecommunicators Best Practice Guide and all applicable State Standards as part of their training.

For Radio Telecommunicators in agencies migrating to ISICS or implementing interoperability measures with ISICS users from other systems, training for agency- specific dispatch consoles, if applicable, is required prior to completing field training and operating independently.

6. Management

Dispatch agency management will be responsible to ensure that:

- Radio Telecommunicators have received all necessary training.
- Only qualified personnel perform dispatch functions.
- Radio Telecommunicators are familiar with all applicable sections of the ISICS State Standards.