



INSTRUCTIONS FOR BOARD APPROVAL OF TRAINING PROGRAM(S)

The State's Minimum Standards Regarding Public Safety Telecommunicator Training (21 NYCRR § 5201) establish baseline requirements for the training of newly hired and veteran staff. Section 5201.7 lists training programs that are known to meet or exceed the training requirements. The SIEC Board is also authorized to approve additional courses (including in-house training programs). These instructions provide guidance on how to apply to the Board for approval of any training program not listed in section 5201.7.

Please note: Board approval is on a per course basis. Third-party or joint training programs used by multiple PSAPs only need to be approved **once** by the board, and then any PSAP can make use of the course.

When seeking Board approval of a training program not listed in section 21 NYCRR § 5201.7:

1. Please write a letter on your authority's letterhead, explaining the nature of your training program request. In your letter, be sure to address the following:
 - a. Identify the entity applying for the approval.
 - b. Confirm that the entity is designated to receive and answer emergency calls from wireless telephone service providers (i.e. cell phone 911 calls), including calls received by means of rerouting.
(If NO, the entity does not need to comply with the PSAP standards. Board approval is not necessary.)
 - c. Provide documentation that the in-house developed, third-party, or joint training program satisfies the requirements in the applicable subsection of 21 NYCRR 5201, for the type of training program you are applying for. For example, for in-house annual in-service training, show that the program meets the requirements in § 5201.4(a).
 - d. Include any attachments you believe are relevant to your request.
2. Navigate to the DHSES OIEC website, SIEC Board tab, and click on the appropriate link e.g. "In-House Training approval request". These links will lead you to forms where your information can be submitted.
3. NYS DHSES OIEC will review your request and may have follow-up questions for verification and/or clarification of your request. OIEC will reach out to the submitter of the request.
4. After OIEC review, your request and a recommendation will be provided to the SIEC Board for consideration at the next practical Board meeting. The Board will determine the sufficiency of the request and whether to approve or disapprove.
5. NYS DHSES OIEC will inform the submitter of the SIEC Board's determination.

If the submitting agency has any questions, please email DHSES.OIEC@dhses.ny.gov.