

Chapter 60.

Rules Relating to Compulsory Minimum Training Standards for Dispatchers

6VAC20-60-20. Compulsory minimum training standards.

A. Pursuant to the provisions of subdivision 10 of § [9.1-102](#) of the Code of Virginia, the department under the direction of the board establishes the categories of training as listed in subsection B of this section as the compulsory minimum training standards for dispatchers whose duties include dispatching for law enforcement.

B. Individuals hired as dispatchers (public safety telecommunicators) shall comply with the following requirements: ~~meet or exceed the compulsory minimum training standards in the following categories at a certified criminal justice training academy:~~

1. Successfully complete basic training for dispatchers at a certified criminal justice training academy, which includes receiving a minimum of 40 hours of department-approved training by meeting or exceeding the performance outcomes identified in the Virginia Department of Criminal Justice Services Compulsory Minimum Training Standards and Performance Outcomes, draft dated November 1, 2024, hereby incorporated by reference, in the following categories:

- ~~1. a. Communication;~~ Professionalism;
- ~~2. b. Dispatcher judgment;~~ Legal;
- ~~3. c. Legal; and~~ Communication; and
- ~~4. d. Professionalism.~~ Wellness

C. Individuals hired as dispatchers shall ~~meet or exceed the performance outcomes in the category of on-the-job training identified in the Virginia Department of Criminal Justice Services Field Training and On-the-Job Training Performance Outcomes~~ successfully complete a minimum of 160 hours of approved training in the category of Field Training by meeting or exceeding the field training performance outcomes identified in the Virginia Department of Criminal Justice Services Compulsory Minimum Training Standards and Performance Outcomes, draft dated November 1, 2024.

6VAC20-60-40. Time requirement for completion of training.

A. Dispatchers required to comply with the compulsory minimum training standards must satisfactorily complete the required training set forth in [6VAC20-60-20](#) within ~~24~~ 18 months of the date of hire or appointment as a dispatcher, unless provided otherwise in accordance with subsection B of this section.

B. The director or the director's designee may grant an extension of the time limit for completion of the compulsory minimum training standards and requirements for the following reasons:

1. Medical condition;
2. Injury;

3. Military service; or

4. Administrative leave involving the determination of workers' compensation or disability retirement issues or suspension pending investigation or adjudication of a crime.

C. The director or the director's designee may review and consider other reasons (e.g., natural disaster, family medical leave, etc.) for granting an extension. If approval is granted, the extension shall not exceed 90 days.

D. The director or the director's designee may review and consider requests to renew training extensions if the reason for the original training extension continues and the request occurs before the expiration of the original extension.

E. The director shall not grant an extension for failing to pass compulsory minimum training standards and requirements within specified time limits.

. F. The agency administrator may request an extension from the director or the director's designee.

1. The request shall be in writing and include written documentation articulating the reason the individual is unable to complete the required training within the specified time limits.

2. The request shall be submitted to the department before the expiration of the specified time limits.

3. Dispatchers who do not satisfactorily complete compulsory minimum training standards and on-the-job training within ~~24~~ **18** months of appointment as a dispatcher and who do not receive an extension of the time limit for completion of the requirements shall be subject to the provisions of § [9.1-115](#) of the Code of Virginia.