# State 911 Committee
## Training Provider Policies & Procedures

**Purpose**
The State 911 Committee (SNC), through its 911 Training Subcommittee (NTS), promotes valuable telecommunicator training courses across the State of Michigan. A key part of this effort is the NTS's course approval process, which ensures training opportunities are both high-quality and widely available.

The NTS collaborates directly with training providers to verify training courses meet the necessary established requirements. This process not only maintains standards but also expands access to approved training statewide.

Each year, primary public safety answering points (PSAPs) can apply for 911 training funds. To properly utilize the funds, PSAPs must select courses that have been approved by the NTS. All course submissions are managed through the Michigan State 911 Administration Portal (MiSNAP), streamlining the approval and funding process.

This procedure establishes the standardized process for receiving, reviewing, and resolving complaints related to SNC-approved training courses and instructors.

**Authority**
The SNC has delegated authority to the NTS to recommend approval of training courses eligible for reimbursement from the training fund established for PSAPs in MCL 484.1408(4)(c).

**Definitions**
911 Designation Specialist
This position serves as the recognized subject matter expert for the dispatcher training fund as established under PA 32 within the State 911 Office.

Approved Course
A training course that has been reviewed and authorized by the NTS and assigned an official SNC approval number.

Approved Instructor
An individual who has been reviewed and authorized by the NTS to teach an SNC-approved course based on documented qualifications, experience, and subject-matter expertise.

Course Audit
A formal review of an SNC-approved course, conducted by a member of the SNC, NTS, or State 911 Office, which may include observation, material review, or verification of attendance and compliance.

Complaint
A written allegation submitted to the State 911 Office asserting that a training provider, course, or instructor has failed to meet SNC requirements, violated policy, or engaged in misconduct.

Critical Noncompliance
A violation that poses a significant risk to training integrity, participant safety, or compliance with statutory or SNC requirements. Examples include falsified attendance, unapproved instructors'

teaching, or substantial deviation from approved course content.

Hybrid Course
A course delivered through a combination of in-person and live, virtual instruction with two-way audio and video, allowing simultaneous participation from both in-person and remote attendees.

MiSNAP
The official online system used for submitting course applications, instructor approvals, attendance records, renewals, and related documentation.

Module Endorsement
A designation indicating a course meets the requirements of a specific training module as defined in the Michigan Public Service Commission Training Standards.

Noncritical Noncompliance
A compliance concern that does not compromise training integrity or participant safety but requires correction. Examples include minor documentation errors or incomplete course descriptions.

Performance Objectives
Measurable statements describing the knowledge, skills, or abilities participants are expected to achieve upon completion of the course.

Primary PSAP
A public safety agency responsible for receiving 911 calls and dispatching emergency services; must meet the definition of MCL 484.1102(aa).

Provider / Vendor / Training Provider
An organization or individual responsible for developing, delivering, and maintaining training courses submitted for SNC approval. These terms are used interchangeably throughout this policy.

Significant Change
A modification to course content, structure, instructor roster, delivery method, or learning objectives that alter the approved scope or instructional integrity of the course. Examples include new modules, major content revisions, or replacement of primary instructors.

Valid Complaint
A complaint that includes sufficient detail, supporting documentation, and identifies a course, instructor, or provider currently listed as SNC-approved.

Virtual Course
A self-paced, or pre-recorded instructor-led online course delivered entirely through digital platforms, requiring attendance tracking and time-on-task verification.

**Application & Submission Requirements**

- All applications for SNC course approval, changes to previously approved courses, and attendance recording must be submitted electronically through MiSNAP.
- Training providers are responsible for ensuring all submissions are accurate and

complete. Incomplete submissions will be denied.

- Pre-Approval Restrictions
  - Training providers must not reference the SNC, the course approval process, or approval numbers in any correspondence or advertisements prior to receiving an official course approval number.
  - New requests may take up to four (4) weeks to process. Ensure there is plenty of time to go through the course approval process before scheduling a new course.
- Course Changes
  - The State 911 Office must be notified of any changes to course content, instructors, or materials for previously approved courses.
  - A new application may be required if changes are significant.
  - Additional instructors must be submitted, reviewed, and approved by the NTS review team before teaching to be considered SNC-approved.
- Attendance Requirements
  - Training providers must enter attendance records for each participant within 30 days of course completion.
  - The training provider must maintain daily attendance logs for five years plus the current year to allow for verification if needed.
  - The training provider may choose their way of recording attendance; however, the training provider must be able to provide proof of attendance for an entire course or conference if requested by the State 911 Office.
- Conference Standards
  - Conferences must include a minimum of 6 hours of instruction within a 24-hour period to qualify for SNC approval.
  - For multi-day conferences, the training provider must maintain daily attendance logs for five years plus the current year to allow for verification if needed.
  - Emergency Presenter Changes for Conferences Only (less than three business days prior to the event)
    - The State 911 Office must be notified by email of any changes in presenters prior to the presentation. The replacement presenter bio must be submitted through MiSNAP within five business days following the completion of the conference.
    - Replacement presenters must meet the same qualifications as the originally approved presenter.
- Virtual Course Standards
  - Courses must prohibit attendees from skipping content; material must be reviewed in order.
  - Providers must be able to audit and track attendance, record time spent online, and provide this information to the PSAP manager and/or State 911 Office upon request.
- Course/Instructor Auditing Authority
  - A member of the SNC, NTS, or State 911 Office may audit SNC-approved courses at any time while active, at no charge. A 48-hour notice will be provided to the training provider if an audit will be performed.
  - For virtual courses, providers must supply a login for audit purposes during the application process and maintain it until course approval expires.
    - If a login cannot be provided with the initial application, an explanation must be submitted to the State 911 Office within 48 hours of request.

**Course Submission Guidelines**

The course submission process requires an account setup with the proper permissions in MiSNAP providing the following information:

Course Name: The name of the training.

Module: Select the training requirement label if the course fulfills a mandated requirement. If it does not meet a mandated requirement, choose continuing education. To review specific information on module requirements, reference the Telecommunicator Training Program Policy Handbook.

Total Hours: Enter the actual instructional time only. Do not include breaks, lunch, and networking opportunities.

Required Hours Per Day: For a multi-day course, indicate how many hours are required each day.

Total Students: Indicate the maximum number of participants allowed.

Instructor Ratio: State the student to instructor ratio (example 25:1).

Intended Audience: Identify who the course is designed for: leadership, technology, line level, as well as a specific discipline if applicable: 911, law enforcement officers, public safety officers, EMS, or fire.

File: If you choose to submit an attachment for your course syllabus and course outline, you may attach the file by dragging and dropping in the box or choosing to search your device for the file. As a note, anyone with access to the training course search would be able to view the document attached.

Location: Only select one per course entry.

- Physical – Instructor and all participants are on site.
- Online – Self-paced training courses with no live instruction.
- Hybrid – Live instruction in an interactive virtual classroom with two-way audio and video, which may include both in-person and virtual participants.

Course Syllabus: This must be a topic outline, listing the major segments to be covered in the training course. There is a character limit. Do not include instructional material.

Performance Objectives: List specific learning objectives. Ensure there are enough objectives for the documented hours of the course.

Availability: This screen allows for future dates and locations of the course to be entered. This is not required to submit the course for approval. *Course availability, including instructor information, is required prior to adding attendance for a course.*

Coordinator: This is the contact person for this course. If there is an issue with an instructor, attendance being added, how to register for the course, or if there is a course question, this is where the State 911 Office would direct those questions.

Additional Information: Please provide a brief description of the course: What type of training, goals, and relevance does the course provide?

Recertification/Skill Maintenance requirements: Provide explanation if applicable.

Equipment Requirements (and facility if applicable): List tools or space needed.

What are the required text(s) or reading assignments: Required materials if applicable.

What are the methods of instruction: Ex: lecture, simulation, online modules, etc.

What is the need for this course: Why it is necessary.

What is the relationship of this course to 911 operations: How does this training support dispatch/public safety work.

What are the completion requirements for this course: The assessment method used to determine if there has been a transfer of knowledge between the instructor and the student.

How will attendance and the amount of time spent online taking the course be tracked: Ex: sign in sheets, online login tracking, LMS reports, computer-generated sign in sheets.

Online courses are required to provide a login and password for subcommittee members to review the course. Also, please provide any additional course notes here.

Instructors: While a course may be submitted without an instructor listed, no completion will be allowed to be documented until after the approval of an instructor. All instructors must be listed and approved prior to the start of a course. Please provide specific information that describes how the instructor is qualified to teach this specific topic.

**Conference Submission Guidelines**

Reference the course submission guidelines for the areas that are not specifically identified in this portion.

Course Syllabus

- Include a full agenda with times for each session: this includes breaks, lunch, and networking opportunities.
- Clearly indicate total instructional hours.

Main Course Attachment
Provide a detailed schedule. This will show all keynote and breakout sessions listed in the various time slots.

Instructor Tab

- A consolidated instructor packet may replace individual resume uploads:
    - Provide session title
    - Provide brief session descriptions
    - Identify the instructor(s) for each session
    - Provide a bio for each instructor in the sessions

**Note:** *For any changes in instructors or sessions after initial submission, they must still go through the approval process. This can be done as individual instructors or providing an updated instructor packet with the current date showing what changes need to be reviewed.*

**Application Approval Process**

Initial Receipt of Requests

The training provider is responsible for ensuring the submission of the course information is complete and accurate. The training review team will assess the submitted documentation. Special attention will be focused on the course considerations listed below:

- Module Endorsement - If a module endorsement is selected, the training materials provided will be reviewed to ensure they meet the qualifications outlined in the Michigan Public Service Commission Training Standards for the corresponding module. Paying special attention to the topics and time requirements listed.
    - Module I MCL 484.804 (2) a-i
    - Module II MCL 484.804 (4)
- Review and acknowledgement of the training course performance objectives and material provided serve a beneficial purpose to PSAPs. Verification that a syllabus or course outline of the course is provided.
- Instructors' qualifications and ability to instruct 911 center personnel, including instruction experience and applicable content expertise related to the material presented. The following list includes some of the qualifications the team looks for in reviewing applicants:
    - If a PSAP employee, include a letter of recommendation/support from the 911 Director, Deputy Director, or Operations Manager.
    - If a PSAP employee, 2+ years (4,160 hours) or more of experience within a PSAP in the last four years (this amount could be longer based on type of experience and job performance).
    - Experience and familiarization with the topic area of instruction and previous instruction experience (in or outside of a PSAP).
    - Experience within the PSAP should correspond to the level of training provided. Ex. To teach a leadership course, one must have a minimum of two years' experience in a leadership role.

Approval

- When the NTS review team approves a course request, the training provider is notified through their MiSNAP dashboard and email.
- The course is then assigned an official SNC approval number.

Denial

- If the NTS review team recommends denial, the training provider will receive a notification in their MiSNAP dashboard. The State 911 Office will send an email with specific information based on the comments of the NTS review team.
- A training provider may appeal the decision. Reference the SNC 911 Training Procedures for Appeals for further information.

Renewal

- Courses are initially approved for two years.

- If the course content has not changed, it may be renewed once for an additional two years. After the first renewal, the course(s) must be submitted as a new course.
- Courses must be renewed before they expire. Once expired, they cannot be renewed and must be re-entered as a new course.
- Providers may request renewal up to 90 days before the course's expiration date.
- Renewal processing may take up to three weeks.

**NOTE**: *Any SNC or NTS member may request a course approval or denial be reconsidered by the SNC. The SNC will seek input from the NTS during the reconsideration process.*

**Training Course/Instructor Complaint Resolution**

Submission and Acknowledgment

1. Complaints must be submitted to the State 911 Office via email.
2. Within five (5) business days of receipt, the State 911 Office acknowledges the complaint in writing and provides an overview of the review process.

Initial Review

1. The State 911 Office verifies:
    - The training provider, course, or instructor appears on the SNC-approved courses list.
    - All required supporting documentation has been provided with the complaint.
2. The complaint is forwarded to the 911 Designation Specialist for initial assessment.
3. Once determined valid, the 911 Designation Specialist will involve the State 911 Administrator or NTS Chair and Vice Chair (investigating team) if appropriate. The State 911 Administrator, Chair, and Vice Chair determine whether:
    - The complaint should proceed to the NTS.
    - The complaint should be closed due to insufficient basis.

If additional information is needed from the complainant, the State 911 Office issues the request.

Training Provider Notification and Response Period

1. When it is determined the complaint should proceed, the State 911 Office notifies the training provider via email.
2. The training provider receives a summary of the complaint.
3. The training provider is granted ten (10) business days to submit:
    - A written response, and
    - Any supporting documentation relevant to the complaint.
4. The State 911 Office incorporates the training provider's response into the complaint record.

Investigation and Triage

1. Within two (2) weeks of receiving a complete complaint file, the investigating team conducts a review that may include:
    - Course materials
    - Instructor qualifications
    - Attendance records
    - Participant evaluations
    - Any provider-submitted documentation

2. If critical non-compliance among the training provider or misconduct of the instructor is identified, the investigating team immediately refers the matter to the NTS for a potential special NTS meeting.
3. For non-critical issues, the investigating team develops recommended corrective actions. The recommended actions will be discussed at the next regularly scheduled NTS meeting.

Subcommittee Review and Recommendation

1. The NTS reviews the findings at its regularly scheduled meeting.
2. The NTS may request additional information, speak with the parties involved, or conduct a course audit.
3. The NTS determines whether to:
    - Approve corrective measures
    - Suspend or revoke course or instructor approval
    - Escalate the matter to the SNC
4. The State 911 Office will communicate the final decision to the involved parties within ten (10) business day of the decision being made.

Implementation and Follow-Up

1. The State 911 Office oversees implementation of required corrective actions within thirty (30) days unless an extension is approved.
2. The training provider submits evidence of compliance through MiSNAP or email based on the recommendations.
3. The State 911 Office and NTS monitor compliance and may perform follow-up audits.

Closure and Record-Keeping

1. The complaint is formally closed once compliance is verified or final actions are completed.
2. All documentation associated with the complaint is maintained for a minimum of five (5) years in accordance with SNC records policy.
3. The State 911 Office provides quarterly summaries of complaint outcomes to both the NTS and SNC.

**State 911 Committee Approved: 9/9/2026**