

911 Emergency Dispatcher Certification Frequently Asked Questions

I have been employed at a telecommunication center as part-time for more than 5 years since January 1, 2002. Am I eligible for the 911 Emergency Dispatcher Certification?

- **No.** By statute, dispatchers that have at least 5 years of supervised full-time employment as a 911 emergency dispatcher since January 1, 2002 are eligible for certification. Full-time employment has been defined as a position that exclusively performs the duties and responsibilities of a 911 emergency dispatcher and occupies an entire Full Time Equivalency (FTE) position for the employer.

I have been employed at a private telecommunication center as a full-time telecommunicator for more than 5 years since January 1, 2002. Am I eligible for the 911 Emergency Dispatcher Certification?

- **No.** By definition in statute, "911 emergency dispatcher" means a person employed by a state agency or local government as a public safety dispatcher or 911 operator. "State Agency or Local Government" means any department of the executive branch of state government, and any city, county, municipal corporation, public district, or public authority located within this state.

I have been employed at a telecommunication center as a full-time telecommunicator for more than 5 years since January 1, 2002 within another state. Am I eligible for the 911 Emergency Dispatcher Certification?

- **No.** By definition in statute, "911 emergency dispatcher" means a person employed by a state agency or local government as a public safety dispatcher or 911 operator. "State Agency or Local Government" means any department of the executive branch of state government, and any city, county, municipal corporation, public district, or public authority located within this state.

When will the "5 year grandfathering clause" sunset?

- Currently there are no provisions in statute to sunset an applicant's ability to apply with 5 years of supervised full-time employment.

I have 24 months of full-time experience and completed my education from an institution that is not listed on the DOE Approved School list nor is my educational institution listed on the DOE Equivalent Agency list. Am I eligible for certification?

- **No.** If the total certified length of time is equal to or more than 24 months, you must attach a certificate or diploma resulting from at least 208 hours of training from an educational institution under the supervision of the Department of Education. If you have questions regarding the approval of your educational institution, please contact our office prior to submitting your application.

Can I submit a personal check for the fees of my initial or renewal certification?

- **No.** No personal checks will be accepted. Please pay with certified check, money order, or agency check payable to the Florida Department of Health. You will receive an errors and omissions letter within 30 days stating the problem and extend your certification processing time.

I have been employed at multiple telecommunication centers as a full-time telecommunicator during the past five years. How do I successfully submit my application to document my experience?

- Page 3 of the DH form 5066 is an Employer Certification Attachment. There should be one attachment for each applicable employer.

Are fees refundable if I do not meet the qualifications?

- **No.** All fees are non-refundable.

Can my agency send multiple applications at one time with a single payment?

- **Yes.** The department has the ability to process bulk certifications. Please contact our office for tax ID information.

Do I need to submit a valid email address?

- **No.** The email address is an optional part of the application process. However, future communications and updates to the certification process may be sent via email.