

# **TRAINING OFFICER MANUAL**



**Bureau of Emergency Medical Services**

**Utah Department of Public Safety**

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# INTRODUCTION

This manual has been developed for training officers of licensed, designated, and renewal testing and training agencies in the state of Utah. The purpose of this manual is to provide training officers with information and guidelines, which will enable them to maintain agency CME records, submit renewal materials, administer renewal agency skills evaluations. The training officer is responsible for becoming familiar with the material in this manual and to ensure that the most current information is obtained from the Bureau of Emergency Medical Services (BEMS), Department of Public Safety (DPS). Your agency's policies and procedures should be reviewed regularly to ensure that current standards are being met. Changes in policy and procedures relating to training officers will occur periodically. These changes will be presented at the training officer seminars and posted on our website. Questions should be directed to (BEMS) training staff.

## GENERAL INFORMATION

### Authorized Agency

Only documented designated or alternate training officers from currently licensed, designated, or renewal testing and training programs are eligible to perform the functions of the agency training officer. If your agency does not respond to public 9-1-1 calls, your agency is most likely not licensed or designated. If this is the case your agency may need to complete an application for Teaching and Testing program's authorization. This can be found at <http://bemsp.utah.gov/>

### Letter of Designation

All EMS agencies must designate a training officer. An agency may have one designated training officer and one alternate training officer. To designate a training officer an agency must send a letter of designation to BEMS identifying their training officer. The letter of designation must have the following:

- Training officer's printed full name, EMS number, and signature
- The alternate training officer's full name and EMS number (where applicable)
- The agency administrator's printed full name and signature
- Be written on agency letterhead (where applicable)

A new letter of designation must be provided to BEMS with any change in the designated training officer. It is the responsibility of each agency and the training officer to notify BEMS of any changes in training officer status.

# NREMT Training Officer Account

It is the training officer's responsibility to maintain and approve EMS education hours on the NREMT.org account.

Create a Training Officer Role on your NREMT.org account.

1. Login into NREMT.org with your username and password.
2. On the top left side of the screen click profile.
3. Then click "Add a user Role" red button on the right side of the screen.
4. Then click "Add Training Officer Role"
5. Log out of your account, then log back in.

Next, affiliate with your agency as the Training Officer.

1. Login to NREMT.org with your username and password.
2. On the left side of the screen, under "My Current Role", select "Training Officer".
3. Scroll down and click on "Affiliate with Agency".
4. Choose state of Utah from the drop-down menu and click next.
5. Choose your agency from the drop-down list.
6. Click Submit.

Next, have your department medical director or previous training officer log into NREMT.org and approve the affiliation.

Having problems? <https://www.nremt.org/partners/training-officers>

## Training Officer Contract

Every training officer must sign an official BEMS Training Officer Contract. New training officers must complete the training officer endorsement requirements. Current training officers must follow all the training officer renewal requirements.

# TRAINING OFFICER RESPONSIBILITIES

## Endorsement Requirement

The training officer is responsible for maintaining documentation for all EMS personnel who have completed a CPR course within the prior two years that is consistent with the most current version of the American Heart Association Guidelines for Healthcare Provider CPR and ECC. Any EMS personnel who do not stay current with the CPR requirement will be considered non-compliant. For AEMT, PALS or equivalents as approved by BEMS and paramedic agencies, this also includes ACLS.

# CME Training

The training officer is responsible for developing and directing all Continuing Medical Education (CME) training within their organization.

1. The training officer is responsible for providing a training program for the agency in which:
  - a. All renewal requirements are met within the two-year period.
  - b. The CME requirements as described in rule are met (Recertification Protocol for the CME requirements listed by certification level).
  - c. CME hour requirements are met within the two-year renewal period.
2. The training officer must ensure compliance to BEMS policies during all CME training sessions.
3. The training officer must ensure that those who are conducting CME training are knowledgeable and qualified in the subjects they teach. The individuals who teach CME training sessions should be **current as EMS instructors**. An individual who has unique knowledge in the subject being taught and is qualified, may teach that topic even if he or she is not endorsed as an EMS instructor. The CME program should be organized around the training and responsibilities of the EMS personnel.
4. The training officer is responsible for ensuring the intent of CME is fulfilled. The intent of CME is to:
  - a. Develop the EMS personnel's understanding of clinical and operational roles and Responsibilities.
  - b. Develop skills in patient assessment and in all treatment procedures within the scope of the EMS personnel.
  - c. Develop skill in the use and maintenance of all equipment required to render emergency medical care at the level of certification.
  - d. Provide opportunities for discussion, skill practice, and critique of skill performance.
  - e. Develop and maintain EMS personnel skills that are not used on a regular basis.
  - f. Develop, with the aid of the medical director, training and evaluation of skills and knowledge for agency variances and waivers allowing administration of treatments beyond standard scope of practice.
5. Each CME credit hour is based upon one hour of participation.
6. Independent self-study (such as reading a textbook) should only be approved if the training officer administers an evaluation such as a written test that approximately matches the content, breadth, and depth of self-study. To receive credit for the time the EMS personnel must demonstrate through this evaluation a sound understanding of the content. As a training officer you should only offer self-study if the evaluation tool has already been developed for the topic. It should only be used as a supplemental method of obtaining CME within the limits of the NREMT distributive hour guidelines.

7. EMS personnel may complete CME hours through different methodologies, but approximately 30% of the CME hours must be “live,” practical, hands-on training. All CME must be approved by the training officer, BEMS, or the Continuing Education Coordination Board for Emergency Medical Services (CECBEMS). All CME must be related to the required skills and knowledge of the EMS personnel, as outlined in the applicable scope of practice.

## CME Records

The training officer is responsible for maintaining and/or verifying records of all CME obtained by each certified person of the agency. This responsibility includes:

1. Maintaining CME records that provide verification of the following:
  - a. Dates of training;
  - b. Activity, CME topic, name, and certification number (if applicable) of instructor(s);
  - c. Documentation of students in attendance; and
  - d. Accurate documentation of actual time students spent in class.
2. Maintaining records of CME received outside of the agency:
  - a. The training officer may sign for outside training sessions if documentation of the individual's attendance is on file.
  - b. The training officer is responsible for verifying authenticity of any training documents from outside their agency.
3. Providing semi-annual CME reports to the individual EMS personnel on his/her current recertification status.
4. Maintaining records of required certifications (such as healthcare provider CPR, PALS, and ACLS) and ensuring all personnel remain current. The individual providing this training must be a certified instructor. The agency must also designate criteria for instruction such as following the AHA instructional standards. If the agency develops its own certification program, it must first receive BEMS approval that the course meets the current guidelines.
5. Maintaining records for seven years after the renewal period.
6. Keep all CME records at the agency in a location easily available for audit by OEMSP.

The BEMS website (<https://ems.utah.gov/ems-personnel-licensure/>) lists all the required CME content by topic and level. You can also find the CME requirements on the NREMT website (nremt.org).

# AGENCY-AFFILIATED RENEWAL

It is the training officer's responsibility to ensure that renewal materials are completed and submitted to NREMT.

The training officer must make sure that the following information is completed for each recertifying EMS personnel and **on file** at the agency in a safe and secure location:

1. Renewal Practical Skills Evaluation
2. Required certification course completion within the past two years
3. Copy of all CME information (See: Recertification Protocol for exact CME requirements listed by certification level)

The following must be submitted to BEMS in one complete package after completing NREMT requirements for recertification:

1. A completed, signed, and notarized application for each EMS personnel recertifying.
2. An ID photo for each EMS personnel. This may be included on a disk or sent via email to BEMS.
3. A letter signed by the training officer verifying that each EMS personnel who is recertifying has completed all the renewal requirements and that copies of applicable paperwork is on file with the agency.
4. AEMT, or paramedic: A letter signed by the certified off-line medical director, recommending the individual for renewal and verifying the individual's demonstrated proficiency in all of the following skills:
  - a. Initiating and terminating intravenous infusion
  - b. Completion of pediatric vascular access skills station
  - c. Insertion and removal of intraosseous needle
  - d. Insertion and removal of an advanced airway device
  - e. Administration of medications via intramuscular, subcutaneous, and intravenous routes
  - f. EKG rhythm recognition
5. Fees must be submitted with renewal application materials. Fees may be paid by cash, check, money order, agency purchase order, or credit card. BEMS will invoice only if we receive an agency purchase order. BEMS must receive all fees and documents before renewal is completed.

# AGENCY TEST PROCEDURES

If an individual's license lapses, they are required to take a cognitive exam. All exams (if required) must be taken through the National Registry of Emergency Medical Technicians (NREMT) at a Pearson Vue site. This exam is the NREMT assessment exam (not for certification). Cognitive test scheduling is done through Pearson Vue. Tests must be scheduled at least 15 days prior to the desired test date. For additional information, contact NREMT at 614-888-4484.

Practical skills evaluation is an ongoing process. Skills may be evaluated on runs or simulated situations. The renewal skills evaluation and continuing medical education hours are designed to confirm an individual has maintained the minimal knowledge and skills required of EMS personnel. The knowledge and skill requirements are the same as those outlined in the National EMS Education Standards.

Any agency/organization that wishes to administer the skills evaluations for their own EMS personnel or other renewing EMTs must meet the following criteria to be approved by BEMS:

1. Be a licensed, designated, or authorized renewal testing and training agency.
2. Have and maintain a roster of certified EMS personnel and make the roster available to the BEMS upon request.
3. Have a functioning CME program.
4. Have a designated training officer who will assume total responsibility for the EMS personnel renewal practical testing within an agency.
5. The designated training officer must have a state endorsement as a training officer before assuming the responsibilities of a training officer.
6. The practical skills evaluations must be administered in accordance with BEMS standards to attest to the individual's competency in demonstrating all skills.
7. Utilize only state-endorsed EMS instructors to evaluate practical skills.
8. Conduct all evaluations in a fair and unbiased manner.
9. Maintain records on all EMS personnel's practical skills evaluations in accordance with BEMS standards for seven years past the certification period.
10. Allow BEMS staff to access, without notice, any and all test sites and/or practical test and training records.
11. The training officer may not validate his/her own renewal. Another BEMS -recognized training officer must validate it.

## **EMS PERSONNEL RENEWAL REQUIREMENTS**

Helpful information to assist with the recertification process can be found on the BEMS website at <https://ems.utah.gov/ems-personnel-licensure/> .



# AGENCY MEDICAL DIRECTOR CREDENTIALING

In order for an individual to provide emergency medical services for an agency the individual must be licensed by the state of Utah and credentialed by the agency's medical director. An important distinction is that an EMS provider may be credentialed to perform some functions for one agency but not for another.

1. An agency's medical director may, through variance or state-approved optional drugs or procedures, credential EMS individuals to provide those skills and/or administer those drugs that are beyond the scope of their license. Example: A medical director obtains a variance from the state to allow the agency AEMTs to perform a procedure that is not part of the National EMS Education Standards. After appropriate training and evaluation, the AEMTs may be credentialed by the medical director to perform that procedure while working for that agency.
2. If an agency wishes to use EMS personnel who are licensed to a higher level than the agency's license allows, the medical director may credential them to the level of the agency's license. Example: A paramedic may work for an AEMT licensed agency but is therefore only credentialed by the medical director to function as an AEMT and may only wear an AEMT patch while working for that agency.
3. An agency's medical director has the option of credentialing an individual to a lower level of care than their license, if the medical director feels the individual does not meet their standards of care or the expectations of the agency, yet he or she would like to retain the individual's service. Example: A paramedic licensed agency's medical director has determined that a paramedic in the organization does not meet the expectations of a paramedic in their agency. The medical director can credential the paramedic to function at a lower level of license while serving in that agency. In this example the paramedic would wear the patch of the credentialed lower level, such as EMT while on shift with the agency. This may not necessarily limit the paramedic's license if he/she is working for another agency and credentialed by that agency's medical director.

## EMS INSTRUCTOR

### ENDORSEMENT REQUIREMENTS

1. The department may endorse an individual who is an EMR, EMT, AEMT, or Paramedic, as an EMS instructor for a two-year period.
  - a. meets the initial licensure requirements in Section R911-5-1200;
  - b. is currently in Utah as an EMR, EMT, AEMT, or paramedic; and
  - c. has been a licensed EMR, EMT, AEMT, or paramedic for a minimum of two years.
2. An individual who wishes to become endorsed as an EMS instructor must:
  - a. Submit an application and pay all applicable fees.
  - b. Submit one signed letter of recommendation regarding EMS skills and teaching abilities from a licensed or designated agency (letter must be on a Department/Agency letterhead and signed).
  - c. Submit a signed letter documenting 15 hours of teaching experience within the previous year (teaching

- experience in EMS or medical related i.e., first aid, CPR, etc. is preferred).
- d. Successfully complete the BEMS-sponsored initial EMS instructor training course.

3. An individual who wishes to be endorsed as an EMS instructor to teach EMR, EMT, AEMT, or paramedic courses or CME shall provide documentation of a minimum of 25 patient contacts within the prior year with a licensed or designated agency or an emergency health care facility. Documentation must be on a department or agency letterhead and signed.

## **ENDORSEMENT RENEWAL REQUIREMENTS**

The requirements for EMS instructor endorsement renewal include:

1. Maintain Utah EMS licensure.
2. Submit verification of attendance at a BEMS -sponsored instructor seminar at least once every two years.
3. Pay all applicable fees.
4. Sign and submit (every two years) the "EMS Instructor Contract" to BEMS, agreeing to abide by the standards and procedures outlined in the contract. This is done with the application.

All verification materials must be submitted with the application.

## **INSTRUCTOR LAPSED ENDORSEMENT.**

1. An EMS instructor whose instructor endorsement expired less than one year ago may again become endorsed by:
  - (a) completing endorsement requirements;
  - (b) submitting an application; and
  - (c) paying any associated fees.
2. An EMS instructor whose instructor endorsement has expired for more than one year shall complete any initial instructor endorsement requirements and reapply as if there were no prior endorsement.

## **TRAINING OFFICER ENDORSEMENT REQUIREMENTS**

The department may endorse a licensed individual who is an endorsed EMS instructor as a training officer for a two-year period.

1. An individual who wishes to become endorsed as an EMS training officer shall:
  - a) have completed a minimum of 30 hours of EMS instruction within the past year and have a current EMS instructor endorsement;
  - b) successfully complete the department's course for new training officers;
  - c) submit an application and pay applicable fees; and
  - d) submit biennially a completed and signed training officer contract to the department agreeing to abide by the standards and procedures in the July 2023 Training Officer Manual, incorporated by reference in this rule.
2. A training officer shall maintain an EMS instructor endorsement.
3. An EMS training officer shall abide by the terms of the training officer contract and comply with the

standards and procedures in the Training Officer Manual as incorporated into the respective training officer contract.

## **TRAINING OFFICER RENEWAL REQUIREMENTS**

1. A training officer who wishes to renew an endorsement as a training officer shall:
2. attend a training officer seminar at least once in the two-year endorsement renewal cycle;
3. maintain a current EMS instructor endorsement and EMS license;
4. submit an application and pay applicable fees; and
5. submit a completed and signed new training officer contract to the department agreeing to abide by the standards and procedures in the current Training Officer Manual

## **ADJUSTING EMT RENEWAL DATES TO COINCIDE WITH THEIR AGENCY**

BEMS cannot extend certifications beyond two (2) years unless the individual is a member of the National Guard or reserve component of the armed forces and is on active duty when the certification expires. If this happens, the individual shall recertify in accordance with Utah Code 39-2-64. However, BEMS will allow for adjustments for individual certifications to facilitate the certification process of an agency. Therefore, BEMS will adjust the individual's EMS certification when they meet the following criteria:

1. The EMS personnel has moved to a new geographical location or changed to a different provider service, within their license period. Changes will not be made for individuals who have multiple provider agencies when their license date is applicable to one of those agencies.
2. The EMS personnel and/or the provider agency must request the adjustment, in writing, prior to the EMS personnel's assigned renewal date. Submitted requests are subject to, not guaranteed, approval by the BEMS.
3. The EMS personnel's total licensure period cannot exceed three years. CME hours will be adjusted accordingly. No extensions will be given.
4. All renewal changes must be completed before the EMS personnel's expiration date.

## **ENFORCEMENT**

1. The integrity of the mission of courses approved by the Bureau of EMS is upheld by professionalism rooted in mutual trust and respect in relationships between EMS educators and students. The Bureau is committed to maintaining the objectivity and integrity of its staff members as they carry out their

duties. It is crucial to the Bureau's mission that instructors, training officers, course coordinators, program directors, and medical directors conduct their responsibilities in an environment free from conflicts of interest that could compromise these principles.

2. Romantic and/or sexual relationships where one party has supervisory or evaluative responsibilities over the other create conflicts of interest and may lead to perceptions of undue advantage. These risks are particularly significant in relationships where there is an inherent power imbalance, such as between an instructor and a student, or a supervisor and an employee. Such relationships can undermine both the actual and perceived integrity of supervision and evaluation, as well as the trust that is vital in the instructor-student relationship.
3. For these reasons, any romantic and/or sexual relationship between an EMS educator and a student within the context of a course approved by the Bureau of EMS is strictly prohibited. Instructors who are currently responsible for instructing, evaluating, or supervising a student's work in a Bureau-approved course must not propose or engage in a romantic and/or sexual relationship with that student. Moreover, if an instructor has a pre-existing romantic and/or sexual relationship with a student, they are prohibited from instructing, evaluating, or supervising that student's work in a Bureau-approved course.
4. BEMS may refuse to renew any license, endorsement, or designation, or revoke, suspend, restrict, or place on probation, an emergency medical service provider's license or endorsement, if the provider:
  - a. the individual does not meet the qualifications for licensure under Section 53-2d-402
  - b. the individual has engaged in conduct, as defined by Utah Code, Administrative Rule, policy or committee rule, that:
    - i. is unprofessional;
    - ii. fails to abide by the terms of the license or endorsement;
  - c. Commits an act in the performance of a professional duty that is unprofessional, is adverse to public health, safety, morals, or welfare; or would adversely affect public trust in the emergency medical service system.
  - d. engages in, or is convicted of, conduct constituting a state or federal criminal offense as provided in Utah Admin. Code R911-5 or violates BEMS statutes found in Title 53, Chapter 2d of the Utah Code.

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