



Training

PROJECT OVERVIEW

The State of Tennessee has a history of leadership in the national 911 community in areas of technology and management. Tennessee is working to continue that legacy of excellence through our training program. The Tennessee Emergency Communication Board (TECB) is focused on offering 911 training initiatives that ensure District and PSAP leadership and telecommunicators have the knowledge, skills and abilities required to improve emergency response outcomes. These training opportunities are made available through both the online training program, Virtual Academy, and in-person classroom offerings.

WHO IS IMPACTED

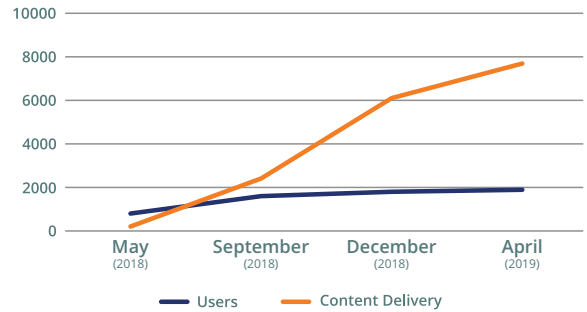
Governmental PSAPs that take initial or transferred 911 calls can take advantage of the training opportunities offered online or in-person.

CURRENT STATUS – MAY UPDATES

Classroom Training. The TECB supported the NENA ‘Communications Training Officer’ and ‘Recruit, Hire, Retain and Promote for Success’ courses in February and March. The upcoming course, ‘NENA Advanced Telecommunicator Certificate,’ scheduled for April 29 is currently full. Registration for the future courses is available at <https://www.tn.gov/commerce/e911/training-resources/in-person-training-schedule.html>.

Virtual Academy. We currently have 1915 users across the state and have delivered 7,688 hours of content – continuing to average 500 hours of content delivery per month!

VIRTUAL ACADEMY GROWTH SUMMARY



Several new courses have launched and on April 1, Virtual Academy migrated to an updated user interface that provides additional tools to both users and administrators.

Local Training Plans. The TECB Training Coordinator, Jamison Peevyhouse, is available to support ECDs with their training programs and to answer questions about state requirements and best practices.

NEXT STEPS

- The TECB remains focused on continuing to provide classroom and online courses that focus on all aspects of 911 call handling.
- If you have not enrolled in the Virtual Academy, and meet the criteria of being an employee that answers initial or transferred 911 calls or are an employee of a 911 District in Tennessee, contact the TECB Training Coordinator, Jamison Peevyhouse at Jamison.Peevyhouse@TN.gov.



Remaining 2019 In Person Training Courses

<u>DATE</u>	<u>TIME</u>	<u>COURSE NAME</u>	<u>LOCATION</u>	<u>REGISTRATION</u>	<u>CAPACITY</u>
April 29–May 1	8:00–4:30 (CT)	NENA Advanced Telecommunicator Certificate	Dickson	Open	35
May 16	8:00–4:30 (CT)	NENA Recruit, Hire, Retain & Promote for Success	Franklin	Open	35
August 23	8:00–4:30 (CT)	NENA Recruit, Hire, Retain & Promote for Success	Memphis	Open	35
October 7–9	8:00–4:30 (ET)	NENA Advanced Telecommunicator Certificate	Chattanooga	Open	35