



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 Public Safety Answering Point (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 Virtual Academy online training program 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 – AUGUST UPDATES

TECB TRAINING COORDINATOR ACTIVITY

Over the last few months, the Training Coordinator has met 19 Emergency Communications District (ECD) Directors and conducted three site visits. The Training Coordinator also traveled to Knoxville for an East Tennessee Director’s meeting and presentation about the TECB Training Coordinator position and upcoming projects.

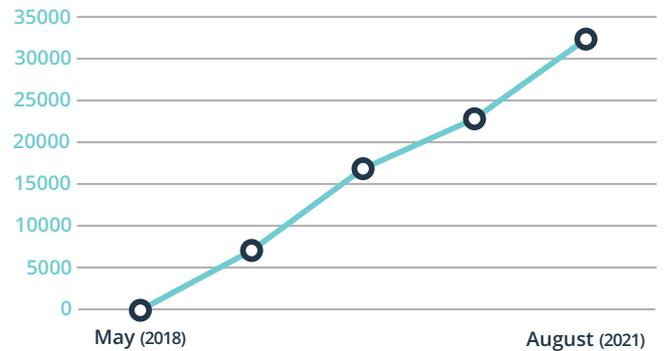
TECB has a Communications Training Officer (CTO), on-the-job training program template in development. It will offer ECDs and PSAPs the opportunity to document and track the training progress for new employees during on-the-job training.

» VIRTUAL ACADEMY

 *Virtual Academy has now been live for three years! There are now 2,713 users and the TECB is pleased to see that number continue to increase.*

- » New courses are being added regularly. To see a full list of courses and what is coming, check the Virtual Academy website: <https://www.virtualacademy.com/courses>

Virtual Academy Content Hours
Delivered Since Launch



NEW TELECOMMUNICATOR COURSES

- » Building 9-1-1 Lifebridges to Suicide Callers: An Introduction
- » Call Classifications for Telecommunicators

OTHER NEW COURSES

- » Introduction to Harassment and Discrimination
- » Advanced Harassment and Discrimination Training
- » Autism Response for Law Enforcement
- » Introduction to First Aid
- » Leading Without Rank: A Primer

» NEXT STEPS

- » 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, Jennifer Schwendimann at Jennifer.Schwendimann@tn.gov.