



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 – FEBRUARY UPDATES

TECB TRAINING COORDINATOR ACTIVITY

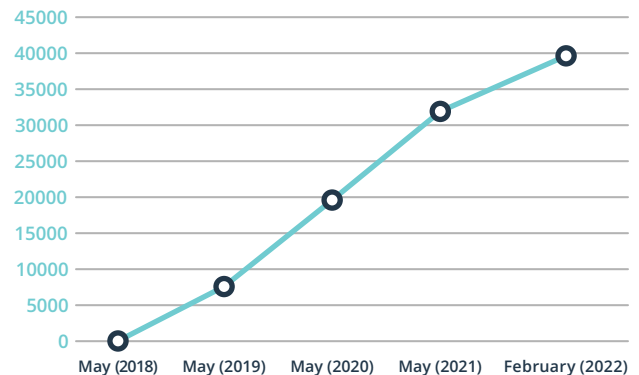
The Training Coordinator is currently out on maternity leave after welcoming a baby boy into the world on January 3, 2022. She will return in March to pick up training activities for the state.

» VIRTUAL ACADEMY

 Since November, 53 new users have registered to use the training platform and 3,413 hours of content were delivered. This brings the total number of users on Virtual Academy to 2,847 and total content hours delivered to 39,747. TECB is pleased to see continued interest across the State.

- » 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 COURSES RELEASED SINCE NOVEMBER

- » The Power of Peer Support in the PSAP
- » Modern Fire Dispatch
- » Protecting 911 Interpersonal Relationships
- » 911 Cape Building (reducing burnout and staying engaged)
- » Utilizing Peer Support Programs in the PSAP

UPCOMING COURSE ADDITIONS

- » Use of Force: What to Expect for Officers
- » Child Sex Abuse
- » EVOC: Precision Driving
- » Telecommunicator Professionalism
- » Creating a Culture of Success in your PSAP
- » Recruit, Hire, and Retain in your PSAP

» NEXT STEPS

- » TECB remains focused on continuing to provide support with training courses and training programs for the ECDs.
- » 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 Assistant Director and General Counsel, Benjamin Glover at Benjamin.Glover@tn.gov.