



# 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 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 – MAY UPDATES



The TECB is pleased to welcome Jennifer Schwendimann as its new training coordinator. Jennifer comes to this position from Williamson County 911, where she started her career 13 years ago. During her tenure with Williamson County, Jennifer served as a telecommunicator, as a training and quality assurance coordinator, and, most recently, as operations manager. She looks forward to serving at the state level and supporting agencies across Tennessee.

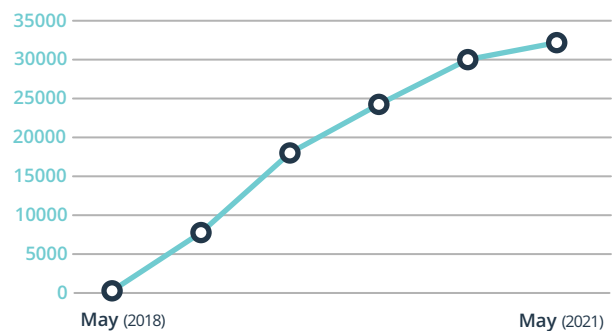
Jennifer has enjoyed the growth and opportunities presented throughout her career and finds that the most rewarding aspect of working in the public safety community has been the relationships that she has developed. The people with whom Jennifer has worked—both in Tennessee and across the U.S.—have provided strong support and mentoring. She said that she appreciates the opportunities to learn and grow that have emerged as a result.

Jennifer has two children and enjoys spending time with her family. She also enjoys listening to live music and looks forward to venues reopening this year.

## » 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.*

**Virtual Academy Content Hours Delivered Since Launch**



- » The TECB launched an on-line Telecommunicator CPR (TCPR) course in November to address the new state law regarding cardiopulmonary resuscitation (CPR) training requirements.
- » 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>

## » 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, Jennifer Schwendimann at [jennifer.schwendimann@TN.gov](mailto:jennifer.schwendimann@TN.gov)