



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 – MAY UPDATES

TECB TRAINING COORDINATOR ACTIVITY

The Training Coordinator is now back from maternity leave. ECDs submitted their Telecommunicator CPR (TCPR) reports April 1, to demonstrate compliance with the new state law regarding cardiopulmonary resuscitation (CPR) requirements.

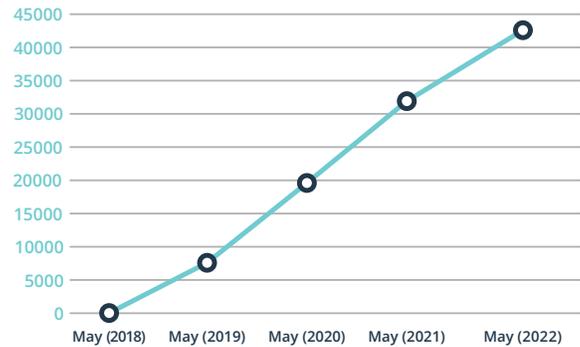
TECB received 60 responses to the Training Instructor Certification Survey. TECB hopes to create an interactive map for the ECDs to use to help them with finding an instructor for training classes.

TECB in collaboration with NAMI-TN and Virginia's Thomas Jefferson Area CIT Program are offering three 2-day in-person train-the-trainer courses for qualified 911 personnel and select behavioral health professionals. This free training will be offered:

- » West TN (Jackson) May 16-17
- » Middle TN (Nashville) May 18-19
- » East TN (Knoxville) May 20 & 23

[Register here](#)

Virtual Academy Content Hours Delivered Since Launch



» VIRTUAL ACADEMY

Since January 2022, 4,362.5 hours of content were delivered by the training platform. This brings the total number of users on Virtual Academy to 2,863 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>

NEW COURSES RELEASED SINCE JANUARY

- » Foundations of Emergency Mental Health Dispatching
- » Understanding People with Special Needs
- » T-CPR Refresher/Recertification Course

UPCOMING COURSE ADDITIONS

- » Leading into the Future
- » Who Moved My Headset
- » Critical Conversations
- » EMD Review Course
- » DISC Assessment
- » Emotional Intelligence
- » Understanding and Embracing Diversity

» 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 Training Coordinator Jennifer Schwendimann at Jennifer.Swendimann@tn.gov.