



# 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 – NOVEMBER UPDATES

### TECB TRAINING COORDINATOR ACTIVITY

The Training Coordinator has conducted several virtual and in-person meetings with 911 professionals to discuss training requirements and alignment with the Tennessee minimum dispatch requirements.

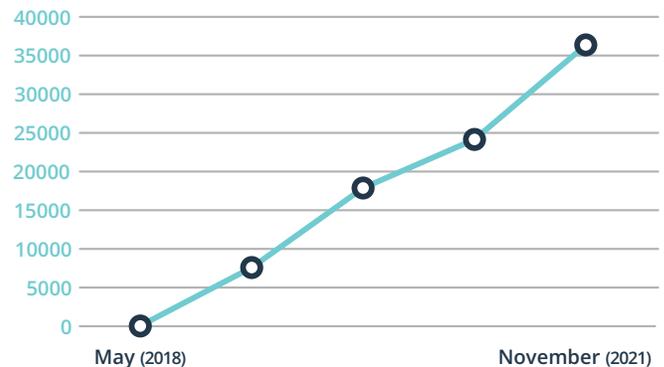
The Training Coordinator is also working with beta test sites on utilizing and testing the on-the-job training program. She is also working with the National Alliance on Mental Illness (NAMI-TN) on a train the trainer course regarding 988, the National Suicide Hotline that will be implemented in July 2022.

## » VIRTUAL ACADEMY

 Since going live with Virtual Academy, 2,794 users have registered to use the training platform. 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

- » Human Trafficking for the Telecommunicator
- » Call classification for the Telecommunicator
- » Building 911 Life-bridges for the Suicide Caller
- » Survive and Thrive: Resiliency
- » 50 Roll Calls

## UPCOMING COURSE ADDITIONS

- » 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

## » 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 the TECB Training Coordinator, Jennifer Schwendimann at [Jennifer.Schwendimann@tn.gov](mailto:Jennifer.Schwendimann@tn.gov).