



# 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 online training program, Virtual Academy, 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

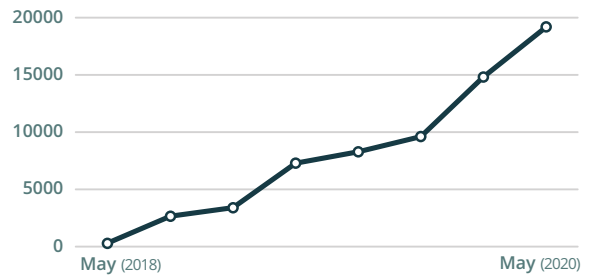
**Classroom Training.** The classes for July and August will take place and are the final in-person sessions for the year.

The updated 2020 calendar is on the website is available at <https://www.tn.gov/commerce/e911/training-resources/in-person-training-schedule.html>.

## VIRTUAL ACADEMY

 In March, the TECB recognized two years of providing an on-line learning platform to the PSAPs in Tennessee. Since then, over 2,175 users have registered for access to the platform.

Virtual Academy Content Hours Delivered



## NEXT STEPS


- Stay tuned for more information about using Virtual Academy to create custom local content.
- 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, Jamison Peevyhouse at [Jamison.Peevyhouse@TN.gov](mailto:Jamison.Peevyhouse@TN.gov).

## Coming Soon...

- TECB is working to develop an online course to address the new state law regarding cardiopulmonary resuscitation (CPR) training. The telecommunicator CPR (TCPR) course will be available on November 1, 2020.
- In addition, over the next few months the TECB will be promulgating rules regarding TCPR training that will be required of all public safety dispatchers who receive an initial or transferred 911 call from the public in Tennessee after January 1, 2021.

## Remaining 2020 In-Person Training Courses

DATE	TIME	COURSE NAME	LOCATION	REGISTRATION	CAPACITY
July 27-29	8:30-4:30 (ET)	NENA 9-1-1 Center Supervisor Course	Knox County, TN	Open	30
August 10	8:30-4:30 (ET)	NENA Comm Center Staffing Workshop	Lenoir City, TN	Open	30

 Tennessee Emergency Communications Board, Authorization No. 335538, May 2021. This document was promulgated for Electronic use only.