



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 – FEBRUARY UPDATES

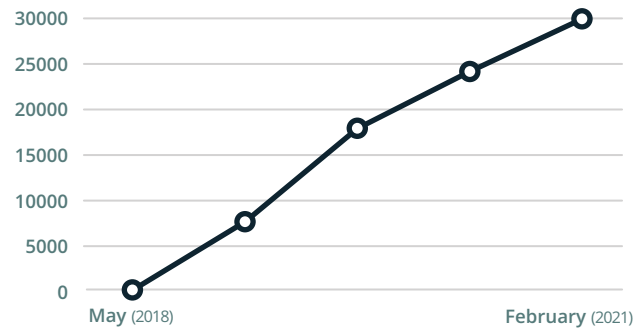
Classroom Training. The TECB does not have any classroom training scheduled at this time.



VIRTUAL ACADEMY

 *Virtual Academy has almost been live for three years! There are 2,621 users registered for the on-line training platform.*

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.

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.
- The TECB is working to backfill the open Training Coordinator position. Thank you for your patience as we work through that process.
- 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 Assistant Director and General Counsel, Benjamin Glover at Benjamin.Glover@TN.gov.