



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 – MAY UPDATES

Classroom Training. With the COVID-19 pandemic, the classes planned for March and April have been postponed.

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!*
-  *In two years, 17,922 hours of training have been delivered and over 2,175 users have registered for access to the platform.*

COVID-19

TECB is using Virtual Academy to update users with timely information and resources regarding COVID-19. This information helps serve PSAPs using the tools available and includes:

- ▶ *Announcements*
- ▶ *Shared webinars*
- ▶ *Video based FAQs*

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.

Remaining 2020 In-Person Training Courses

<u>DATE</u>	<u>TIME</u>	<u>COURSE NAME</u>	<u>LOCATION</u>	<u>REGISTRATION</u>	<u>CAPACITY</u>
March 9	8:30–4:30 (CT)	NENA Comm Center Staffing Workshop	Jackson, TN	Postponed	30
April 6–8	8:30–4:30 (CT)	NENA Communications Training Officer Course	Dickson County, TN	Postponed	30
April 29–30	8:30–4:30 (ET)	GIS201 - NG Compliant Data Editing	Lenoir City, TN	Postponed	20
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