

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 emergency communications district (ECD) 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 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.

ANNOUNCEMENTS

District T-CPR reports for the 2024 calendar year are due no later than April 1, 2025. Reports are to contain metrics defined by the district T-CPR Quality Assurance Program, that the TECB has on file. If a district has updates to their T-CPR QA program, the district will need to send in an updated copy of the program along with the report. Submit reports to Jennifer.Schwendimann@tn.gov. If you have questions or need assistance, reach out to staff.

IN-PERSON TRAINING

MENTAL HEALTH AND CRISIS INTERVENTION TRAINING

The TECB in partnership with the National Alliance on Mental Illness, Tennessee (NAMI-TN) conducted 1216 hours of in-person Crisis Intervention Team (CIT) training to 911 professionals across the state. The trainings occurred in six districts across the state and attendees from 24 different PSAPs attended these trainings.

The TECB is working to schedule additional CIT trainings beginning this spring. Be on the lookout for dates and times for future trainings.

If you would like to host one of these trainings or have one in your area, please reach out the TECB Training Coordinator Jennifer.Schwendimann@tn.gov.

VIRTUAL ACADEMY



Virtual Academy has over 3000 users in Tennessee

Virtual Academy continues to produce quality training for its users. The courses available help agencies to meet and exceed Tennessee Minimum Training Requirements found in Rule 0780-06-02. One recent course Virtual Academy published on the online training platform is titled, Radio Communications. This course is taught by subject matter expert, Jamie Taylor. Mr. Taylor is a Radio System Specialist out of Lee Summit Police Department in Missouri.

COURSE DESCRIPTION:

It is vital for telecommunicators to have a basic understanding of how radio communications work and the limitations and pitfalls they can encounter while using the system because radio communications is a lifeline between the telecommunicator and those in the field. In this course, Jamie Taylor will discuss radio technology and equipment, radio discipline, common pitfalls in radio communication, and the rules set out by the FCC.

This one-hour course assists in satisfying the radio communications and dispatch techniques training required by Tenn. Rules and Regs. Rule 0780-06-02-.04(f).

LINKS AND RESOURCES

- Full list of available and upcoming Virtual Academy courses: [Courses | Virtual Academy](#)
- TECB Dashboard: [Emergency Communications District Map & Contact Information](#)
- Training Coordinator Contact Information:
Email: Jennifer.Schwendimann@tn.gov
Cell number: (615) 788-0897

