



# New 9-1-1 Training Opportunity

## Quality Assurance: Achieving QA/QI in the PSAP

To date, quality assurance has largely been considered part of the call taking process. So what about dispatch or any processes beyond call taking? This class closes the loop on PSAP best practices by applying QA strategies and principles to the dispatch parts of a call.

NENA's hands-on approach gets attendees completely engaged in the methods and practices intended to create agency policies and a dispatch QA template. Utilizing sample recordings and CAD printouts, participants will examine the QA review process, measurement and evaluation tools to enable your telecommunicators to function at the highest level possible.

Important Note: Districts may register one individual for the course.  
Additional applicants will be placed on a waiting list.



**WHEN** Monday, April 18, 2016 - 8:30 AM to 5:00 PM

**WHERE** Williamson Co. Emergency Operations Center  
304 Beasley Dr., Franklin, TN 37064

**COST** The Course is sponsored by the  
Tennessee Emergency Communication Board

**REGISTRATION** Email your request to [TN.ecb@tn.gov](mailto:TN.ecb@tn.gov)

**FOR MORE INFORMATION** Barbara Shank ~ TECB - 615-253-2164 ~ [tn.ecb@tn.gov](mailto:tn.ecb@tn.gov)  
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