



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

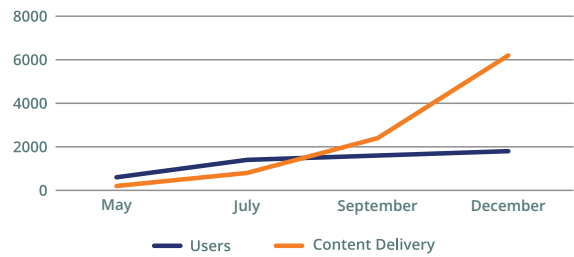
Governmental PSAPs that take initial or transferred 911 calls can take advantage of the training opportunities offered online or in-person.

CURRENT STATUS – FEBRUARY UPDATES

2018 was a year of growth for TECB training initiatives and we are excited about our 2019 plans.

Classroom Training. In 2018, we reached over **220 students** and delivered **2,300 hours of content** focused on geographic information systems (GIS), supervision and quality assurance. For 2019, we currently have six NENA courses on the calendar. Registration is available at <https://www.tn.gov/commerce/e911/training-resources/in-person-training-schedule.html>.

VIRTUAL ACADEMY GROWTH 2018 SUMMARY



Virtual Academy. In 2018, we registered **1,826 individuals** across the state and delivered over **6,100 hours** of content – that is an average of 500 hours of training a month! In 2019 we will continue to add more courses and content.

Local Training Plans. In 2018, the TECB Training Coordinator, Jamison Peevyhouse, worked with over a **dozen** local agencies to help improve and identify potential gaps with their training programs. The TECB is here to support you. We welcome requests to support developing, updating and evaluating your local training programs to ensure they meet the state requirements.

NEXT STEPS

- 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.



2019 In Person Training

DATE	TIME	COURSE NAME	LOCATION	REGISTRATION	CAPACITY
February 18–20	8:00–4:30 (ET)	NENA Communications Training Officer Course	Jefferson City	Open	30
March 29	8:00–4:30 (ET)	NENA Recruit, Hire, Retain & Promote for Success	Knoxville	Open	35
April 29–May 1	8:00–4:30 (CT)	NENA Advanced Telecommunicator Certificate	Dickson	Open	35
May 16	8:00–4:30 (CT)	NENA Recruit, Hire, Retain & Promote for Success	Franklin	Open	35
August 14	8:00–4:30 (CT)	NENA Recruit, Hire, Retain & Promote for Success	Memphis	Open	35
October 7–9	8:00–4:30 (ET)	NENA Advanced Telecommunicator Certificate	Chattanooga	Open	35