



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.

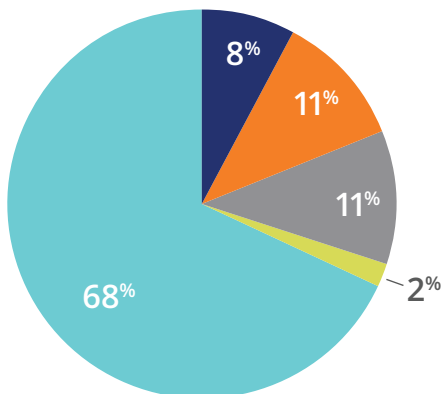
CURRENT STATUS – NOVEMBER UPDATES

Training initiatives are moving along well. Some notable efforts include:

- **Virtual Academy.** We continue to see growth in the number of users registered and training delivered on Virtual Academy. We currently have over 1618 users registered, the majority of whom are telecommunicators. The chart below provides the breakout of registered users.

VIRTUAL ACADEMY REGISTRATIONS

■ Administrative
 ■ Supervisor
 ■ Training Officer
■ GIS Personnel
 ■ Telecommunicator



2018 In Person Training Schedule

CLASS NAME	DATE	LOCATION
GIS 101: TN Standards for NG911	November 15–16	Lenoir City

- **Classroom Training.** There is one classroom session remaining in 2018. Registration is available on the TECB Website: <https://www.tn.gov/commerce/e911/training-resources/in-person-training-schedule.html>.

The TECB will announce new 2019 classroom training sessions this month.

- **Education Alliance for 911 Professionals.** During the opening session of the 2018 TN Emergency Number Association Conference, the TECB announced the Education Alliance for 911 Professionals in Tennessee. This Alliance, formed by the State's training partner Virtual Academy, assists 911 professionals in obtaining their Associate, Bachelor, or Master's degree online. It allows the transfer of initial and continuing education training to college credit hours and offers discounted pricing for 911 personnel. For more information you can contact the Education Alliance directly at 800-203-4486 or vaedalliance@virtualacademy.com.

NEXT STEPS

The TECB remains focused on continuing to provide classroom and on-line courses that focus on all aspects of 911 call handling. The overall goal is to accommodate the statewide minimum-training requirements using Virtual Academy. The TECB is also available to support district efforts in developing or revising local training programs.

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.