



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

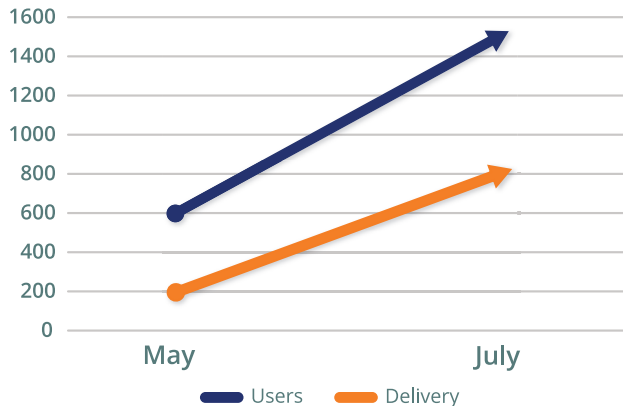
Governmental PSAPs that take initial or transferred 911 calls can take advantage of the training opportunities offered online or in-person.

CURRENT STATUS – AUGUST UPDATES

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

- **Virtual Academy.** The TECB is excited about the rapid adoption of Virtual Academy! As of July 1, there were 1,496 users registered for the online training platform. The amount of training delivered has quadrupled to over 800 hours delivered.

VIRTUAL ACADEMY GROWTH



2018 In Person Training Schedule

<u>CLASS NAME</u>	<u>DATE</u>	<u>LOCATION</u>
NENA Supervisor Course	August 20–22	Franklin
GIS 201: NG911 Compliant Data Editing	September 20–21	Murfreesboro
GIS 101: TN Standards for NG911	November 15–16	Lenoir City

- **Classroom Training.** There are three classroom sessions scheduled through the remainder of the year. Registration is available on the TECB Website: <https://www.tn.gov/commerce/e911/training-resources/2018-in-person-training-schedule.html>
- **Local Training.** On **Tuesday, September 18 at 1:30 pm CDT**, the TECB will be hosting a one-hour session at **TENA** on using Virtual Academy. The session will include information about how local entities can create, deliver and test on content that is specific to your agency's needs.
- **National Awareness.** In May, Jamison Peevyhouse, the TECB Training Coordinator, presented during the National 911 Program's State of 911 Webinar series, emphasizing the value that TECB places on providing effective 911 training to the state of Tennessee. This session and the webinar series are available on the National 911 Program's Website, <https://www.911.gov/webinars.html>

NEXT STEPS

The TECB remains focused on continuing to provide classroom and on-line courses that focus on all aspects of 911 call handling including such topics as customer service, quality assurance, cyber threats, communications, supervisor and manager, and GIS. The overall goal is to accommodate the statewide minimum-training requirements using Virtual Academy.

The TECB looks to continue to support the development of that local training that leverages Virtual Academy and is available to support you with your training curriculum and any questions regarding the online program.

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