



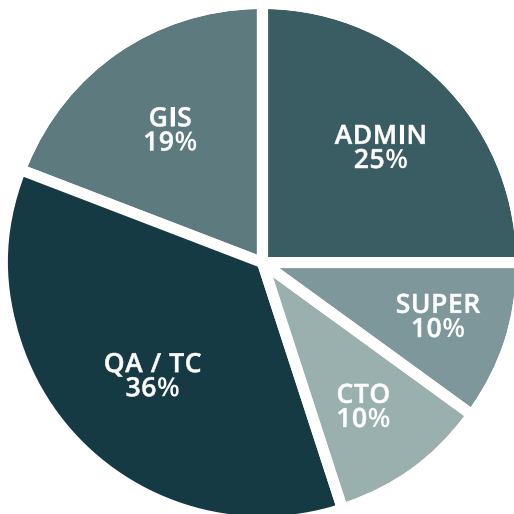
# Training

## 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.

## TRAINING HISTORY

Over the past three years, TECB has supported over 635 individuals in attending in-person courses focused in five areas: Administrative, Supervisor, Center Training Officer, Telecommunicator/Quality Assurance, and Geographic Information Systems.



## 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

2018 training highlights include:

- ▶ Virtual Academy online training launched in February of 2018
- ▶ Approximately 600 users have registered for Virtual Academy
- ▶ In the first three months, over 200 hours of content has been delivered using Virtual Academy
- ▶ 137 individuals have taken advantage of the in-person GIS and QA/QC courses
- ▶ 156 people received training through the Center Managers Certification Program (CMCP) from NENA

## NEXT STEPS

TECB is focused on continuing to provide in-person and online 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.

You can access Virtual Academy and view the calendar of upcoming in-person training offerings on the TECB website, hosted at <https://www.tn.gov/commerce/e911/training-resources/tecb-virtual-academy-sign-up.html>.

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 Training Coordinator, Jamison Peevyhouse at [Jamison.peevyhouse@tn.gov](mailto:Jamison.peevyhouse@tn.gov).