

# 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 emergency communications district (ECD) and public safety answering point (PSAP) leadership and telecommunicators have the knowledge, skills and abilities required to improve emergency response outcomes. These training opportunities are made available through both Vector Solutions online training program 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 2023 UPDATES

### TECB TRAINING COORDINATOR ACTIVITY

TECB plans to host Crisis Intervention Teams (CIT) training beginning in March of 2023 and will be held throughout the state. The 8-hour courses will be hosted in person. These courses are designed to provide public safety telecommunicators with the training to process calls from people suffering mental health crises.

The Training Coordinator continues to reach out to the ECDs across the state to discuss training needs and to help provide training resources.

### TELECOMMUNICATOR CARDIOPULMONARY RESUSCITATION (T-CPR) UPDATES

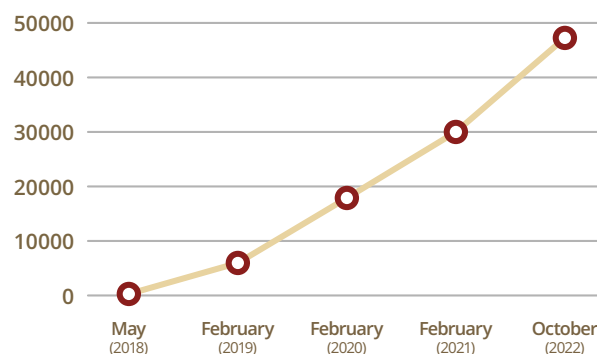
The Board approved a quality assurance (QA) program template along with a reporting template submitted by the Training Advisory Committee. These templates are available on the TECB website under "District Resources". Please note, the templates are not required for T-CPR reporting but are available to any district to use. T-CPR reports should be submitted by April 1, 2023. These reports can be submitted via email to the Training Coordinator at [Jennifer.Schwendimann@tn.gov](mailto:Jennifer.Schwendimann@tn.gov).

## NEXT STEPS

- TECB remains focused on continuing to provide support with training courses and training programs for the ECDs and will be adding classes that focus on Geographic Information Systems (GIS), 9-8-8, Security in the PSAP, and Leadership.
- If you have not enrolled in Vector Solutions, 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 Training Coordinator Jennifer Schwendimann at [Jennifer.Schwendimann@tn.gov](mailto:Jennifer.Schwendimann@tn.gov).

## VIRTUAL ACADEMY CONTENT HOURS DELIVERED SINCE LAUNCH

February 2023



## VIRTUAL ACADEMY



Since January 2022, through October 2022, 11,653 hours of content were delivered by the training platform.

On October 31, 2022, the Virtual Academy contract closed out. The TECB is in the process of transitioning users to the new training platform, Vector Solutions. The Training Coordinator has been working towards obtaining user lists from the ECDs and PSAPs across the state to upload to the system. Vector Solutions and TECB Staff have been meeting to discuss course content and the deployment of the new platform. Staff will be reaching out to the districts regarding updates and next steps for online training."