



# 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.

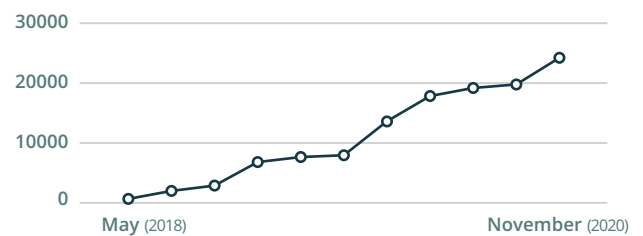
## CURRENT STATUS – NOVEMBER UPDATES

**Classroom Training.** The TECB supported the offering of July and August courses. Those were the final classroom sessions for the year.

## VIRTUAL ACADEMY

*In March, the TECB recognized two years of providing an on-line learning platform to the PSAPs in Tennessee. Since then, over 2,175 users have registered for access to the platform.*

### Virtual Academy Content Hours Delivered



## NEXT STEPS

- Stay tuned for more information about using Virtual Academy to create custom local content.
- The TECB remains focused on continuing to provide classroom and online courses that focus on all aspects of 911 call handling.
- The TECB is working to backfill the open Training Coordinator position. Thank you for your patience as we work through that process.
- 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 Assistant Director and General Counsel, Benjamin Glover at [Benjamin.Glover@TN.gov](mailto:Benjamin.Glover@TN.gov).



## Coming Soon...

- TECB has developed an online course to address the new state law regarding cardiopulmonary resuscitation (CPR) training. The telecommunicator CPR (TCPR) course will be available on November 1, 2020.
- The training subcommittee met to address TCPR. Over the coming months, the TECB will be promulgating rules regarding TCPR training that will be required of all public safety dispatchers who receive an initial or transferred 911 call from the public in Tennessee after January 1, 2021.