



Q. What will I be learning in the 9-1-1 OnLine Academy course that will help me finish my certification and get listed on the Web Registry?

A. Here are the 10 Objectives the course covers:

Objective One

Understand Public Safety Communications

This objective offers many ways to learn about the wonderful work of 9-1-1 or emergency communications. This unit of study-expands your understanding of the work of public safety communications into a global and national perspective.

Objective Two

Understand Police Communications

Although many people have a basic understanding of police work or law enforcement, the fascinating world of police communications has a life of it's own. This unit of study provides an inside look into the complexity of police communications.

Objective Three

Understand Fire Service Communications

Fire communicators have a very special place on the fire service team. Although communications need not understand all aspect of fire science or firefighting, they do need to understand concepts and terms to work as an effective team member during these highly charged calls where safety practices are crucial.

Objective Four

Understand Emergency Medical Communications

The EMD is rapidly becoming a vital member of the emergency medical team. This unit of study allows the student to understand the common concepts and practices of the EMD.

Objective Five

Understand Emergency Call Taking

Working the public safety communications phones requires not only an understanding of call taking techniques but also understanding how to translate the information from the caller into a dispatch call. This unit of study explores best practices and accepted methods and procedures used in call taking.

Objective Six

Know the Basics of 9-1-1 Technology

Although the work of public safety communications is about dealing with callers and responders, the work has become increasingly complex with the addition of new technology. This unit of study explores those areas of technology the entry level Telecommunicator must know to achieve certification.

Objective Seven

Understand 9-1-1 Liability in Call Handling

Many myths are put forward and many facts distorted in regards to liability in the world of 9-1-1. In addition there are many practices in public safety communications that can reinforce an individual or agency liability shield. This unit explores the basics of liability in 9-1-1.

Objective Eight

Understand Emergency Radio Dispatching

The emergency radio is the link from the caller to the responder and the responder to the control center - which is the dispatcher. This unit explores the terms, methods and theory of emergency radio.

Objective Nine

Handling High Risk 9-1-1 Calls

High risk calls are those calls that may not come in every day but require the highest level of response and decision making. Immediate grasp of the concepts of crisis intervention, safety, and life saving techniques are explored in this unit of study.

Objective Ten

Understand Emergency Communications Workplace

Inside the Comm Center there are a set of basic cultural areas of knowledge that will ensure the candidate not only survives but thrives in the work. This unit explores the workplace issues particular to this work.

Q. What testing is used in this course?

A. You have objective quizzes that are actual 9-1-1 calls and you will have your final NECC Exam that will certify you in the field as a Level One Telecommunicator.
