



## **First Contact 9-1-1, LLC**

P.O. Box 1815  
Morgan Hill, CA 95038  
(866) 613.1911  
[www.firstcontact911.com](http://www.firstcontact911.com)

### **40 hour Emergency Telecommunicator Course from NAED**

Are your Telecommunicators prepared to face the day to day challenges of being America's "**First, First Responder**"?

Your staff, especially your newer and less experienced members, need training to prepare them for that next big call. Can't happen in your jurisdiction? Ask the folks in Littleton, Colorado or Jonesboro, Arkansas or Shanksville, PA, if it can happen in your jurisdiction.

The **Emergency Telecommunicator Course** is a joint effort between the National Academy of Emergency Dispatch, The National Emergency Number Association (NENA), and Jones and Bartlett publishers. We are proud to offer First Contact 9-1-1 Instructors who have been certified to teach the ETC Course. Courses are designed to train new employees who are unfamiliar with communication centers and their technology, legal guidelines, stress factors, and methods of communication.

**ETC certification** is gained through the completion of the **40-hour course** and a passing score on a written examination. Students who wish to be certified as professional *Emergency Telecommunicators* by the National Academies of Emergency Dispatch must:

- Must be able to read and write at a high school graduate or GED level
- Attend an Emergency Telecommunicator Course taught by an NAED-certified ETC Instructor
- Pass the ETC Certification Test with a score of 75% or better,
- Agree to abide by the NAED Code of Ethics

#### **Topics covered:**

- Roles and Responsibilities—essential knowledge and skills
- Technologies
- Interpersonal Communication—the communication cycle, listening, language problems

- Communication and call processing—customer service, types of callers, high risk calls
- Call classification
- Radio broadcast procedures
- Legal aspects of emergency telecommunication—risk management and liability
- Stress management—pressures of the job and stress management techniques

**Students who successfully complete this program receive:**

- Academy Diploma
- Official Certificate of Course Completion
- 2 year subscription to the National Journal of Emergency Dispatch
- Academy insignia patch and pocket membership card

This is not just another 40-hour basic Telecommunicator course; this is a **CERTIFICATION** course with continuing education requirements backed up by one of the nations leading Emergency Dispatch certifying organizations, the National Academies of Emergency Dispatch. Call our FC911 Customer Care Center at (866) 613.1911 for more information!