



MINNESOTA SHERIFFS' ASSOCIATION

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Telecommunicator Certification Syllabus

Introduction | 6.75 Hours 1. Course Introduction 2. 9-1-1's Mission & Basic Terminology 3. The Public-Safety Team 4. Personal Conduct 5. Governance 6. Field-Responder Safety

Health & Wellness | 4 Hours 1. Definition, Causation, & Identification of Stress Issues 2. Strategies for Dealing with Stress 3. Management of Critical-Incident Stress

Legal Concepts | 4.25 Hours 1. Liability 2. Negligence 3. Documentation 4. Freedom of Information 5. Law-Enforcement-Specific Laws 6. Fire/Rescue/EMS-Specific Laws

Emergency-Communications Technology 4.5 Hours 1. Telephony Technologies 2. Next Generation 9-1-1 3. Computer Aided Dispatch (CAD) Systems 4. Support Systems 5. Security Breaches & Cybersecurity Threats 6. Radio Systems Interpersonal

Communications | 3.5 Hours 1. Communication Techniques 2. Customer Service 3. Problem Solving & Critical Thinking

Call Processing | 11 Hours 1. Call Receiving 2. Callers with Disabilities & Special Needs 3. Call Categorization & Prioritization 4. Fire-Service Overview 5. EMS Overview 6. Law-Enforcement Overview 7. Low-Frequency/High-Consequence Calls

Emergency Management | 4 Hours 1. Nationwide Suspicious Activity Reporting (SAR) Initiative (NSI) 2. Introduction to the Incident Command System (ICS 100) 3. An Introduction to the National Incident Management System (NIMS 700) 4. Disaster Preparedness 5. Mutual Aid & the National Joint TERT Initiative (NJTI)

Quality Assurance | 1 Hour 1. Quality Assurance (QA) 2. Quality Improvement (QI)

Conclusion | 1 Hour 1. Making Every Day a Training Day 2. Follow-Up Agency-Specific Training 3. Wrap Up Telecommunicator Core Competencies A forty-hour, self-paced, online course that provides the essential and foundational training that 9-1-1 professionals need to deliver effective and efficient 9-1-1 service to the public. nena.org/tcc.

MSA Work Book

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