

El Paso – Teller County Enhanced 9-1-1 Authority Board

Number: 4.24

Date Issued: January 28, 2003

Date Revised: November 17, 2010

Date Effective: November 17, 2010

Subject: Procedure for the Public Safety Communications Training Academy (PSCTA).

POLICY: The E9-1-1 Authority shall follow a standardized procedure for offering academy classes, which supplement PSAP training for new call takers and dispatchers.

PURPOSE: To provide all personnel with the necessary understanding of how the PSCTA will be scheduled, and what types of course modules will be presented.

PROCEDURE: The E9-1-1 Authority shall follow a standardized procedure for offering academy classes, which supplement PSAP training for new call takers and dispatchers.

- 1) Academy classes will be scheduled to coincide with Protocol Training.
- 2) PSAP managers are responsible to determine approximate start dates for the Academy based on their hiring needs. Once new employees have met all requirements and have completed their respective agency hiring process it is imperative that at least 30 days notice be given to the Protocol Manager for adequate planning and preparation.
- 3) Dates are subject to change due to instructor availability.
- 4) Student absence or tardiness is reported to the appropriate communications center manager or supervisor.
- 5) Education credits are applied only to students who attend course modules.
- 6) Academy classes are taught using instructors from the Authority, PSAPs, and outside sources.
- 7) The Authority is responsible for providing adequate training facilities.
- 8) Course modules may include, but are not limited to the following topics:
 - a. Cardio Pulmonary Resuscitation (CPR)

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- b. Medical Background
 - c. PSAP Orientation
 - d. Introduction to 9-1-1/Policy and Procedure
 - e. Basic Telecommunicator
 - f. Customer Service
 - g. Contact Map
 - h. Critical Incident Stress Management
 - i. Shift Work Awareness
 - j. Crime Stoppers
 - k. Domestic Violence
 - l. Deaf Community Awareness
 - m. MAST/Flight for Life
 - n. Weapons of Mass Destruction
 - o. Department of Human Services
 - p. Dealing with Developmentally Disabled Callers
- 9) Course schedules and content may change without notice
- 10) Veteran call takers and dispatchers may attend course modules to receive continuing dispatch education (CDE) credits. Priority seating is given to new call takers and dispatchers.
- 11) Call takers and dispatchers from agencies outside El Paso or Teller counties may attend course modules based on seat availability.
- 12) The maximum number of students allowed to attend academy modules will not exceed the available seating capacity in the training room used.