

Law Enforcement Officers Standards and Training Commission

Basic 911 Telecommunicator Certification Course

1	Orientation	1
2	Introduction to Telecommunications	2
3	Professional Communication	2
4	Call Taking	12
5	Call Taking Simulator	4
6	911 Rural Addressing	4
7	Radio Communications	8
8	Radio Communications Simulator	4
9	First Responder Considerations	4
10	Career Survival	4
11	NCIC Full Access	24
12	Telecommunicator Stress	4
13	Testing & Evaluations	6.5
14	Graduaton	0.5
	Total Hours	80

Effective with 43rd Session

Summary of Changes: Total Revision based on 2012 Job Task Analysis