

Emergency Fire Dispatch Certification Course

EFD Certification Course

The Emergency Fire Dispatcher (EFD) through the use of the FPDS™ brings the science of structured call processing to the fire-rescue field. Completion of this course provides students with confidence to begin using the protocol on-line in the busiest of communication centers. Classes use hands-on teaching, class participation, simulated and actual calls, and feedback to prepare the students for work in a communication center.

Pre-Requisites and Information:

The EFD course is open to all applicants that read and write at a high school graduate or GED level. Initial certification requires the applicant complete an approved EFD course and complete a 50 question written exam at the end of the course with a minimum 80% score. If the applicant does not successfully pass the initial exam, retests are available by phone for a \$30 fee.

Certification forms are available in class from a certified instructor, or directly from the Academy. Please call the Academy for more information.

Registration includes:

- EFD Course Manual
- Certification fee and testing with the National Academy of EFD
- 8 hours of CDE that can be used towards recertification in another discipline

Successful attendees 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

The EFD Course is open to all applicants 18 years or older with a high school or equivalent degree. The intensive three day courses cover:

For more information on the EFD class, or to register for a course visit www.prioritydispatch.net for access to a customer service representative in your area.

Certification forms are available in class from a certified instructor, or directly from the Academy. Please call for more information.

*Attendees who have not received universal material within the last 6 months **must** attend a universal material day which is offered on the last day of EMD class which is held the day before EFD (typically lasts a half day, varies by instructor).*

*This course is only open to personnel who have been hired by a PSAP or Dispatch Only Center (DOC)
Not Open to the Public.

*If you are interested in pursuing this career, please contact your nearest center.

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Emergency Fire Dispatch is mandated by 25 MRSA §2927 with further rules set out in Chapter 5 within the Emergency Services Communication Bureau rules.

<https://www.maine.gov/maine911/laws-rules/rules>

There is currently no licensing authority for EFD as there is with EMD. Advisement is deferred to local fire chiefs and/or Emergency Fire Dispatch Administrators (EFDAs)

If you have any questions or comments, please contact the training department at the Emergency Services Communication Bureau by emailing 911Training.PUC@Maine.Gov



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