Emergency Telecommunicator Certification Course

ETC Certification Course

The ETC program is designed and produced by the National Academies of Emergency Dispatch (NAED). The course (40 hours minimum) is designed to train new employees unfamiliar with emergency communication centers, emergency telecommunication technology, interpersonal communication, legal issues, and job stress factors.

The program takes an integrated teaching approach that features comprehensive content, multimedia presentations, and hands-on training.

The course covers the following topics:

- Roles and Responsibilities of the Emergency Telecommunicator
- Emergency Telecommunication Technologies
- Telecommunication Essentials
- Interpersonal Communication
- Caller Management
- Police Call Classification
- Fire Call Classification
- Medical Call Classification
- Man-Made and Natural Catastrophic Events
- Radio Broadcast Procedures
- Legal Aspects of Public Safety Communication
- Quality Improvement
- Stress Management

Emergency Telecommunicator Certification

ETC certification is available to those successfully completing the Academy's 40-hour (minimum) Emergency Telecommunicator Course and achieving a passing score (80%) on the certification examination. Certification is valid for two years. Specifically, certification requires:

- Ability to read and write at a high school graduate or GED level
- Attendance at an ETC course taught by an NAED-certified ETC instructor
- Passing the ETC certification test with a score of at least 80 percent
- Agreement to abide by the NAED Code of Ethics
- Submission of a completed ETC certification application along with the $20 certification fee to NAED
- Submission of a completed ETC course evaluation form to NAED

Certification is valid for two years unless revoked or suspended. Continued affiliation depends on your support of the Code of Ethics and accumulation of continuing dispatch education (CDE) credit. The following three steps summarize the renewal process:

- Submit verification of the required 12 hours of CDE during the two-year recertification period. Each credit hour is based on one hour of participation.
- Successfully complete the Academy's online, 50-question recertification exam with a score of at least 80 percent. (www.emergencydispatch.org)
- Payment of the $20 recertification fee (includes subscription to the Journal of Emergency Dispatch, and recertification and test processing).

*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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Recertification as an ETC is required for those having ETC certification only. If you are certified as an EMD, EFD, or EPD, your ETC is automatically updated. If you are not certified as an EMD, EFD, or EPD, you will need to complete the following recertification requirements:

1. You will receive written notification with instructions for on-line recertification. Recertification is an open book exam and must be passed with at least 80 percent. If 80 percent is not achieved, notification will be sent from the Academy with details for retesting.
2. Submit verification of required CDE during the two-year recertification period.
3. Submit your recertification fee of $20.00 (US currency), with the completed recertification application/exam. If you attend a certification or refresher course approved by the Academy, this fee is included in the course tuition. If you attend a 1-day course, the $20.00 recertification fee is required.

This course is mandated pursuant to 25 MRSA §2926:

    A.   **Basic Public Safety Dispatcher Training; Minimum Mandatory Staff Training Requirements**. All full-time public safety dispatchers must successfully complete, within the first 12 months of initial employment, the Basic Public Safety Dispatcher Training Course at the Maine Criminal Justice Academy approved by the Bureau. All full-time public safety dispatchers must satisfactorily maintain the basic certification by completing any recertification requirements as may be prescribed by the Bureau. The Bureau, for good cause, may extend the 12-month period for not more than 180 days and may waive the Basic Public Safety Dispatcher Training Course requirement when an equivalent course has been successfully completed. This section does not apply to any person employed as a full-time public safety dispatch personnel on or before 1 January, 2008.

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

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