



HARRISON COUNTY LAW ENFORCEMENT TRAINING ACADEMY HOSTS



IAED Emergency Telecommunicator Basic 40hr Course



Date: March 27-31, 2017 0800-1700 hours

Tuition: \$395.00 (course is MS BETST approved)

**Location: MGCCC AMTC Campus Shell Room
10298 Express Dr. Gulfport, MS 39503**

Registration:

Donna Fox 228-669-8848 grannydisp@yahoo.com

IAED Emergency Telecommunicator Basic 40hr Course

ETC Certification Course

The ETC program is designed and produced by the National Academics 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
- 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