



Emergency Telecommunicator Credentials (ETC 1) (911 Dispatch)

May 20, 2019

Certifying Organization	International Academies of Emergency Dispatch (IAED) https://www.emergencydispatch.org/
Description of Credentials ETC 1: IBC# 468 ETC 1 plus EPD, EFD, or EMD: IBC# 469	<p>Certification by the International Academies of Emergency Dispatch[®] (IAED[™]) attests to the specific and highly specialized knowledge, skills, and attributes of emergency telecommunicators, dispatchers, mentors, quality assurance/quality improvement specialists, and instructors. It is an objective, measurable process for determining and validating the competency of individuals serving as lifelines for people needing emergency services. It benefits the individuals who become certified by keeping them abreast of the latest developments in emergency telecommunication and makes continuing dispatch education (CDE) a priority. Certification and the continuing education required to maintain certification contribute to the creation of an environment of professionalism, excellence in customer care, and a culture of retention—a critical issue for all employers.</p> <p>IAED certification as an Emergency Medical Dispatcher is required to utilize the Medical Priority Dispatch System[™] (MPDS[®]), IAED certification as an Emergency Fire Dispatcher is required to utilize the Fire Priority Dispatch System[™] (FPDS[®]), and IAED certification as an Emergency Police Dispatcher is required to utilize the Police Priority Dispatch System[™] (PPDS[®]).</p> <p><u>In summary, certification by the IAED:</u></p> <ul style="list-style-type: none"> • Is required to utilize any of the IAED Priority Dispatch Systems[™] • Meets the needs of employers, practitioners, and the public by identifying and formally validating individuals with specific knowledge and skills • Protects the public and responders served • Creates a professional environment of customer service and patient care excellence • Assures the public served that telecommunication professionals have met standards of care and practice for Emergency Telecommunication (ETC), Emergency Fire Dispatch (EFD), Emergency Medical Dispatch (EMD), and Emergency Police Dispatch (EPD) • Demonstrates an individual’s commitment to a profession and to lifelong learning • Provides individuals with a sense of pride and professional accomplishment. <p><u>Credentials:</u> ETC 1 (<i>IBC# 468 - Basic Statewide</i>) ETC 1 plus Emergency Police Dispatch (EPD), Emergency Fire Dispatch (EFD) or Emergency Medical Dispatch (EMD)-(<i>IBC# 469– Advanced Statewide</i>)</p>
Part of which Graduation Pathways ¹	<u>Integrated:</u> Public Service
Associated with Which Careers?	<u>4 Star:</u> Police, Fire and Ambulance Dispatchers, Police and Sheriff’s Patrol Officers, Emergency Medical Technicians and Paramedics, Production Planning, and Expediting Clerks,
Entry-Level Annual Salaries	\$21,216 - \$22,404

Industry-Based Certification Requirements: Students

Standard / Curriculum	<p><u>Emergency Telecommunication Communication Dispatch (ETC) Course, Testing and Recertification Details (ETC)</u></p> <p>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.</p> <p>The program takes an integrated teaching approach that features comprehensive content, multimedia presentations, and hands-on training.</p> <p>The course covers the following topics:</p> <ul style="list-style-type: none"> • 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 					
	<p><u>Emergency Medical Dispatch (EMD) Course, Testing and Recertification Details</u></p> <p><u>Emergency Fire Dispatch (EFD) Course, Testing and Recertification Details</u></p> <p><u>Emergency Police Dispatch (EPD) Course, Testing and Recertification Details</u></p>					
Testing Methodology	Paper?	50-question written certification exam. Must obtain 80%	Online?	No	Performance Exams / Tests?	No
Re-Testing (if available)	Re-Testing Procedures	For the status of your ETC application or to request an expired certification waiver request form, call the Academy at 1-800-960-6236 or 801-359-6916 (intl). You will receive an application and exam by mail.			Max Attempts	2 Retakes
Testing Details (including any age requirements / accommodations)	<p><u>Emergency Telecommunicator Certification (ETC) Testing and Recertification Details</u></p> <p>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:</p> <ul style="list-style-type: none"> • 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 of 50 multiple-choice questions 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 <p>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:</p> <ul style="list-style-type: none"> • 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. • Submit verification of required 12 hours of continuing dispatch education (CDE) during the two-year recertification period. • 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 					

	<p>fee is included in the course tuition. If you attend a 1-day course, the \$20.00 recertification fee is required.</p> <ul style="list-style-type: none"> Students with special needs (i.e. students with Individual Education Plans)- The International Academies of Emergency Dispatch's (the "Academy") general policy regarding educational accommodations for its Emergency Telecommunicator ("ETC") Courses held in high schools or institutions of higher learning is as follows: The Academy strives to provide reasonable accommodations to students with disabilities who take its ETC Courses, in accordance with applicable federal or state law, to the extent that such accommodations are safe, do not impose an undue burden on the Academy, or fundamentally alter the nature of the ETC course. 			
<p>Industry-Based Certification Requirements: Teachers</p> <p><i>Bulletin 746, Chapter 5: All Louisiana teachers providing instruction in a course that leads to an IBC must hold the certification that they're teaching students to attain.</i></p>				
Instructor Certification Requirements (by certifying agency)	<p>The Instructor Application for Emergency Dispatchers (IAED) offers ample opportunity as long as you meet our qualifications and are willing to go through the certification process. The Academy's Board of Certification reviews certification, recertification, decertification, accreditation, and other recognition policies, procedures, and practices; all recognition is presented and maintained at the Academy's sole discretion. The steps specific to the type of certification—medical, fire, and police—are outlined below. Note: Read the instructions carefully. While some of the steps are the same for each of the three instructor certifications, others apply exclusively to the individual medical, fire, or police course description.</p> <p>Download the Instructor Applications here.</p>			
Proctoring / Test Security (if any)	Test security measures are determined by the school system.			
<p>Certification Tracking</p>				
Credentialing Documentation and Process	<p>The teacher will mail original answer sheets to IAED after testing. (No photocopies) IAED will score, then email a Pass/Fail roster to the teacher. IAED <i>will not</i> mail certifications to a different address than what appears on the professional magazine subscriptions that students receive once certification is earned. CDE quizzes for recertification are contained within those magazines.</p> <p>Picture of Emergency Telecommunicator Certification</p> <p>Picture of Emergency Fire Dispatcher Certification</p> <p>Picture of Emergency Medical Dispatcher Certification</p> <p>Picture of Emergency Police Dispatcher Certification</p>			
Certification Tracking System	Online Tracking System?	Yes	Details	N/A
Other Details	Expiration Timeframe?		Emergency Dispatch Certification/Recertification FAQs – Read carefully	

Certification Costs / Funding Sources						
Cost Details	Classroom instruction workbook = \$36.00 each NAED ETC – Level 1 Certification Exam = \$75.00 per student Priority Dispatch (PD) Instructor Fee = \$90.00 Priority Dispatch Backup Cardset License with Licensed Manual Protocol Set for Backup = \$495 each. Once purchased, Priority Dispatch update cards are free, so this is a one-time cost. Courses including the required original answer sheet are \$50 each. (Includes course workbook and contains original testing answer sheet. No copies allowed.) Retests are \$30 each. Recertification fees are \$20 each.					
Re-test / Refund Policies	Please read directions carefully for re-test policies. There are very strict guidelines. https://www.emergencydispatch.org/sites/default/files/downloads/RecertificationRetestPolicy131127.pdf Lapsed Certification Policy: https://www.emergencydispatch.org/sites/default/files/downloads/lapsedCertPolicyNAED.pdf					
Funding Sources ²	CDF?	Yes	Perkins?	Yes	Alternative Source (other than General Funds)	
For More Information						
Certifying Agency Contact Info	International Academies of Emergency Dispatch © 2019 IAED® -WEBMASTER@emergencydispatch.org 110 South Regent Street, 8th Floor, Salt Lake City, Utah 84111 U.S.A. • 801.359.6916 • Toll Free: 800.960.6236 E-mail: info@emergencydispatch.org For more information on the EMD, EFD, and EPD classes, or to register for a course visit www.prioritydispatch.net for access to a customer service representative in your area.					
LDOE Contacts	JumpStart@la.gov					
Jump Start Regional Team Experts	TBD					

1 – This table may not include all the graduation pathways this credential appears in. Please check the [graduation pathway](#) you are working with if you have a question as to whether or not this credential is part of that pathway. Always check with certifying agency for latest information.

2 – CDF = [Career Development Fund](#)