



HARRISON COUNTY LAW ENFORCEMENT TRAINING ACADEMY HOSTS



IAED Emergency Telecommunicator Basic 40 Course



Date: November 14-18, 2016 0800-1700 hours

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

Location: MGCCC AMTC Campus Gulf Harbor Room
10298 Express Dr. Gulfport, MS 39503

Registration:

Angie Barnes

OIC Communications, Gulfport Police Dept.

**228-868-5941 fax [228-868-5798arbarnes@gulfport-
ms.gov](mailto:228-868-5798arbarnes@gulfport-ms.gov)**

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

IAED Emergency Telecommunicator Basic 40 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