

IAED™ EMERGENCY TELECOMMUNICATOR™ COURSE

The International Academies of Emergency Dispatch® (IAED) Emergency Telecommunicator™ (ETC) Course is a 40-hour basic telecommunicator (BTC) training course designed to introduce students to the exciting and challenging field of emergency telecommunications. It addresses the following topics:

- Roles and responsibilities of emergency telecommunicators
- Emergency communication technologies
- Interpersonal communication techniques
- Telecommunication and call-processing techniques
- Emergency call classification
- Disaster readiness
- Emergency radio broadcast procedures
- Legal issues relevant to emergency telecommunications
- 911 regulations
- The importance of protocol, compliance, and quality assurance in the emergency telecommunication environment
- Stress management techniques.

The IAED ETC™ Course was originally developed by IAED content experts working in conjunction with the professional instructional design staff at Priority Dispatch Corp.™ (PDC™). It was developed to fill a void in existing basic emergency telecommunicator training, specifically to emphasize the role of structured calltaking and protocol compliance in the field of emergency telecommunications. Course content is currently controlled by the IAED ETC Board of Curriculum, which is made up of experts in the field of emergency telecommunications from various locations throughout the United States.

Continued, routine revision of the ETC Course is based on the IAED Proposal for Change (PFC) process. Interested parties including communication center managers, professional educators, certified ETC instructors, ETC students, 911 calltakers and dispatchers in general, and others can submit recommendations for change using the IAED Proposal for Change form. The ETC Board of Curriculum meets periodically to review these proposals, discuss new technologies

and other advancements in the field of emergency telecommunications, and review national training standards related to emergency telecommunications. Professional instructional designers from PDC serve as advisors to the board on matters of instructional methods and techniques. Recommended changes to the ETC Course curriculum materials are made by the PDC instructional design staff only after approval by the ETC Board of Curriculum.

The IAED is currently in the process of updating the ETC Course materials to Edition 4. When released, Edition 4 will meet all standards set forth by the IAED ETC Board of Curriculum. It will also meet the recently released "Recommended Minimum Training Guidelines for the Telecommunicator" facilitated by the National 911 Program, which is housed within the National Highway Traffic Safety Administration at the U.S. Department of Transportation. The National 911 Program is a joint program with the National Telecommunication and Information Administration in the Department of Commerce.