

NC 911 Board Eligible Training Classes

Updated 09/25/2020

PLEASE NOTE: This list may not include all 911 educational classes that are currently offered. If you are unable to locate a particular class on this list, please contact Angie Turbeville via email at angie.turbeville@nc.gov or by telephone at 919-754-6162 for assistance.

Approved Categories

Call Taking
Improvement Programs
Maintenance to System
Protocols
PSAP Management
Quality Assurance
Supervising Staff

Classes highlighted are not eligible for reimbursement

Provider: APCO Institute	Hours/Delivery	Approved	Category
www.apcoinstitute.org			
Active Shooter Incidents	1 day live/3 weeks online	Yes	Call Taking
Bullying and Negativity in the Communications Center	1 day live/3 weeks online	No	Doesn't Fit a Category
CALEA Accreditation Manager	8 weeks online	No	Doesn't Fit a Category
CALEA Campus Security Accreditation Manager	8 weeks online	No	Doesn't Fit a Category
CALEA Law Enforcement Accreditation Manager	8 weeks online	No	Doesn't Fit a Category
CALEA Public Safety Communications Accreditation Manager	8 weeks online	No	Doesn't Fit a Category
CALEA Public Safety Training Academy Accreditation Manager	8 weeks online	No	Doesn't Fit a Category
Certified Public Safety Executive (CPE) Program	9 days live (FL)/ 12 weeks online	Yes	PSAP Management
Communications Center Supervisor	3 days live/5 weeks online	Yes	Supervising Staff
Communications Training Officer	3 days live/5 weeks online	Yes	Supervising Staff/Improvement
Communications Training Officer Instructor	5 days live/6 weeks online	No	Instructor Courses Not Eligible
Comprehensive Quality	2 days live/5 weeks online	Yes	Quality Assurance
Crisis Negotiations for Telecommunicators	1 day live/3 weeks online	Yes	Call Taking
Cybersecurity Fundamentals for the ECC (approved 09/25/20)	1 day live/3 weeks online	Yes	Maintenance to Systems
Customer Service in Public Safety Communications	1 day live/3 weeks online	Yes	Improvement Programs
Disaster Operations and the Comm Center	1 day live/3 weeks online	Yes	Management
Emergency Medical Dispatch Certification	4 days live/6 weeks online	Yes	Protocols
Emergency Medical Dispatch Concepts	1 day live/3 weeks online	No	Doesn't Fit a Category
Emergency Medical Dispatch Instructor	5 days live/6 weeks online	No	Instructor Courses Not Eligible
Emergency Medical Dispatch Manager	1 day live/3 weeks online	Yes	Management/Quality Assurance
Fire Service Communications	4 days live/6 weeks online	Yes	Call Taking

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Fire Service Communications Instructor	5 days live/6 weeks online	No	Instructor Courses Not Eligible
Fundamentals of Tactical Dispatch (approved 9/25/20)	2 days live/3weeks online		Call Taking
Illuminations Con Ed Training Program-subscription based	1 hr. per month	Yes	Call Taking
Illuminations CDE Programs for CTO	1 hr. per month	Yes	Improvement Programs
Instructor Techniques	5 days live/6 weeks online	No	Instructor Courses Not Eligible
Law Enforcement Communications	4 days live/6 weeks online	Yes	Call Taking
Law Enforcement Communications Instructor	5 days live/6 weeks online	No	Instructor Courses Not Eligible
PSC Staffing & Employee Retention	1 day live/3 weeks online	Yes	Management
Public Safety Telecommunicator 1	5 days live/4 weeks online	Yes	Call Taking
Public Safety Telecommunicator 1 Instructor	5 days live/6 weeks online	No	Instructor Courses Not Eligible
Registered Public Safety Leadership (RPL) Course	approx. 1 year	Yes	Management
Surviving Stress	1 day live/3 weeks online	Yes	Improvement Programs

Provider: NENA	Hours/Delivery	Approved	Category
www.nena.org			
9-1-1 Center Consolidation : A Plan for Success	1 day	Yes	Management
9-1-1 Center Supervisor Program	3 days	Yes	Supervising
9-1-1 Customer Service: Takes Seconds, Saves Minutes	1 day	Yes	Improvement Programs
Addressing for NG911	1 day	Yes	Maintenance
Advanced Fire & EMS Dispatching	1 day	Yes	Call taking
Advanced Police Dispatching	1 day	Yes	Call taking
Center Manager Certification Program	5 days	Yes	Management
Center Training Officer Program	3 days	Yes	Improvement Programs
Comm Center Staffing Workshop	1 day	Yes	Management
Cybersecurity Awareness in the PSAP	1 day	Yes	Maintenance
Disaster Planning for the PSAP	1 day	Yes	Management
Enhanced Caller Management	1 day	Yes	Call taking
GIS & NG9-1-1 for the PSAP	1 day	Yes	Maintenance
Interpersonal Skills in the 9-1-1 Center	1 day	No	Doesn't fit a category
Leadership in the 911 Center	1 day	Yes	Management
Liability Issues in the PSAP	1 day	Yes	Management
Overcoming Negativity	1 day	No	Doesn't fit a category
Preventing Telecommunicator Tunnel Vision	1 day	Yes	Quality Assurance
PSAP Design	1 day	Yes	Management

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Quality Assurance: Achieving QA/QI in the PSAP	1 day	Yes	Quality Assurance
Recruit, Hire, Retain and Promote for Success	1 day	Yes	Improvement Programs
SOP Development: Refining & Enhancing Your 9-1-1 Center	1 day	Yes	Management
Tactical Dispatch for the Telecommunicator	1 day	Yes	Call taking
You Could Have a Future Here	1 day	No	Doesn't fit a category

Provider: Priority Dispatch Corp	Hours/Delivery	Approved	Category
https://prioritydispatch.net/			
Active Assailant Incidents	4 hours	Yes	Protocols
AQUA EMD, EFD, EPD Quality Assurance Courses	2 days	Yes	QA
College of Dispatch (LMS)	Online	Yes	Call taking/Protocols
EMD Advancement Series-Continuing Dispatch Education	8 hours	Yes	Protocols
EMD, EFD, EPD Con-Ed Articles/Journal of Emergency Dispatch	1 hour each article	Yes	Protocols
Emergency Telecommunicator Instructor	3 days	No	Instructor Courses Not Eligible
High Performance EMD Course	4 hours	Yes	Protocols
IAED Emergency Fire Dispatch	3 days	Yes	Protocols
IAED Emergency Medical Dispatch	3 days	Yes	Protocols
IAED Emergency Telecommunicator Class (ETC)	6 days	Yes	Call taking
IAED Emergency Police Dispatch	3 days	Yes	Protocols
Myth Busters	2 hours	No	Doesn't Fit a Category
ProQA Software for EMD, EFD and EPD	4 hours	Yes	Protocols

Provider: Fitch & Associates	Hours/Delivery	Approved	Category
www.fitchassoc.com			
NAED Communications Center Manager Course	approx. 3 months	Yes	Management

Provider: NC Sheriff's Standards Commission	Hours/Delivery	Approved	Category
www.ncdoj.gov			
Annual Continuing Education Program	16 hours	Yes	Various Topics
Critical Incident Stress	6 hours	Yes	Improvement Program
First Line Supervision	5 days	Yes	Supervising
Handling Suicidal Callers	8 hours	Yes	Call Taking
Sheriff's Standards Telecommunicator Certification Course	6 days	Yes	Call Taking
Telecommunicator Supervisor Training	3 days	Yes	Supervising Staff

NC 911 Board Eligible Training Classes

Provider: Powerphone	Hours/Delivery	Approved	Category
www.powerphone.com			
911 Liability	1 day live/8 hours online	Yes	Improvement Programs
911 Supervision	1 day live/8 hours online	Yes	Supervising
Active Shooter Response	1 day live/8 hours online	Yes	Call Taking
Call Assessment Certification	1 day live/8 hours online	Yes	Quality Assurance
Continuing-Education Subscription	12 hours annually	Yes	Call taking/protocols
Crisis Communications	1 day live/8 hours online	Yes	Call Taking
Disasters and the Dispatcher	1 day live/8 hours online	Yes	Call Taking
Domestic Violence Intervention	1 day live/8 hours online	Yes	Call Taking
Emergency Medical Dispatch	3 days	Yes	Protocols
Emergency Medical Dispatch Online Recertification	8 hours online	Yes	Protocols
Fire Service Dispatch	2 days	Yes	Protocols
Homeland Security for Telecommunicators	1 day live/8 hours online	Yes	Call Taking
Hostage Negotiations	1 day live/8 hours online	Yes	Call Taking
Law Enforcement Dispatch	2 days	Yes	Protocols
Law Enforcement Dispatch Online Recertification	8 hours online	Yes	Protocols
Non-Emergency Call Handling	1 day live/8 hours online	Yes	Call Taking
Protecting Law Enforcement Responders	1 day	Yes	Improvement Programs
Public Safety Telecommunicator Course	40 hours-online based	Yes	Call Taking
REWIND- Dealing with Emotional Pitfalls	1 day live/8 hours online	No	Doesn't Fit a Category
Stress Identification and Management	1 day live/8 hours online	Yes	Improvement Programs
The End of the Line: Your Role in Suicide Intervention	1 day live/8 hours online	Yes	Call Taking
Provider: Public Safety Training Consultants	Hours/Delivery	Approved	Category
www.pstc911.com			
Active Shooter for 9-1-1 Professionals	1 day	Yes	Call Taking
Being the Best	1 day	Yes	Call Taking/Supervising
Building Your Liability Shield	1 day	Yes	Improvement Programs
Communications Training Office Update	2 days	No	Doesn't Fit a Category
Communications Training Officer Workshop	3 days	Yes	Improvement Programs

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Complacency, Cannibalism and Critical Thinking: How to Avoid a Toxic Workplace	1 day	No	Doesn't Fit a Category
Crisis Communications & Suicide Intervention for 9-1-1 Professionals	1 day	Yes	Call Taking
Critical Incident Stress Management	2 or 3 days	Yes	Management/Supervising
Customer Service the 911 Way	1 day	Yes	Call Taking
Defeating Dispatch Drama for Peak Performance	1 day	No	Doesn't Fit a Category
Dispatch Update	3 days	No	Doesn't Fit a Category
Domestic & Family Violence for 911 Professionals	1 day	Yes	Call Taking
Fire Communications	1 day	Yes	Call Taking
High Risk Events!	1 day	Yes	Call Taking
Homeland Security for 911 Professionals-NIMS	1 day	Yes	Call Taking/Supervising
In Progress!	1 day	Yes	Call Taking
Incident Dispatcher Team Training	2 days	Yes	Call Taking
It's Your Ship-Navigating the Waters of Comm Center Leadership	1 day	Yes	Management/Supervising
Mission Critical Communications	1 day	Yes	Call Taking
Modular Fire Service Dispatch Training	depends on agency need	Yes	Call Taking
People First Leadership	1 day	Yes	Management/Supervising
Policy and Procedure Workshop	3 days	Yes	Management
Progressive Supervision Workshop	1 day	Yes	Supervising
Providing Exceptional Service-What if It Were Family	1 day	Yes	Call Taking
Responder Risk and the 9-1-1 Professional	1 day	Yes	Call Taking
School Violence: Lessons Learned	1 day	Yes	Call Taking
Spirit to Serve	1 day	Yes	Call Taking /Quality Assurance
Supervision and Leadership Workshop	2 or 3 days	Yes	Management/Supervising
Trains, Planes & Automobiles	1 day	Yes	Call Taking
Under the Headset: Surviving Dispatcher Stress	1 day	Yes	Improvement Programs
You Just Never Know	1 day	Yes	Call Taking/QA

Provider: National Emergency Communications Institute	Hours/Delivery	Approved	Category
www.neci911.com			
Basic 911 Certification Course	5 days	Yes	Call Taking
Bomb Threat Calls	1 day	Yes	Call Taking
Communications Training Officer Certification	3 days	Yes	Supervising Staff/Improvement
Crimes in Progress Calls	1 day	Yes	Call Taking

NC 911 Board Eligible Training Classes

Developing a 911 Quality Assurance Program	3 days	Yes	Management
Developing a Policy & Procedure Manual	3 days	Yes	Management
Domestic Violence Calls	1 day	Yes	Call Taking
EMD National Certification Course	3 days	Yes	Protocols
EMD Program Implementation	3 days	Yes	Management
Fire Dispatcher National Certification	3 days	Yes	Call Taking
HazMat Calls	1 day	Yes	Call Taking
Instructor Courses: Police, Fire, CTO, 9-1-1	Varies	No	Instructor Courses Not Eligible
Liability and Legal Issues in 911	1 day	Yes	Improvement Programs
Stress Management	1 day	Yes	Improvement Programs
Suicide Calls	1 day	Yes	Call Taking
TDD Calls	1 day	Yes	Call Taking
Provider: The Public Safety Group	Hours/Delivery	Approved	Category
www.publicsafetygroup.com			
9-1-1 Least Wanted	1 day	No	Doesn't Fit a Category
9-1-1: Hacked, Attacked and Where's That	1 day/3 weeks online	Yes	Call Taking
Active Shooter	1 day/3 weeks online	Yes	Call Taking
Advanced Law Enforcement	2 days	Yes	Call Taking
Am I Just the Dispatcher	1 day	No	Doesn't Fit a Category
Basic Telecommunicator (40-hour Seminar)	5 days/4 weeks online	Yes	Call Taking
Communications Center Liability	1 day/3 weeks online	Yes	Improvement Programs
Communications Supervisor	2 days	Yes	Supervising
Communications Training Officer	2 days	Yes	Supervising Staff/Improvement
Crimes In Progress	1 day/3 weeks online	Yes	Call Taking
Crisis Intervention	1 day or 2 day	Yes	Call Taking
Critical Incident Stress	1 day	Yes	Improvement Programs
Critical Incidents - Total Disaster Response	1 day	Yes	Call Taking
Cultural Diversity - Ripped from the Headlines	1 day	Yes	Call Taking
Customer Service	1/2 day or 1 day/3 weeks online	Yes	Call Taking
Domestic Abuse	1 day	Yes	Call Taking
Domestic Violence	3 weeks online	Yes	Call Taking
Fire Communications	2 days	Yes	Call Taking
First Responder Round Table	1/2 day	No	Doesn't Fit a Category

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Hostage Negotiations	1 day	Yes	Call Taking
How to Save a Life, Yours	1 day	No	Doesn't Fit a Category
Introduction to 9-1-1 Management	1 day	Yes	Management
Lead, Follow, or Get Out of the Way	1 day	Yes	Management/Supervising
Lessons Learned from the Denise Amber Lee Case	1/2 day	Yes	Call Taking
Stress: It's All in Your Head	1 day/3 weeks online	Yes	Improvement Programs
Suicide Intervention	1 day/ 3 weeks online	Yes	Call Taking
Terrorism and the Telecommunicator	1 day	Yes	Call Taking
TTY Training	1/2 day	Yes	Call Taking

Provider: Profile Evaluations Inc	Hours/Delivery	Approved	Category
www.pei-911.com			
Active Assailant by Public Safety Group	3 week online	Yes	Call Taking
Basic Telecommunicator Training by Public Safety Group	5 week online	Yes	Call Taking
Bring it on! Surviving and Succeeding in this Crazy, Wonderful Profession			
	3 week online	Yes	Improvement Programs
Building for Excellence: Management & Leadership Tools	6 week online	Yes	Management
Challenging Callers	3 week online	Yes	Call Taking
Communications Center Liability by Public Safety Group	3 week online	Yes	Improvement Programs
Communications Training Officer	6 weeks online	Yes	Improvement Programs
Crimes in Progress by Public Safety Group	3 weeks online	Yes	Call Taking
Cultural Diversity - Ripped From the Headlines	3 weeks online	Yes	Call Taking
Customer Service by The Public Safety Group	3 week online	Yes	Call Taking
Domestic Violence by The Public Safety Group	3 week online	Yes	Call Taking
Hiring Right for 911	4 week online	Yes	Management
Stress: It's All in Your Head by The Public Safety Group	3 week online	Yes	Improvement Programs
Suicide Intervention by The Public Safety Group	3 week online	Yes	Call Taking

Provider: DSS Corp-Equature-Learning on Demand	Hours/Delivery	Approved	Category
www.equature.com/lod			
Active Shooter	1 day	Yes	Call Taking
Advanced Law Enforcement	2 days	Yes	Call Taking
Breeding Success in Your Training Program	1 day	Yes	Improvement Programs
Communications Center Liability	1 day	Yes	Improvement Programs

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Communications Center Supervisor	2 days	Yes	Supervising Staff
Communications Training Officer	2 days	Yes	Supervising Staff/improvement
Crimes In Progress	1 day	Yes	Call Taking
Critical Incident Stress	1 day	Yes	Improvement Programs
Critical Incidents-Total Disaster Response	1 day	Yes	Call Taking
Customer Service	1 day	Yes	Improvement Programs
Domestic Violence	1 day	Yes	Call Taking
Elite Continuous Training (In conjunction with Liability Course)	varying short sessions	Review	
Fire Communications	2 days	Yes	Call Taking
Hostage Negotiations	1 day	Yes	Call Taking
How to Save a Life- Yours	1 day	No	Doesn't Fit a Category
Mentor Performance Suite	varying short sessions	Review	
Stress-It's All in Your Head	1 day	Yes	Improvement Programs
Suicide Intervention	1 day	Yes	Call Taking
Terrorism and the Telecommunicator	1 day	Yes	Call Taking

Provider: National Center for Missing & Exploited Children	Hours/Delivery	Approved	Category
www.missingkids.com			
Indian Country Criminal Jurisdiction	1.5 hours online	yes	Call Taking
Introduction to Child Sex Trafficking Awareness and Response (ICSTAR)	1.5 hours online	yes	Call Taking
Introduction to Protecting Children in a Digital Age (IPCD)	1.5 hours online	yes	Call Taking
Missing Child Seminar for Chief Executives (CEO)	2 days	yes	Management
Missing Children: Dynamics & Response 1 (MCDR1)	2.0 hours online	yes	Call Taking
Missing Children: Dynamics & Response 2 (MCDR2)	3.0 hours online	yes	Supervising Staff/Management
Telecommunicator Best Practices for Missing and Abducted Kids	1 day live/6 hours online	yes	Call Taking

Provider: Police Legal Sciences	Hours/Delivery	Approved	Category
www.policelegalsciences.com			
Online Dispatcher/Telecommunicator Training	12 hours annually	Yes	Call Taking/Improvement Programs

Provider: NC School of Government	Hours/Delivery	Approved	Category
www.sog.unc.edu			
Fundamentals of Supervision (09/25/20)	5 days/online	No	Doesn't Fit a Category

NC 911 Board Eligible Training Classes

Provider: Success Communications	Hours/Delivery	Approved	Category
www.successcommunicationsinc.com			
40 Hour Advanced Dispatch School	5 days live/40 hours online	Yes	Call Taking
40 Hour Beginning Dispatch School	5 days live/40 hours online	Yes	Call Taking
9-1-1 Liability	1 day live/8 hours online	Yes	Improvement Programs
A Dispatcher's Life	1 day	No	Doesn't Fit a Category
Anger Management Online	8 hours online	No	Doesn't Fit a Category
Burnout: How to Survive	1 day live/8 hours online	Yes	Improvement Programs
Child Callers	1 day/ 8 hours online	Yes	Improvement Programs
Conflict Management	1 day/ 8 hours online	No	Doesn't Fit a Category
Customer Service	1 day/8 hours online	Yes	Improvement Programs
Domestic Violence	1 day	Yes	Call Taking
Empathy? Who Cares	1 day online	No	Doesn't Fit a Category
Homeland Security: The Telecommunicator's Role	1 day	Yes	Call Taking
Leadership I: Becoming a Great Supervisor	2 days	Yes	Supervising Staff
Leadership II: The Professional Supervisor	2 days	Yes	Supervising Staff
Leadership III: The Professional Supervisor-Advanced	2 days	Yes	Supervising Staff
Leadership IV: Coaching, Counseling, and Discipline	2 days	Yes	Supervising Staff
Save Your Dispatcher! Coaching Program	12 week program	No	Doesn't Fit a Category
Stress Management	1 day	Yes	Improvement Programs
Suicide Intervention	1 day	Yes	Call Taking
Train the Trainer	3 days	Yes	Improvement Programs
Provider: Marlene Chism	Hours/Delivery	Approved	Category
www.marlenechism.com			
Stop the Workplace Drama	1 day	No	Doesn't fit a Category
Provider: LocalGovU	Hours/Delivery	Approved	Category
www.localgovu.com			
Dealing with Stress	On line con-ed course	Yes	Improvement Programs
Dispatcher Training	On line con-ed course	Yes	Call Taking

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Handling Domestic Abuse Calls	On line con-ed course	Yes	Call Taking
Handling Robbery Calls	On line con-ed course	Yes	Call Taking
Handling Missing Children Calls	On line con-ed course	Yes	Call Taking
Keeping Your Cool	On line con-ed course	Yes	Improvement Programs
Stress Management for Dispatchers	On line con-ed course	Yes	Improvement Programs
Suicide Awareness	On line con-ed course	Yes	Call Taking
Basic Telephone Skills	On line con-ed course	Yes	Call Taking
Developing Effective Communications Skills	On line con-ed course	Yes	Call Taking

Provider: Barry Furey Consulting & Training	Hours/Delivery	Approved	Category
www.barryfurey.com			
911 for 911	1 day live	No	Doesn't Fit a Category
Telecommunicator Beyond the Basics	1 day live	No	Doesn't Fit a Category
SMILE: Supervisor Manager Intensive Learning Experience	1 day live	No	Doesn't Fit a Category

Provider: Denise Amber Lee Foundation	Hours/Delivery	Approved	Category
http://deniseamberlee.org/en			
A Victim's Plea, Meeting Expectations	1 day live	Yes	Call Taking

Provider: 911 Training Institute	Hours/Delivery	Approved	Category
https://www.911training.net/			
Call Mastery Course # 1 Certified Emergency Mental Health Dispatcher	3 days live	Yes	Call Taking
Call Mastery Course # 2: Emergency Mental Health Dispatching	live/online	Yes	Call Taking
Call Mastery Course #3: Building 911 Life Bridges to Suicide Callers	1 day live	Yes	Call Taking
Call Mastery Course #4: Why Do They Stay? Peak Performance in Managing Domestic Violence Calls	1 day live	Yes	Call Taking
Resilience Course 1: Survive & Thrive Comprehensive Stress Resilience	1 day live	No	Doesn't Fit a Category
Resilience Course 2: The Power of Peer Support	1 day live	No	Doesn't Fit a Category
Resilience Course 3: The 911 Certified Peer Supporter	3 days live	No	Doesn't Fit a Category
Resilience Course 4: 911 Peak Performance through Optimized Homelife	1 day live	No	Doesn't Fit a Category

NC 911 Board Eligible Training Classes

Provider: The Healthy Dispatcher http://www.thehealthydispatcher.com/	Hours/Delivery	Approved	Category
The Power of Resilience: How to Beat Dispatcher Burnout	1/2 day or 1 day	No	Doesn't Fit a Category
Positive Interaction with Difficult People	1/2 day or 1 day	Yes	Call Taking
Transformational Leadership	1/2 day or 1 day	Yes	Supervising/Management
Delivering Great Customer Service	1/2 day or 1 day	Yes	Improvement Programs
Effective Supervision	1/2 day or 1 day	Yes	Supervising/Management
Time Management and Organization Skills	1/2 day or 1 day	No	Doesn't Fit a Category
Leadership and Your Legacy	1/2 day or 1 day	Yes	Supervising/Management
Provider: FBI LEEDA https://fbileeda.org/page/Training	Hours/Delivery	Approved	Category
Supervisor Leadership Institute	4.5 Days live	Yes	Supervising/Management
Command Leadership Institute	4.5 Days live	No	Doesn't Fit a Category
Executive Leadership Institute	4.5 Days live	No	Doesn't Fit a Category
Provider: Jason Barbour	Hours/Delivery	Approved	Category
Emergency Police Dispatch Continuing Education	varies by agency need	Yes	Call Taking/Protocols
Provider: Local Community College <i>check with local community college</i>	Hours/Delivery	Approved	Category
Crisis Intervention Team Training for Telecommunicators	16 hours	Yes	Call Taking
Provider: Bret Renfrow	Hours/Delivery	Approved	Category
Emergency Fire Dispatch Continuing Education	varies by agency need	Yes	Call Taking/Protocols
Provider: Josh Holleman	Hours/Delivery	Approved	Category
Emergency Police Dispatch Continuing Education	varies by agency need	Yes	Call Taking/Protocols