

NATIONAL CERTIFICATION EXAMINATION
FOR EMERGENCY COMMUNICATIONS



Certified National Emergency Telecommunicator

Handbook for Level I Telecommunicator

CERTIFICATION

The NECC is a private testing organization that endorses the concept of a voluntary certification by examination for entry level Emergency Communications Telecommunicators who meet eligibility requirements. Certification is one part of a process called credentialing. It focuses specifically on the individual and is an indication of current competence in understanding basic information on police, fire and EMS public safety communications practices and methods. The Registered NECC Certification process includes both an online knowledge exam and an onsite skills lab exam - both proctored by the instructor. The instructor receives online certification to become a certified test site.

PURPOSES OF CERTIFICATION

To promote emergency communications national standards of competence in understanding theory, practice and methods for receiving and dispatching emergency calls for police, fire and EMS by:

1. Recognizing formally those individuals who meet the eligibility requirements of the NECC Board and pass the Certification Exam for Emergency Communications Level I.
2. Encouraging continued personal and professional growth in the understanding of safety practices and knowledge in emergency call taking and dispatching.
3. Establishing and measuring the level of knowledge required for knowing the best practices of the Level I Telecommunicator.
4. Providing a standard of knowledge requisite for certification; thereby assisting the public safety agency and members of the community and public safety responders in emergency communications.

ELIGIBILITY REQUIREMENTS

1. Direct current or past employment in a public safety emergency communications agency for a minimum of six months -or-
2. Entry in college level training for public safety communications -or-
3. Entry in high school career training for public safety communications

ADMINISTRATION

The test is held at, scored by and processed by the Certified Instructor.

ATTAINMENT OF CERTIFICATION AND RECERTIFICATION

Eligible candidates who pass the NECC certification examination are eligible to use the registered designation Level I Certification. Successful candidates will receive certificates of certification. Certification requires an NECC Skills exam administered by the Certified Instructor with the NECC Skills Lab Assessment Packet that includes scoring.

REVOCATION OF CERTIFICATION

Certification will be revoked for any of the following reasons:

1. Falsification of an Application.
2. Misrepresentation of certification status.

APPLICATION PROCEDURES

Certified Instructors send by email or fax a list of qualified students. Qualified students then sign up by ordering NECC exam at www.911trainer.com to receive the exam online link and key to enter. Instructors and students must coordinate the location and date of the exam. Scores are sent by email. PO Box 1090 Sumner WA 98390 fax 253.863.3568 info@911trainer.com PO, VISA, MC or check

COMPLETION OF APPLICATION

Complete or fill as appropriate ALL information requested on the application. Mark only one response unless otherwise indicated.

VERIFICATION OF ELIGIBILITY:

The candidate's signature will represent a true statement.

SIGNATURE:

The web signature is considered a legal signing.

ADMISSION TO TESTING

Instructors are responsible for proctoring the online exam to their students and tracking scores. Scores are then presented to info@911Trainer.com to receive the Level I Telecommunicator Certification.

RULES FOR THE EXAMINATION

- 1) Candidates must order the exam at www.911trainer.com. The order will produce the exam online instruction booklet, website and exam unique code that represents the school, instructor and date.
- 2) No books or other material will be admitted into the room.
- 3) No cell phones or pagers will be allowed during the exam.
- 4) Candidates can expect to spend up to two hours on the exam and must be prepared to arrive 15 minutes before the scheduled time.
- 5) No questions may be asked during the test period.
- 6) In the event the Internet connection is lost, the browser should be open and simply reconnecting should bring the test back at its location.
- 7) In the event the test is lost and re-entry of test answers is required, candidate will be required to complete the test again at this setting.
- 8) In the event the Internet connection cannot be restored, NECC will be notified and another test will be scheduled within one week.

REPORT OF RESULTS

Candidates will be notified of their knowledge exam score directly upon completion of the test. The results will be printed at that time indicating a pass or no pass status. Passing candidates will be notified of their score and asked if they wish to be posted on the registry. Skills exams are proctored and scored at the discretion of the Certified Instructor.

REEXAMINATION

Non passing candidates will be notified directly they have not received certification and will be supplied with scores in the areas of the test that were lacking. Non-passing candidates may apply for a Re-Take There is no limit to the number of times a person can take the exam with the required time period. A review may be requested with an NECC Instructor to discuss areas of need.

CONFIDENTIALITY

NECC will release test scores to the candidate and instructor. Questions concerning scores are referred to the Instructor.

CONTENT OF EXAMINATION

This is a web-based exam containing 100-150 multiple choice questions with an estimated testing time of 2 hours maximum. The content for the exam is described in Content Outline below. The questions for the exam are obtained from Board Members with expertise in the 9-1-1, Emergency Communications and Education field. All have direct expertise in call taking and dispatching as well as curriculum design for entry level Telecommunicator. The NECC Board with the advice and assistance of PTC prepared the examination. The exam is weighted approximately in the manner assigned next to the item number on the Content Outline.

CONTENT OUTLINE

I. Emergency Call Taking 40%

A. Call Handling

1. Procedures
2. Sequencing
3. Handling High Risk Callers
4. Safety for Citizen and Responders
5. 911 Hang Ups/Abuse
6. Multiple Casualty Incidents
7. Prioritizing

B. Call Taker Role & Responsibility

1. Police Call Taking
2. Fire Call Taking
3. EMD Call Taking

C. Technology

1. E911
2. Wireless Issues
3. TDD/TTY
4. CAD
5. MDT
6. PBX

D. Liability in Call Handling

1. Legal Terms
2. Immunity Laws
3. SOP
4. Confidentiality / Privacy
5. 9-1-1 Tapes

II. Emergency Radio Dispatching 20%

A. Emergency Radio Procedures

1. Police Procedures
2. Fire Procedures
3. EMS Procedures
4. Responder Safety

B. Dispatcher Radio Role and Responsibility

C. Radio Terminology / Technology

D. FCC Requirements

E. High Risk Radio

1. Police Patrol
2. Fire Responses
3. EMS

III. High Risk Calls 20%

A. Police High Risk Calls

1. Weapons
2. Domestic Violence
3. Suicidal Callers
4. Crisis Calls
5. Drugs and Alcohol

B. Fire High Risk Calls

1. Caller Safety
2. Multiple Casualties
3. Chemical Calls

C. EMS High Risk Calls

1. Pre Hospital Emergencies
2. Pre-Arrival
3. ALI / BLS

D. Combined Response

IV. Understanding Public Safety 20%

A. Law Enforcement Systems

1. Police Terminology
2. Police Information Systems
3. Call Types

B. Fire Service

1. Incident Command
2. Hazardous Materials
3. Fire Terminology
4. Call Types

C. Emergency Medical Services

1. EMD Systems and Theory
2. EMS Terminology
3. Call Types

D. Emergency Communications

1. Workplace Safety
2. Standard Operating Procedures
3. Workplace Laws
4. Stress Management

SAMPLE EXAMINATION QUESTIONS

- 1) The Language Line is often contacted by emergency communications for the purpose of:
 - a) Calling into a location to determine if a foreign speaking suspect is present.
 - b) Relating death notifications by phone to family members who cannot speak English.
 - c) Translating a call from a non-English speaking person.
 - d) All of the above.
- 2) It's 3 am and a male caller reports that his home security alarm is sounding and he has found the rear door to his home standing open. The correct first response would be:
 - a) Determine the send information and dispatch.
 - b) Ascertain if the caller was expecting anyone at the residence.
 - c) Tell the caller to hide and disconnect this call.
 - d) Ask the caller to check around the inside of the house.
- 3) A call is received reporting a natural gas alarm activation. Upon reaching the alarm location the resident states he does not feel ill, smell anything and is uncertain what to do about the alarm. What is the most appropriate action to take?
 - a) Call the gas company to determine if there are problems in the area.
 - b) Ask the caller to further check the location to see if they can smell gas.
 - c) Assure the caller they are fine and this is probably a false alarm.
 - d) Advise the caller you are generating a response.