

NATIONAL CERTIFICATION EXAMINATION  
FOR EMERGENCY COMMUNICATIONS



**Certified National Emergency Telecommunicator**

# **Certification Exam Content Outline**



# NECC Examination

## 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. 9-1-1 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. E9-1-1

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 Casualty
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