WELCOME – ABOUT YOUR NECC TEACHER CERTIFICATION

THIS IS YOUR GUIDE TO TEACHER/INSTRUCTOR CERTIFICATION

Congratulations on your journey towards becoming a certified NECC Instructor! Below is an overview of the steps and requirements for your NECC Instructor Certification, which recognizes your experience in Public Safety Communications and teaching.

Purchase Or Complimentary Exam? You have either purchased a 9-1-1 Reality Simulator and received ONE complimentary NECC Instructor exam. Or you have submitted a Purchase Order (PO) for your one-time online NECC Instructor Certification.

For more details about the creation and validation of NECC, please visit our website: Upon passing the exam, you will automatically receive your certificate.

Certification Purpose: The NECC Certification for Teacher/Instructor is designed to familiarize you with NECC, the 9-1-1 Academy curriculum, and the students' final exam.

Steps to Complete Your Certification

a. View the 9-1-1 Academy course as a student by going to this link. VIEW AS A STUDENT

b. Read the 9-1-1 Emergency Communications Manual, which serves as your study guide.

c. Access the NECC Online Portal to take the exam. A score of 80% is required 1 retake.

Skills Exam Proctoring:

As part of your NECC Certification, you agree to proctor a 'skills' exam using the Lab Assessment Form document found in the 9-1-1 Academy Resources folder.

Additional Information

You will find Student NECC Certification information located in your 9-1-1 Academy course Resources.

Thank you for your commitment to enhancing public safety communications through education!





HOW TO TAKE THE EXAM

NECC National Emergency Communications Certification

IMPORTANT
You will need to print or save your own Certificate. Certificate awarded if you pass. If you do not pass, you have 1 retake.

TAKING YOUR TEST:

- **Before taking your Test**, make sure you are in an environment where you will not be disturbed. Log in name will appear on your certificate - exactly as you enter it. Your teacher
- **Your answers are saved as you submit each one**, not at the end of the Test. This means you will not lose any work.
- **If the Test has a time limit**, you will see a countdown timer at the top of each page. If you run out of Time, the Test will be finished automatically and any answers on the current page will also be submitted for you so you will not lose any work. You have 120 minutes.
- **Avoid using the browser back button** as this will not work. **IF** the Test is set to *allow you* to s, use the "**Previous**" button which will be under your

HOW TO AVOID BEING LOGGED OUT OF A TEST:

1. Stay connected to the Internet during your Test.
2. Do not click away from the Test until you have submitted your answers and finished the Test. We recommend Chrome.

TROUBLESHOOTING:

- **If your Test page freezes**, you can always click refresh on your web browser and the Test will again load on the same Question/s you were on.
- **If your Computer or Web browser has a problem or they are closed**, *using the same Web*

browser, re-open your Web browser go to the Start Link for the Test and you will be taken back to the last question you were on, where you will be able to resume your Test.

- **I have saved my Test but how do I resume it?** You have the option to "Save and finish later". To resume your Test, go back to the Tests' Start Link and select the Resume option to log in and finish your Test.
    - **I have forgotten my password!** Use the Forgot password link and follow the instructions. *Remember: Check your Spam folder for the reset password email just in case!*

REMEMBER TO PRINT YOUR OWN CERTIFICATE - NECC DOES NOT SEND CERTIFICATES.

NATIONAL EMERGENCY COMMUNICATIONS CERTIFICATION





Passing score Instructors 80%.

Passing score Students 70%.

One re-take is allowed.

1. Go to **www.911CareerTraining.com.** Ensure your school allows test entry prior to testing. In the event the exam site is blocked there is a direct link offered after entering the password.
2. Enter **NECC ONLINE EXAM PORTAL** - on the lower right corner of the menu. Password is provided with purchase.
3. Enter Instructor or Student portal. Please instruct students on spelling the school and teacher name as this will be *on their* certificate. Students scoring 70% + will receive NECC Certificate in their name. Instructors do not receive student scores. Students must copy their certificate for the teacher.
4. Student scores under 70% allow one re-take. Incorrect answers are displayed. The exam is set to allow 120 minutes. Students can leave and re-enter, however