

IAED Emergency Telecommunicator (ETC)

CONTACT INFORMATION

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ALABAMA 9-1-1 BOARD



WHEN

January 30 - February 3, 2023
8:00 AM – 5:00 PM

WHERE

Alabama 9-1-1 Board
1 Commerce St
Suite 620
Montgomery, AL 36104

WHAT

The Emergency Telecommunicator (ETC) is an essential component of any effective public safety response system. This course provides introductory training for a wide range of concepts and skills needed to successfully work in a public safety communications center. Topics include: roles and responsibilities of an ETC, emergency telecommunication technologies, telecommunication techniques, call management techniques, disaster readiness, radio broadcast procedures, legal concerns associated with emergency telecommunications, the importance of quality improvement, and stress management techniques.

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