



ALABAMA 911 BOARD

Implementing the Statewide Certification Program

Talk About it Tuesday

January 3, 2023

Introduction & Contact Information

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Agenda

➤ Letter/Email Communication

- Reciprocal Certifications
- Next Steps for Existing Personnel
- Reporting Personnel Changes

➤ Virtual Academy

- Enroll/Login
- Reciprocity Course



Implementing the Alabama Public Safety Telecommunicator Certification Program

Past

- House Bill 414 became Act 2022-387
- Administrative Rule Chapter 585-X-5 was published

Present

- Data was, **and still is being**, collected
- Framework of the program is being established

Future

- Issue certifications and guidance
- Monitor compliance
- Train and maintain



Data Collection

#	Category	Initial Count	9.26.22	10.6.22	11.16.22	01.03.23
1	Reciprocal	480	645	656	656	758
2	Current <40 or no recert/renewal requirement	158	143	145	145	137
3	Expired - prior to July 1	68	66	66	66	71
4	No certification/never certified	200	194	200	209	189
5	Needs additional documentation or clarification	609	466	478	478	395
	Total	1515	1514	1545	1554	1550

758

Certifiable

792

Non-Certifiable



Letter/Email Compliance Report

Dear Crenshaw County ECD,

According to the data collection we conducted in July 2022, our records indicate that your PSAP(s) and ECD have reached the following percentage of compliance with Alabama Administrative Rule 585-X-5:

Primary PSAP	# of employees	# certified	Compliance Rate
Crenshaw County	9	9	100%
PSAP 2			
PSAP 3			
PSAP 4			
PSAP 5			
PSAP 6			
ECD	9	9	100%



Letter/Email

Reciprocal Certifications

758

Certifiable

Reciprocal Certifications

For the following PSTs, have them log in to their Virtual Academy user account at <https://al.virtualacademy.com/login.aspx> and complete the “ALPST-1 Reciprocity” course prior to January 31, 2023. Due to system updates, this course will not be assigned within Virtual Academy until the afternoon of January 3, 2023, and the user will be notified of the enrollment via email.

First Name	Last Name	PSAP Name	Hire Date	Enrollment in VA confirmed?
Employee	1	Crenshaw County	6/25/2022	Y
Employee	2	Crenshaw County	12/31/2014	Y
Employee	3	Crenshaw County	9/14/2012	Y
Employee	4	Crenshaw County	6/11/2020	Y
Employee	5	Crenshaw County	3/24/2011	Y
Employee	6	Crenshaw County	9/4/2021	Y
Employee	7	Crenshaw County	8/14/2019	Y
Employee	8	Crenshaw County	2/8/2011	Y
Employee	9	Crenshaw County	6/19/2022	Y



Letter/Email

Next Steps for Existing Personnel

Next Steps for Existing Personnel

For these remaining PSTs, complete one of the three steps outlined beneath the table:

First Name	Last Name	PSAP Name	Hire Date	Enrollment in VA confirmed?
Example	1	Crenshaw County	01/03/2023	Y

#	Category	01.03.23
1	Reciprocal	758
2	Current <40 or no recert/renewal requirement	137
3	Expired - prior to July 1	71
4	No certification/never certified	189
5	Needs additional documentation or clarification	395
	Total	1550

792
Non-Certifiable



Letter/Email

Next Steps for Existing Personnel

1. If they have completed a certification in the past six months or their certificate has been located/reissued/etc., provide proof of certification by completing the [Public Safety Telecommunicator \(PST\) Certification Survey](https://al911board.docuware.cloud/DocuWare/Forms/pst-certification-survey?orgID=d3fa1332-46cd-479e-9b76-3097f5c11ae5) (<https://al911board.docuware.cloud/DocuWare/Forms/pst-certification-survey?orgID=d3fa1332-46cd-479e-9b76-3097f5c11ae5>) by January 31, 2023.

OR

2. Voluntarily enroll in an upcoming board-approved PST Course before July 2, 2023, and successfully complete said course by December 29, 2023.
 - IAED ETC
 - NENA TCC
 - Another board-approved PST course

OR

2. Successfully complete the ALPST-1 Competency Exam (available within Virtual Academy in February 2023)



Letter/Email

Next Steps for Existing Personnel

Public Safety Telecommunicator (PST) Certification Survey

To be completed by primary PSAP employee individually or by the primary PSAP designee

First Name*

Enter PST's first name

Middle Name*

Enter PST's middle name

Last Name*

Enter PST's last name

Date of Birth*

If you were born prior to 1972, type in your birthdate as mmddyyyy with no spaces or punctuation. Then choose from the drop-down calendar.

Email Address*

Enter email address specific to the PST being certified, not an non-unique or group email.

PSAP Name*

Type in the first three letters of your PSAP and choose from the list. If you are not affiliated with a PSAP, type NA

Date of Hire*

Enter the date of hire of PST with current agency.

Is this person enrolled in Virtual Academy?*

☐ Yes ☐ No

Has this individual logged in and confirmed access to Virtual Academy?*

If not, the administrator within your agency needs to create their user account now.

☐ Yes ☐ No

Role of PST *

Enter the role or job title held by PST


What basic PST training level or certification has this individual successfully completed?*

e.g. APCO PST, NENA TCC, IAED ETC, AL Fire College PST I, AL Fire College PST II, In-house 160 hour program, HITS, etc.)

Have you completed a PST certification program? *

☐ Yes ☐ No

Upload proof of completion here.*

 Click to browse or drag a file here

e.g certificate, check-off/sign-off on agency letterhead, completed roster or assessment score, etc.

Submit



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Alabama 9-1-1 Board



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http://al911board.com



Letter/Email

Next Steps for Existing Personnel

1. If they have completed a certification in the past six months or their certificate has been located/reissued/etc., provide proof of certification by completing the [Public Safety Telecommunicator \(PST\) Certification Survey](https://a1911board.docuware.cloud/DocuWare/Forms/pst-certification-survey?orgID=d3fa1332-46cd-479e-9b76-3097f5c11ae5) (<https://a1911board.docuware.cloud/DocuWare/Forms/pst-certification-survey?orgID=d3fa1332-46cd-479e-9b76-3097f5c11ae5>) by January 31, 2023.

OR

- 2. Voluntarily enroll in an upcoming board-approved PST Course before July 2, 2023, and successfully complete said course by December 29, 2023.**
 - **IAED ETC**
 - **NENA TCC**
 - **Another board-approved PST course**

OR

2. Successfully complete the ALPST-1 Competency Exam (available within Virtual Academy in February 2023)



Upcoming Courses


<i>Dates</i>	<i>Training</i>	<i>Location</i>	<i>Organization</i>	<i>Status</i>	
Jan 30-Feb 03, 2023	IAED Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board	Open	More Info



Course Approval Request

PST Certification Course Approval Form

Recorded webinar on
how to complete form
can be found [here](#).


ALABAMA 911 BOARD
PST Certification Course Approval Form

Primary Contact*

First and last name

Phone Number*

Email Address*

Agency/District/Organization*

Type in the first three letters and make your selection

Mailing Address of Agency/District/Organization*

Website address for Agency/District/Organization

If your upload matches the boxes, put the page number of the information in the appropriate box. i.e. learning objectives are on page 5

Course Title*

Course Overview/Description*

Course Learning Objectives*

Course Outline*

Course Agenda*

Course Delivery Method*

☐ Lecture ☐ Discussion ☐ Scenario Based ☐ Other

Course Policy*


Course Prerequisites*

Course Requirements*

Student Materials Needed*

Course Evaluation Methods*


Attach Course Materials*

 Click to browse or drag a file here

Remaining attachment capacity: 10 files, 20.00 mb

Please attach all course materials and any supporting documentation


Attach Additional Course Materials

 Click to browse or drag a file here

Remaining attachment capacity: 10 files, 20.00 mb

You may use this upload box for any documentation that exceeds the limits of the first box.

Attach Additional Course Materials

 Click to browse or drag a file here

Remaining attachment capacity: 10 files, 20.00 mb

You may use this upload box for any documentation that exceeds the limits of the first two boxes.

Submit



Letter/Email

Next Steps for Existing Personnel

1. If they have completed a certification in the past six months or their certificate has been located/reissued/etc., provide proof of certification by completing the [Public Safety Telecommunicator \(PST\) Certification Survey](https://a1911board.docuware.cloud/DocuWare/Forms/pst-certification-survey?orgID=d3fa1332-46cd-479e-9b76-3097f5c11ae5) (<https://a1911board.docuware.cloud/DocuWare/Forms/pst-certification-survey?orgID=d3fa1332-46cd-479e-9b76-3097f5c11ae5>) by January 31, 2023.

OR

2. Voluntarily enroll in an upcoming board-approved PST Course before July 2, 2023, and successfully complete said course by December 29, 2023.
 - IAED ETC
 - NENA TCC
 - Another board-approved PST course

OR

- 3. Successfully complete the ALPST-1 Competency Exam (available within Virtual Academy in February 2023)**



Letter/Email Personnel Changes

Personnel Changes

For personnel that perform PST duties that are no longer employed by the PSAP listed above, complete the following:

PST Certification Employee Separation Form

(<https://al911board.docuware.cloud/DocuWare/Forms/pst-certification-employee-separation-form?orgID=d3fa1332-46cd-479e-9b76-3097f5c11ae5>)

For personnel that perform PST duties that have been hired since June 30, 2022, complete the following:


PST Certification New Employee Form

(<https://al911board.docuware.cloud/DocuWare/Forms/pst-certification-new-employee-form?orgID=d3fa1332-46cd-479e-9b76-3097f5c11ae5>)



Letter/Email Personnel Changes

PST Certification Employee Separation Form


ALABAMA 911 BOARD

PST Certification Employee Separation Form
Please use this form for Public Safety Telecommunicators separated, terminated, or retired from your agency.

Name*

Email Address*

Enter email address specific to the PST being certified, not a non-unique or group email.

PSAP Name*

Type in the first three letters of your PSAP and choose from the list. If your PSAP is not listed, type in Not Listed.

Phone Number*

How many telecommunicators have left your agency? *

When you enter a number, the appropriate fields will be available to fill in.

Please fill in the name and date of separation/termination/retirement of any telecommunicators that have left your agency.

Telecommunicator's Name*

Date of Separation/Termination/Retirement*



Letter/Email Personnel Changes

PST Certification New Employee Form


ALABAMA 911 BOARD

PST Certification New Employee Form
To be completed for each new hire

PSAP Name*

Type in the first three letters of your PSAP and choose from the list. If you are not affiliated with a PSAP, type NA

Date of Hire*

Enter the date of hire of PST with current agency.

First Name*

Enter PST's first name

Middle Name*

Enter PST's middle name

Last Name*

Enter PST's last name

Date of Birth*

If you were born prior to 1972, type in your birthdate as mmddyyyy with no spaces or punctuation. Then choose from the drop-down calendar:

Email Address*

Enter email address specific to the PST being certified, not an non-unique or group email.

Job Title/Role of PST*

Enter the job title held by PST

Has this person worked for another PSAP in Alabama within the last two years?*
☐ Yes ☐ No

Does this person answer 911 calls?*
☐ Yes ☐ No

Has this person been enrolled in Virtual Academy?*
If not, the Virtual Academy account administrator within your agency needs to create their user account.
☐ Yes ☐ No

Has this person completed a PST certification program? *
☐ Yes ☐ No

Submitter's Name*

Submitter's Email Address*

Submitter's Phone Number



Letter/Email

Rule 585-X-5

You may review Rule 585-X-5 by visiting the Active Rules page on our website, www.al911board.com.

585-X-5-.01	Public Safety Telecommunicator Certification Program	585-X-5-.01 General Provisions
585-X-5-.02	Public Safety Telecommunicator Certification Program	585-X-5-.02 Certification Program Requirements
585-X-5-.03	Public Safety Telecommunicator Certification Program	585-X-5-.03 Exceptions and Exigent Circumstances
585-X-5-.04	Public Safety Telecommunicator Certification Program	585-X-5-.04 Alabama Public Safety Telecommunicator-1



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<http://al911board.com>



Letter Summary

- Compliance Report
- Reciprocal Certifications
 - Complete the Virtual Academy Course by January 31, 2022.
- Next Steps
 - Submit documentation
 - Enroll in Board-approved course
 - Plan to take Competency Exam in February 2023
- Update Personnel Information



Enroll in Virtual Academy



<https://al.virtualacademy.com/login.aspx>



Enrollment is Easy!!
Contact the Office Today!



First Name	Middle Name	Last Name	Email	Role	Emp ID#	DOB	District	Admin Acct?	User Acct?
John	Q	Emergency	john@pst.com	Call Taker	1111	1/1/1980	Sample ECD		X



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<http://al911board.com>



Who still needs to enroll in Virtual Academy?

PSAP	Notes	Count
Albertville Police Department		0
Atmore Police Department		0
Brewton Police Department		0
East Brewton Police Department		0
Flomaton Police Department		0
Franklin County Sheriff's Office		0
Houston County Sheriff's Office	Current User/Needs to swap	0
Jackson County	Current User/Needs to swap	0
Lee County Sheriff's Office		0
Macon County		3
Midfield Police Department		0
Montgomery County	Current User/Needs to swap	0
Mountain Brook Police Department		0
Poarch Creek Indian Tribal Police Department		0



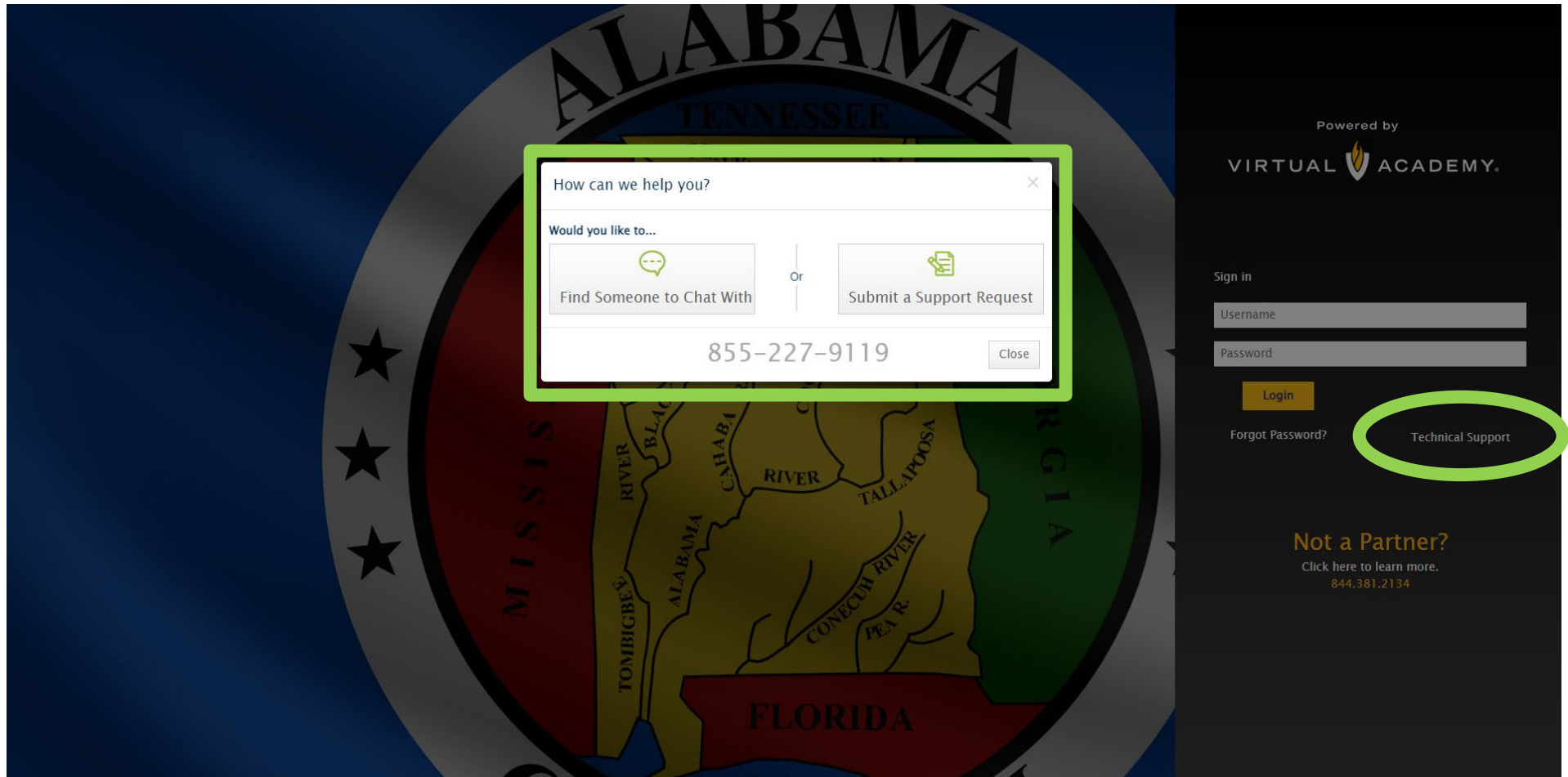
Adding Users into Virtual Academy (for Admin account users only)

The screenshot displays the Virtual Academy interface with a grid of video thumbnails. The top navigation bar includes the Virtual Academy logo, a 'SUBMIT TICKET' button, and the phone number 855-227-9119. The grid contains the following thumbnails:

- External Training**: Video duration 0:00 / 1:56. Keywords: External, Course Creator, Upload, Admin.
- State Report**: Video duration 0:00 / 2:04. Keywords: Report, POST, Submit, Admin.
- Short Overview**: Video duration 0:00 / 15:11. Keywords: Overview.
- Creating a Roll Call**: Video duration 0:00 / 3:54. Keywords: Roll Call, Course Creator, External, Upload, Custom, Admin.
- Manage Users**: Video duration 0:02 / 3:04. Keywords: Manage Users, User Accounts, Users, Manage, User, Drop, Add. This thumbnail is highlighted with a green border.
- Uploading a General Order**: Video duration 0:00 / 5:35. Keywords: (None listed).

At the bottom right of the interface, there is a 'Chat' button with a headset icon.

Logging into Virtual Academy



Logging into Virtual Academy

The screenshot shows the user interface of the Alabama 9-1-1 Board Virtual Academy. At the top, there is a navigation bar with the Virtual Academy logo on the left, the Alabama 9-1-1 Board logo in the center, and a set of icons for Home, Profile, Message, Calendar, Help, and Logout on the right. Below this is a header section with the text "Alabama 9-1-1 Board". The main content area is divided into a left sidebar and a main panel. The sidebar contains the user's name "Leah Missildine" and a list of menu items: Directory, Resources, Certifications, Courses (highlighted with a green circle and a sub-item "Active Courses"), Roll Call, General Orders, and General Order Archive. The main panel features a "Calendar" section with a "+ Add Event" button and a "Notifications" section stating "No Notifications". The footer includes links for Home, Privacy Statement, Terms Of Use, and Contact Us, along with the text "Powered by VIRTUAL ACADEMY." and the Virtual Academy logo.

VIRTUAL ACADEMY

ALABAMA 9-1-1 BOARD

Home Profile Message Calendar Help Logout

Alabama 9-1-1 Board

Leah Missildine

- Directory
- Resources
- Certifications
- Courses**
 - Active Courses 1
- Roll Call
- General Orders
 - General Order Archive

Calendar

+ Add Event

Notifications

No Notifications
There are no notifications at this time

Home | Privacy Statement | Terms Of Use | Contact Us

Powered by VIRTUAL ACADEMY

Virtual Academy Courses

The screenshot shows the Alabama 9-1-1 Board Virtual Academy website. The header includes the Virtual Academy logo, the Alabama 9-1-1 Board logo, and navigation links: Home, Profile, Message, Calendar, Help, and Logout. Below the header is a grey bar with the text "Alabama 9-1-1 Board". The main content area has a left sidebar with links: Directory, Resources, Certifications, Courses (with a sub-link for Active Courses), Course Catalog, Roll Call, General Orders, and General Order Archive. The main area displays a message: "Click on a course to start your training. To review a course, select Description". Below this are buttons for "Course Archive" and "See Upcoming Courses", and a search bar. A table of courses is shown, with the first row highlighted by a green circle. The row contains the course name "ALPST1", "40.0 Credit Hours", and a "Description" link. The course image shows the Alabama 9-1-1 Board logo.

VIRTUAL ACADEMY.

ALABAMA 911 BOARD

Home Profile Message Calendar Help Logout

Alabama 9-1-1 Board

Directory

Resources

Certifications

Courses

Active Courses 1

Course Catalog

Roll Call

General Orders

General Order Archive

Click on a course to start your training. To review a course, select Description

Course Archive See Upcoming Courses

Search

All

All Training

ALPST1

40.0 Credit Hours

ALABAMA 911 BOARD

Description


Home | Privacy Statement | Terms Of Use | Contact Us

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Please complete by January 31, 2023.



Virtual Academy Courses


VIRTUAL ACADEMY.


ALPST-1 Reciprocity Acknowledgement


 Home  Profile  Message  Calendar  Help  Logout


Need Help?


Unit 1


 Announcements


 Presentations


 Assessments

 Course Materials

 Drop Box

 Gradebook


 Officers

Welcome

Welcome to the Alabama Public Safety Telecommunicator (ALPST) Certification Program. This course is the Reciprocity Acknowledgment. Based on your successful completion of a board-approved training program, you are being granted your initial ALPST-1 Certification through reciprocity.

Click on the Assessments button on the left menu and complete the Reciprocity Acknowledgment Assessment to receive your certificate.

By: Dana Nation
Date: 01/02/2023 08:00 AM




Virtual Academy Course Completion

The screenshot shows the Virtual Academy interface. At the top, a black navigation bar contains the Virtual Academy logo, the course title "ALPST-1 Reciprocity Acknowledgement", and navigation links: Home, Profile, Message, Calendar, Help, and Logout. Below the navigation bar, a sidebar on the left lists "Announcements", "Presentations", "Assessments" (highlighted in orange), and "Course Materials". The main content area displays the course title and a "Unit 1" tab. It shows a "Total Score" of 100.00 out of 100.00 points (100.00%) and "Comments" with "No Comment". A green oval highlights a red message box that says "You have passed this quiz.".







Please complete by January 31, 2023.




Virtual Academy Course Completion


VIRTUAL ACADEMY.


ALPST-1 Reciprocity Acknowledgement


Home Profile Message Calendar Help Logout


Need Help?


 Announcements

 Presentations

 Assessments

 Course Materials

 Gradebook

 Officers

Unit 1

Name	Grade	Date of Completion	Download Certificate
Missildine, Leah	100.00/100.00	01/02/2023 12:23:37 PM	Download Certificate

Assignment	Start Date	End Date	Started	Submitted	Graded	Total Points
ALPST-1 Reciprocity Acknowledgement	01/02/2023 12:23:23 PM	01/02/2023 12:23:37 PM	✓	✓	✓	100.00/100.00

Virtual Academy Summary

➤ Enroll

- Agency
- Individual

➤ Login

- Contact Technical Support for account access

➤ Complete Course

- Completion due by January 31, 2023



Continued Outreach & Development

- Monthly compliance updates
 - February 2023
 - March 2023
- Quarterly reporting to begin April 2023



January Talk About it Tuesday Series

- ☒ January 3 – Implementing the Statewide Certification Program
- ☐ January 10 – Certification Program Review & FAQs
- ☐ January 17 – Reciprocal Course Completion/Progress Report
- ☐ January 24 – Tracking Certifications in Virtual Academy
- ☐ January 31 – Next steps for February and beyond



Board Announcements

- Legacy 911 Cost Reimbursement Program for FY2023 – Open now! [Access Form Here](#)
- IAED in conjunction with the National Association of State 911 Administrators (NASNA) is conducting a survey on PSAP staffing and turnover. Please help them get as much information as they can about PSAPs in Alabama. You can find out more in [this video and access the survey](#).
- ECD Annual Certification and Survey is open!
 - Due January 31, 2023
 - Visit <https://www.al911board.com/professionals/ecd-annual-certification-form> to access the downloads and the form.



Upcoming Training

Dates	Training	Location	Organization	Status	
Jan 26, 2023	Introduction to Cybersecurity for 9-1-1	Albertville, AL	Alabama 9-1-1 Board, INdigital, & OTMCyber	Open	More Info
Jan 27, 2023	INdigital Regional Training	Arab, AL	Alabama 9-1-1 Board and INdigital	Open	More Info
Jan 30-Feb 03, 2023	IAED Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board	Open	More Info



Board Staff Contact Information

(334) 440-7911

Leah Missildine

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Dana Nation

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@alabama911board



Alabama 9-1-1 Board



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