



# ALABAMA 911 BOARD

Alabama Public Safety Telecommunicator  
Certification Program

Talk About it Tuesday  
January 17, 2023

# Introduction & Contact Information

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# Agenda

- Progress
- Review of Actions and Next Steps
  - Reciprocal Certifications
  - Next Steps for Existing Personnel
  - Reporting Personnel Changes
- Resources
- Virtual Academy
  - Enroll/Login
  - Reciprocity Course



# Data Collection

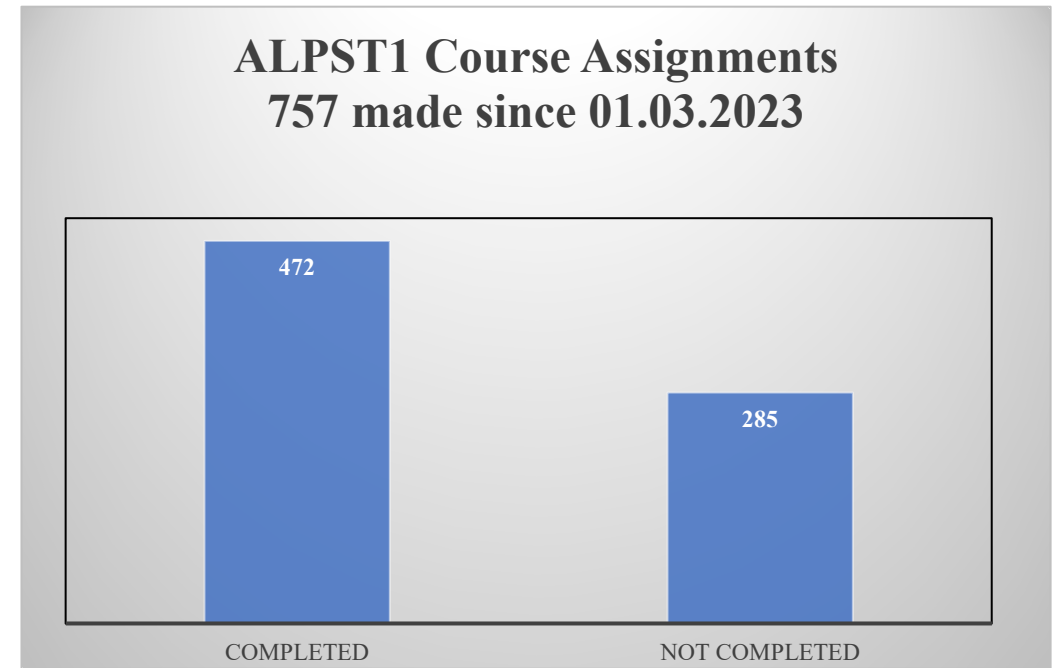
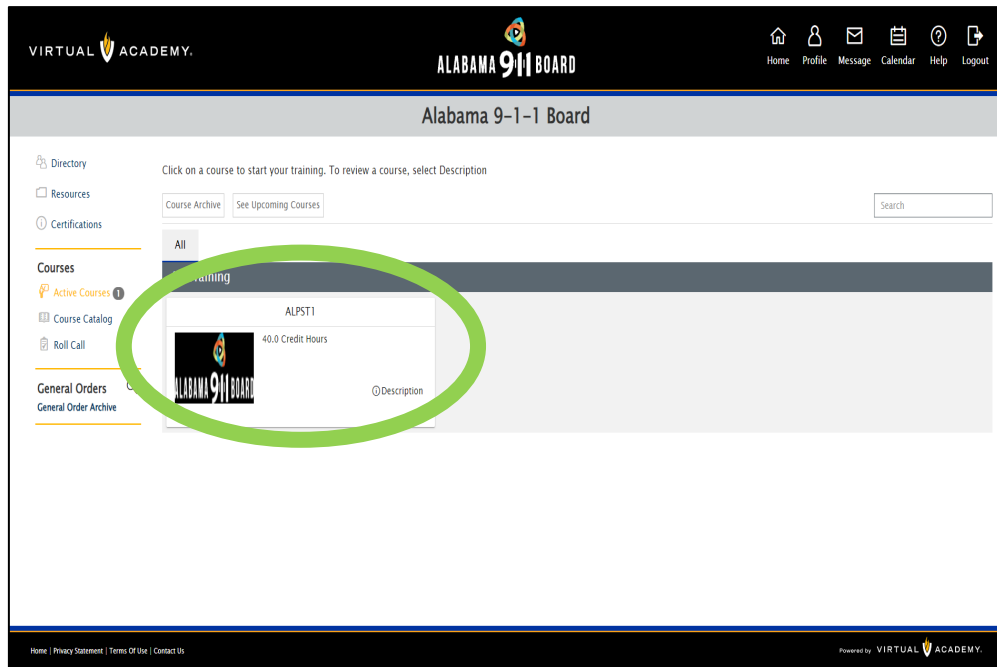
#	Category	Initial Count	11.16.22	01.03.23	01.09.23	01.16.23
1	Reciprocal	480	656	758	807	824
2	Current <40 or no recert/renewal requirement	158	145	137	118	118
3	Expired - prior to July 1	68	66	71	67	57
4	No certification/never certified	200	209	189	187	187
5	Needs additional documentation or clarification	609	478	395	369	362
	Total	<b>1515</b>	<b>1554</b>	<b>1550</b>	<b>1548</b>	<b>1548</b>

**824**  
Certifiable

**724**  
Non-Certifiable



# Virtual Academy Courses



*Please complete by January 31, 2023.*



# 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

<b>First Name*</b> <input type="text"/> <i>Enter PST's first name</i>	<b>Middle Name*</b> <input type="text"/> <i>Enter PST's middle name</i>	<b>Last Name*</b> <input type="text"/> <i>Enter PST's last name</i>
<b>Date of Birth*</b> <input type="text"/> <i>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.</i>	<b>Email Address*</b> <input type="text" value="myEmail@gmail.com"/> <i>Enter email address specific to the PST being certified, not a non-unique or group email.</i>	
<b>PSAP Name*</b> <input type="text"/> <i>Type in the first three letters of your PSAP and choose from the list. If you are not affiliated with a PSAP, type NA</i>		
<b>Date of Hire*</b> <input type="text"/> <i>Enter the date of hire of PST with current agency.</i>	<b>Is this person enrolled in Virtual Academy?*</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Has this individual logged in and confirmed access to Virtual Academy?*</b> <i>If not, the administrator within your agency needs to create their user account now.</i> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Role of PST *</b> <input type="text"/> <i>Enter the role or job title held by PST</i>		<b>What basic PST training level or certification has this individual successfully completed?*</b> <input type="text"/> <i>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.)</i>
<b>Have you completed a PST certification program? *</b> <input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>Upload proof of completion here.*</b> <input type="text" value="Click to browse or drag a file here"/> <i>e.g certificate, check-off/sign-off on agency letterhead, completed roster or assessment score, etc.</i>		
<input type="button" value="Submit"/>		



# Letter/Email

## Next Steps for Existing Personnel

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**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


Dates	Training	Location	Organization	Status	
Jan 30-Feb 03, 2023	IAED Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board	Open	<a href="#">More Info</a>
March 6-10, 2023	IAED Emergency Telecommunicator (ETC)	Tuscumbia, AL	Colbert County E911	Open Reg. Deadline 02.15.2023	<a href="#">More Info</a>
Open for Pre-Registration	NENA Telecommunicator Core Competencies (TCC)	Online	Alabama 9-1-1 Board	Open for Pre-Registration	<a href="#">More Info</a>



# 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\***  **Phone Number\***

First and last name (123) 123-1234

**Email Address\***  **Agency/District/Organization\***

myEmail@gmail.com 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\***

Remaining attachment capacity: 10 files, 20.00 mb

Please attach all course materials and any supporting documentation

**Attach Additional Course Materials**

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**

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.



# 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)**

(<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)**

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



# PST Certification Employee Separation Form

Letter/Email

Personnel Changes

  
**ALABAMA 911 BOARD**

### PST Certification Employee Separation Form

*Please use this form for Public Safety Telecommunicators separated, terminated, or retired from your agency.*

<b>Name*</b> <input type="text"/>	<b>Email Address*</b> <input type="text" value="myEmail@gmail.com"/> <small>Enter email address specific to the PST being certified, not a non-unique or group email.</small>
<b>PSAP Name*</b> <input type="text" value=""/> <small>Type in the first three letters of your PSAP and choose from the list. If your PSAP is not listed, type in Not Listed.</small>	<b>Phone Number*</b> <input type="text" value="(123) 123-1234"/>
<b>How many telecommunicators have left your agency? *</b> <input type="text" value="3"/> <small>When you enter a number, the appropriate fields will be available to fill in.</small>	
<b>Please fill in the name and date of separation/termination/retirement of any telecommunicators that have left your agency.</b>	
<b>Telecommunicator's Name*</b> <input type="text"/>	<b>Date of Separation/Termination/Retirement*</b> <input type="text"/>



# PST Certification New Employee Form

Letter/Email

Personnel Changes

  
**ALABAMA 911 BOARD**

### PST Certification New Employee Form

*To be completed for each new hire*

<b>PSAP Name*</b> <input type="text"/> <small>Type in the first three letters of your PSAP and choose from the list. If you are not affiliated with a PSAP, type NA</small>	<b>Date of Hire*</b> <input type="text"/> <small>Enter the date of hire of PST with current agency.</small>
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<b>First Name*</b> <input type="text"/> <small>Enter PST's first name</small>	<b>Middle Name*</b> <input type="text"/> <small>Enter PST's middle name</small>	<b>Last Name*</b> <input type="text"/> <small>Enter PST's last name</small>
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<b>Date of Birth*</b> <input type="text"/> <small>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.</small>	<b>Email Address*</b> <input type="text" value="myEmail@gmail.com"/> <small>Enter email address specific to the PST being certified, not an non-unique or group email.</small>
--	--

<b>Job Title/ Role of PST*</b> <input type="text"/> <small>Enter the job title held by PST</small>	<b>Has this person worked for another PSAP in Alabama within the last two years?*</b> <input type="radio"/> Yes <input type="radio"/> 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

<b>Submitter's Name*</b> <input type="text"/>	<b>Submitter's Email Address*</b> <input type="text" value="myEmail@gmail.com"/>	<b>Submitter's Phone Number</b> <input type="text" value="(123) 123-1234"/>
--	---	--



# Certification Page on Website



**ALABAMA 9-1-1 BOARD** Professionals Home search

ABOUT ▾ MEETINGS ANNOUNCEMENTS REGULATIONS ▾ FAQs RESOURCES ▾ CONTACT US

Fee Remittance 9-1-1 Addressing 9-1-1 Recordings **9-1-1 Professionals**

### The Mission of Alabama 9-1-1

To work in partnership with Emergency Communication Districts of Alabama to facilitate and promote effective, efficient, and reliable 9-1-1 service statewide to the residents and visitors of Alabama.



# Certification Page on Website

The screenshot shows the Alabama 9-1-1 Board website. At the top left is the logo with the text "ALABAMA 9-1-1 BOARD". To the right is a "Public Home" button and a search bar. A dark navigation bar contains the following items: "PROFESSIONALS HOME", "NG911", "CERTIFICATION AND TRAINING" (highlighted with a green circle), "DISTRIBUTIONS", "ECDS", and "CONTACT US". Below the navigation bar are four image-based tiles: "NG911" (people in a meeting), "Webinars & Presentations" (a person at a podium), "Professionals News" (a newspaper), and "Emergency Communications Districts" (a call center operator). Below these tiles is a section titled "9-1-1 Professionals" with the subtitle "The official site for Alabama 9-1-1 Professionals where good resources contribute to productive collaboration."





# Certification Page on Website

## Alabama Public Safety Telecommunicator Certification Program

### More In This Section

- [About](#)
- [Meetings](#)
- [Announcements](#)
- [Regulations](#)
- [FAQs](#)
- [Resources](#)
- [Contact us](#)

During the 2022 Regular Legislative Session, HB414 was introduced. Part of this bill mandated that the Alabama 9-1-1 Board establish a certification program to train and certify public safety telecommunicators (PST) employed by primary Public Safety Answering Points (PSAPs). Following passage by the House and Senate, HB414 was signed into law by Governor Ivey on April 14, 2022 becoming [Act 22-387](#). In the latter half of 2022, Board staff began implementation of its Certification Program. An administrative rule-making occurred and resulted in [Rule 585-X-5, Public Safety Telecommunicator Certification Program](#) becoming effective in mid-October 2022.

Also during this timeframe, Board staff worked to gather data from its 85 Emergency Communication Districts (ECDs) and the primary PSAPs within each of those ECDs. Through these efforts, nearly 1,600 PSTs have been identified as employed by primary PSAPs and in need of certification according to the Code of Alabama, 1975, as amended. The Alabama 9-1-1 Board Public Safety Telecommunicator Program officially launched on January 3, 2023.

### Enrollment & Forms:

An initial requirement of the program is that every PST employed by a primary PSAP must be enrolled in [Virtual Academy](#), the platform through which certifications will be issued and tracked, including CEUs and renewals. To enroll in Virtual Academy, a PST must contact the Admin user for the agency they are employed by or the office of the Alabama 9-1-1 Board at 334-440-7911.

The following forms are associated with the program:

- [PST Certification New Employee Form](#) - This will be filled out quarterly to notify the Board of any new telecommunicators you hired during the preceding quarter.
- [PST Certification Employee Separation Form](#) - This will be filled out quarterly to notify the Board of any telecommunicators who left employment for any reason -- retirement, resignation, termination, etc.

### Webinars:

Webinars about the program are:

- [Alabama PST Certification Program - 2023\\_01\\_03](#)
- [PST Certification Update - 2022\\_09\\_06](#)
- [PST Certification Status Check Edition - 2022\\_07\\_19](#)
- [Certification Program Update - 2022\\_06\\_28](#)
- [Certification Program Introduction - 2022\\_05\\_31](#)



# 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	<a href="mailto:john@pst.com">john@pst.com</a>	Call Taker	1111	1/1/1980	Sample ECD		X



# 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
Macon County		3
Midfield Police Department		0
Poarch Creek Indian Tribal Police Department		0



# Logging into Virtual Academy

The screenshot shows the Virtual Academy login interface. On the left, a large circular graphic features the Alabama state seal with the text 'ALABAMA' at the top and 'MISSISSIPPI RIVER', 'TOMBIGBE RIVER', 'ALABAMA RIVER', 'CASHA RIVER', 'TALLAPOOSA RIVER', 'CONECUH RIVER', and 'FLORIDA' around the bottom. A white popup window with a green border is centered over the seal, titled 'How can we help you?'. It contains the text 'Would you like to...' and two buttons: 'Find Someone to Chat With' (with a chat icon) and 'Submit a Support Request' (with a support icon). Below these buttons is the phone number '855-227-9119' and a 'Close' button. On the right, the login page is dark-themed. It says 'Powered by VIRTUAL ACADEMY.' at the top. Below that is a 'Sign In' section with 'Username' and 'Password' input fields, a 'Login' button, and links for 'Forgot Password?' and 'Technical Support'. The 'Technical Support' link is circled in green. At the bottom of the login page, it says 'Not a Partner? Click here to learn more. 844.381.2134'. A small logo is visible in the bottom right corner of the page.

# 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 menu of icons (Home, Profile, Message, Calendar, Help, Logout) on the right. Below this is a header for the user, Leah Missildine, and the title 'Alabama 9-1-1 Board'. The main content area is divided into several sections: a left sidebar with navigation links (Directory, Resources, Certifications, Active Courses, Roll Call), a central area with a search bar for 'General Orders', and a right sidebar with a 'Calendar' dropdown (containing '+ Add Event') and a 'Notifications' section (displaying 'No Notifications'). The 'Active Courses' link in the left sidebar is highlighted with a green circle. The footer contains 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 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 icons for 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 features a sidebar with navigation options: Directory, Resources, Certifications, Courses (with sub-options for Active Courses, Course Catalog, and Roll Call), and General Orders. The main content area displays a message: "Click on a course to start your training. To review a course, select Description". Below this message are two buttons: "Course Archive" and "See Upcoming Courses", and a search box. A list of courses is shown, with the first course, "ALPST1", highlighted. This course card includes the Alabama 9-1-1 Board logo, the course title "ALPST1", and "40.0 Credit Hours". A green oval highlights the "ALPST1" course card and the "See Upcoming Courses" button.

*Please complete by January 31, 2023.*



# Virtual Academy Courses

The screenshot shows the Virtual Academy interface for the ALPST-1 Reciprocity Acknowledgement course. The top navigation bar includes the Virtual Academy logo, the course title, and user navigation icons for Home, Profile, Message, Calendar, Help, and Logout. A 'Need Help?' link is located in the top right corner. On the left side, a vertical menu contains icons and labels for Announcements, Presentations, Assessments (highlighted with a green circle), Course Materials, Drop Box, Gradebook, and Officers. The main content area, titled 'Unit 1', features a 'Welcome' message with a play button icon. The message text reads: '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.' Below the message, it is attributed to 'By: Dana Nation' and dated 'Date: 01/02/2023 08:00 AM'. A small play button icon is visible in the bottom right corner of the interface.

# Virtual Academy Course Completion

The screenshot shows the Virtual Academy interface. At the top, the logo 'VIRTUAL ACADEMY' is on the left, and the course title 'ALPST-1 Reciprocity Acknowledgement' is in the center. On the right, there are navigation icons for Home, Profile, Message, Calendar, Help, and Logout. Below the navigation bar, a 'Need Help?' link is visible. On the left side, there is a sidebar menu with 'Announcements', 'Presentations', 'Assessments', and 'Course Materials'. The main content area shows the course title 'ALPST-1 Reciprocity Acknowledgement' with a 'Back' button. Below the title, the 'Total Score' is displayed as '100.00 out of 100.00 points (100.00%)' and 'Comments' as 'No Comment'. A dropdown menu for 'Question #1' is visible. A green oval highlights a message box that says 'You have passed this quiz.'

*Please complete by January 31, 2023.*





# Virtual Academy Course Completion

The screenshot shows the Virtual Academy interface for the course 'ALPST-1 Reciprocity Acknowledgement'. The top navigation bar includes the Virtual Academy logo, the course name, and icons for Home, Profile, Message, Calendar, Help, and Logout. A 'Need Help?' link is also present. The left sidebar contains navigation options: Announcements, Presentations, Assessments, Course Materials, Gradebook (highlighted with a green circle), and Officers. The main content area displays a table for Unit 1 completion. The table has columns for Name, Grade, Date of Completion, and Download Certificate. Below this is a search bar and a detailed table for the assignment 'ALPST-1 Reciprocity Acknowledgement' with columns for Assignment, Start Date, End Date, Started, Submitted, Graded, and Total Points.

Name	Grade	Date of Completion	Download Certificate
Missildine, Leah	100.00/100.00	01/02/2023 12:23:37 PM	<a href="#">Download Certificate</a>

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



# Continued Outreach & Development

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



# January Talk About it Tuesday Series

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



# Board Announcements

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➤ Legacy 911 Cost Reimbursement Program for FY2023 – Open now! [Access Form Here](#)

➤ 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	
January 26, 2023	Introduction to Cybersecurity for 9-1-1	Albertville, AL	Alabama 9-1-1 Board, INdigital, & OTMCyber	Open	<a href="#">More Info</a>
January 27, 2023	INdigital Regional Training	Arab, AL	Alabama 9-1-1 Board and INdigital	Open	<a href="#">More Info</a>
January 30-February 03, 2023	IAED Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board	Open	<a href="#">More Info</a>
April 25-27, 2023	User Conference	Montgomery, AL	Alabama 9-1-1 Board	Save the Date	

# Board Staff Contact Information

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**(334) 440-7911**

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**Nida Jackson**

**Senior GIS Specialist for the Alabama 9-1-1 Board**

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