



ALABAMA 911 BOARD

Alabama Public Safety Telecommunicator
Certification Program

Talk About it Tuesday
January 24, 2023

Introduction & Contact Information

Office Phone: 334-440-7911

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Agenda

- Virtual Academy
- Program Progress Report
- Board Announcements



Certification Management in Virtual Academy

The screenshot displays the user interface for the Alabama 9-1-1 Board Virtual Academy. At the top, the header includes the Virtual Academy logo, the Alabama 9-1-1 Board logo, and navigation links for Home, Profile, Message, Calendar, Help, and Logout. Below the header, the page title is "Alabama 9-1-1 Board". The left sidebar contains a user profile for Leah Missildine and a navigation menu with the following items: Directory, Certifications (highlighted with a green circle), Courses (Active Courses, Course Catalog, Roll Call), and General Orders (General Order Archive). The main content area features a Calendar widget with a "+ Add Event" button and a Notifications section that states "No Notifications" and "There are no notifications at this time".

Certification Management in Virtual Academy

The screenshot shows the Alabama 9-1-1 Board's certification management interface. 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 utility icons (Home, Profile, Message, Calendar, Help, Logout) on the right. Below the navigation bar, the page title "Alabama 9-1-1 Board" is centered. On the left side, there is a sidebar menu with options: Directory, Resources, Certifications (highlighted in orange), Courses (Active Courses, Course Catalog, Roll Call), and General Orders (General Order Archive). The main content area features a search bar and a message stating "No certifications available." To the right of the search bar, there are three buttons: "+ New Certification" (highlighted with a green circle), "Export", and "View Archives".

Certification Management in Virtual Academy

Add New Certification ✕

Title *

Type Select... Tracking Types Select...

Training Hours * Completion Date * MM/DD/YYYY Expiration Date MM/DD/YYYY

Add to Training Records (hrs.)

Upload Certification

Choose File No file chosen

Submit



Certification Management in Virtual Academy

Add New Certification ✕

Title *
ALPST-1 Certification

Type
Mandate (State) ▾

Tracking Types
ALPST-1 ▾

Training Hours *
40

Completion Date *
1/2/2023

Expiration Date
1/2/2025

Alert Date
12/1/2024

Add to Training Records (hrs.)

Certification

✕

Certificate_Le...

Submit




Certification Management in Virtual Academy

VIRTUAL ACADEMY. **ALABAMA 911 BOARD** Home Profile Message Calendar Help Logout

Alabama 9-1-1 Board

Search

[+ New Certification](#) [Export](#) [View Archives](#)

Title ↑	Type ↑	Hours ↑	Completion Date ↑	Expiration Date ↑	Alert Date ↑	View	Renew
ALPST-1 Certification	Mandate (State)	40	01/02/2023	01/02/2025	12/01/2024		Renew

Items per page: 50 1 - 1 of 1


Directory Resources **Certifications** Courses Active Courses Course Catalog Roll Call General Orders General Order Archive

Certification Management in Virtual Academy

Title ↑	Type ↑	Hours ↑	Completion Date ↑	Expiration Date ↑	Alert Date ↑	View	
ALPST-1 Certification	Mandate (State)	40	01/02/2023	01/02/2025	12/01/2024	^	Renew

Title: ALPST-1 Certification
 Type: Mandate (State)
 Tracking Type: ALPST-1
 Hours: 40
 Date Certified: 1/2/2023
 Expiration Date: 1/2/2025
 Alert Date: 12/1/2024

Certification ✔



2023012308...

Archive
Save

Prior/Expired Certifications

Completion Date	Expiration Date	Hours	
There is no course data to review.			

Continuing Education

Name	Hours	Start Date	End Date
Who Moved My Headset?	1	01/01/2023	12/31/2023



Certification Management in Virtual Academy

The screenshot displays the Alabama 9-1-1 Board Virtual Academy interface. At the top, the logo for VIRTUAL ACADEMY and ALABAMA 9-1-1 BOARD is visible, along with navigation icons for Home, Profile, Message, Calendar, Help, and Logout. The main header reads "Alabama 9-1-1 Board" with a dropdown menu set to "Alabama 9-1-1 Board". Below this, a navigation bar includes "Manage Users", "General Orders", "Pool Creator", "Roll Call", "Course Assignments", "External Training" (highlighted with a green circle), and "Reporting".

The "External Training" section contains a "Course Details" form with the following fields:

- Course Name * (text input)
- Credit Type * (dropdown menu, currently showing "Select...")
- Tracking Types (dropdown menu, currently showing "Select...")
- Hours (text input)
- Instructor (text input)
- Start Date * (calendar icon, format MM/DD/YYYY)
- End Date * (calendar icon, format MM/DD/YYYY)
- Additional Info (text area)
- Upload Additional Info (button "Choose File" and text "No file chosen")
- State Approved? (toggle switch)

At the bottom of the form, there is a section labeled "Select course roster:" with a "Test" option.



Certification Management in Virtual Academy

Manage Users General Orders Pool Creator Roll Call Course Assignment External Training Reporting

Course Details

In-Service or External Training

Course Name *	Credit Type *	Tracking Types	Hours	Instructor
In-Service Training-AED	In-Service (General Training)	ALPST-1, ALEMD	2	Dana Nation

Start Date * End Date

1/23/2023 1/23/2023

Additional Info

Upload Additional Info

Choose File No file chosen



Certification Management in Virtual Academy

Control Panel

- Training Requests
- Directory
- Resources
- Roll Call
- Certifications

Active Courses

Unpublished Courses

- Test
- Warrant Required Info

General Orders 🔍

General Order Archive

Manage Users
General Orders
Pool Creator
Roll Call
Course Assignment
External Training
Reporting

Course Details

Course Name *

Credit Type *

Tracking Types

Hours

Instructor

Start Date *

End Date *

Additional Info

Upload Additional Info
 No file chosen

State Approved?

Select course roster:

Name ↑	Rank ↑	PSID ↑	Employee ID ↑	Start ↑	End ↑	<input type="checkbox"/>
Brown, Adam	Deputy Director	AL911BRD4	010	1/23/2023	1/23/2023	<input checked="" type="checkbox"/>
Missildine, Leah	Executive Director	AL911BRD1	N/A	1/23/2023	1/23/2023	<input checked="" type="checkbox"/>
Nation, Dana	Program Coordinator	AL911BRD3	N/A	1/23/2023	1/23/2023	<input checked="" type="checkbox"/>
Peel, Michelle	Program Coordinator	AL911BRD5	11	1/23/2023	1/23/2023	<input checked="" type="checkbox"/>
Brooms, Anderson	GIS Program Manager	AL911BRD6	N/A	1/23/2023	1/23/2023	<input checked="" type="checkbox"/>



Certification Management in Virtual Academy

Title: ALPST-1 Certification | Type: Mandate (State) | Tracking Type: ALPST-1 | Hours: 40 | Date Certified: 1/2/2023 | Expiration Date: 1/2/2025

Alert Date: 12/1/2024

Certification ✓

2023012308...

Archive Save

Prior/Expired Certifications

Completion Date	Expiration Date	Hours
There is no course data to review.		

Continuing Education

Name	Hours	Start Date	End Date
Who Moved My Headset?	1	01/01/2023	12/31/2023
In-Service Training-AED	2	01/23/2023	01/23/2023



Certification Management in Virtual Academy



Data Collection

#	Category	Initial Count	11.16.22	01.03.23	01.09.23	01.16.23	01.23.23
1	Reciprocal	480	656	758	807	824	832
2	Current <40 or no recert/renewal requirement	158	145	137	118	118	117
3	Expired - prior to July 1	68	66	71	67	57	57
4	No certification/never certified	200	209	189	187	187	184
5	Needs additional documentation or clarification	609	478	395	369	362	358
	Total	1515	1554	1550	1548	1548	1548



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)



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. The main content area is titled "Alabama 9-1-1 Board" and 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 course listing for "ALPST1" with 40.0 Credit Hours. A green oval highlights the course card, which includes the Alabama 9-1-1 Board logo and a "Description" link. A search bar is located in the top right of the main content area.

Please complete by January 31, 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	More Info
March 6-10, 2023	IAED Emergency Telecommunicator (ETC)	Tuscumbia, AL	Colbert County E911	Open Reg. Deadline 02.15.2023	More Info
Open for Pre-Registration	NENA Telecommunicator Core Competencies (TCC)	Online	Alabama 9-1-1 Board	Open for Pre-Registration	More Info



Updating/Reporting Personnel Changes

Personnel Changes/Update Submission

For personnel that need to update a previously submitted survey/certificate:

Public Safety Telecommunicator (PST) Certification Survey

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

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>)



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.
- [PST Course Approval Form](#) - If you utilize an in-house program or on-the-job training for your telecommunicators, submit it here for Board approval for certification. You can watch a webinar on filling out this form [here](#).

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	john@pst.com	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
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', 'CHESAPEAKE RIVER', 'TALLAPOOSA RIVER', 'CONECUH RIVER', and 'FLORIDA' around the map. A white help popup is centered over the seal, titled 'How can we help you?' and containing options: 'Find Someone to Chat With' (with a chat icon), 'Submit a Support Request' (with a document icon), and the phone number '855-227-9119'. On the right, the login form is titled 'Powered by VIRTUAL ACADEMY.' and includes 'Sign In' fields for 'Username' and 'Password', a 'Login' button, and links for 'Forgot Password?' and 'Technical Support' (the latter is circled in green). Below the login form, there is a link for 'Not a Partner?' with the text 'Click here to learn more.' and the phone number '844.381.2134'.



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 & FAQs
- January 24 – Tracking Certifications in Virtual Academy
- January 31 – Next steps for February and beyond



Board Announcements

➤ Legacy 911 Cost Reimbursement Program for FY2023

[Access Form Here](#)

➤ ECD Annual Certification

• **Due January 31, 2023**

• Visit <https://www.al911board.com/professionals/ecd-annual-certification-form> to access the downloads and the form.



2023 User Conference

The second annual User Conference will be at Troy University Montgomery on April 25-27, 2023.



Tuesday, April 25, 2023
10:00 AM-12:00 PM | Welcome Session
1:30 PM-4:30 PM | Afternoon Sessions
6:00 PM | Biscuits Baseball Game

Wednesday, April 26, 2023
9:00 AM-12:00 PM | Morning Sessions
12:00 PM-1:00 PM | Lunch Provided
1:00 PM-5:00 PM | Afternoon Sessions

Thursday, April 27, 2023
9:00 AM-5:00 PM | Cyber War Games
OR
9:00 AM-11:00 AM | Morning Sessions
11:30 AM-1:00 PM | Lunch Provided
1:00 PM-4:00 PM | Afternoon Sessions



2023 User Conference

Please choose each session you would like to attend.

On Tuesday, you may choose one of the two sessions offered at 1:30 p.m. On Thursday, you may choose from Cyber Wargames or the New Directors program.

Tuesday, April 25, 2023

- 10 a.m. - Noon - Welcome Session
- 1:30 - 4:30 p.m. ALPST Certification Program, Website Review, & Board Programs
- 1:30 - 4:30 p.m. - GIS
- 6 p.m. - Ball Game

Wednesday, April 26, 2023

- 9 a.m. - Noon - INdigital
- Noon - 1 p.m - Lunch
- 1 - 3 p.m. - INdigital, RapsSOS, & More
- 3 - 5 p.m. - Legal - Litigation and Liability

Thursday, April 27, 2023

- 9 a.m. - 5 p.m. - Cyber Wargames (lunch provided)
- 9 - 11:30 a.m. - New Directors
- 11:30 a.m. - 1 p.m. - Lunch Provided
- 1 - 4 p.m. - *Repeat* - ALPST Certification, Website Review, & Board Programs *Repeat*

[User Conference Information](#)

[Registration Form](#)

[Reservations at Staybridge Suites](#)
(\$129 - \$149/night plus taxes,
reserve before March 24)



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
Feb 01-Feb 28, 2023	Pre-Registration - NENA Telecommunicator Core Competencies (TCC)	Online	Alabama 9-1-1 Board	Open	More Info
Mar 06-Mar 10, 2023	Emergency Telecommunicator (ETC)	Tuscumbia, AL	Colbert County E911	Open Reg. Deadline 02/15/23	More Info
April 25-27, 2023	User Conference	Montgomery, AL	Alabama 9-1-1 Board	Open	More Info
May 10, 2023	INdigital Regional Training	Auburn, AL	Alabama 9-1-1 Board and INdigital	Open	More Info

Board Staff Contact Information

(334) 440-7911

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