



# IAED Emergency Telecommunicator (ETC)

Course # 274364



## WHEN

March 6-10, 2023  
8:00 AM – 5:00 PM

## WHERE

Colbert County E911  
116 W 5<sup>th</sup> Street  
Tuscumbia, AL 35674

## 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.

## CONTACT INFORMATION

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