



ALABAMA 911 BOARD

Alabama Public Safety Telecommunicator-1
(ALPST-1) Certification Program

Talk About it Tuesday
February 21, 2023

Introduction & Contact Information

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Agenda

- Compliance Letter/Email
- Virtual Academy
- Competency Exam



Data Collection

#	Category	Initial Count	11.16.22	01.03.23	01.09.23	01.16.23	01.23.23	01.30.23	02.17.23
1	Reciprocal	480	656	758	807	824	832	917	951
2	Current <40 or no recert/renewal requirement	158	145	137	118	118	117	114	109
3	Expired - prior to July 1	68	66	71	67	57	57	57	62
4	No certification/never certified	200	209	189	187	187	184	217	237
5	Needs additional documentation or clarification	609	478	395	369	362	358	360	344
	Total	1515	1554	1550	1548	1548	1548	1665	1703



ECD-specific
February
Update Coming
Next Week!
(email & postal mail)

February 6, 2023

Dear XXXXX ECD,

- Compliance Table
- Reciprocal Certifications
 - Reciprocity Module Completed
 - Reciprocity Module Outstanding
- Next Steps for Existing Personnel
 - Changes in past 30 days
 - Voluntary Coursework Enrollment
 - Competency Exam
- Personnel Changes
 - Separation Form
 - New Employee Form
- Reference Links
- Contact Info
- Closing



Next Steps for Existing Personnel

1. If they have completed a certification in the past 30 days or most recent status is not captured in the February 2023 Compliance Letter, call our office and have us check what we have in our system. If you have not already, 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 February 24, 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.)



Reporting Personnel Changes

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 Update Form** - This will be filled out quarterly to notify the Board of any telecommunicators who have changed positions or left employment and no longer answers 911 calls. These reasons include -- retirement, promotion, 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](#).



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
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', 'CASHA RIVER', 'TALLAPOOSA RIVER', 'CONECUH RIVER', and 'FLORIDA' around the map. 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 document 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.' and has 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. Below the login section, it says 'Not a Partner? Click here to learn more. 844.381.2134'. A small logo is in the bottom right corner.

Next Steps for Existing Personnel Competency Exam

1. If they have completed a certification in the past 30 days or most recent status is not captured in the February 2023 Compliance Letter, call our office and have us check what we have in our system. If you have not already, 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>) by February 24, 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.)



Exam Information

- This ALPST-1 Competency Exam is intended for existing personnel, without a current basic telecommunicator certification, who were working as a Public Safety Telecommunicator (PST) on or before June 30, 2022.
- The ALPST-1 Competency Exam will be a 100-question exam and you will have one (1) minute per question to complete the exam. A minimum score of 70% is required for the successful completion of this exam.
- The ALPST-1 Competency Exam shall be completed in an agreed upon proctored setting. All proctors will be required to acknowledge the Proctor Honor Statement prior to proctoring any exam. All PSTs will be required to acknowledge the Student Honor Statement prior to accessing the exam.



Intent to Test Form & Process

- The Intent to Test Form should be submitted by the training officer, supervisor, director or designated person who will be proctoring the exam.
- One Intent to Test Form per testing date can be submitted for multiple PSTs
 - Can be coordinated with neighboring agencies
 - One proctor per 12 PSTs testing at any one time
 - Submitter will receive an email with a copy of the form submitted to help track personnel and dates

[Intent to Test form](#)



Intent to Test Form & Process

ALPST-1 Competency Exam assignments in Virtual Academy will be made weekly, on Thursdays.

Test Dates	Intent to Test Form must be submitted by 2:00 pm	Virtual Academy Assignment Date
February 24-March 2	February 23	February 23
March 3-March 9	March 2	March 2
March 10-March 16	March 9	March 9
March 17-March 23	March 16	March 16
March 24-March 30	March 23	March 23
March 31-April 6	March 30	March 30
April 7-April 13	April 6	April 6



Intent to Test Form

ALPST-1 Intent to Test

The person submitting this form is acknowledging they will be the proctor of this test.

Submitter's Name*

Submitter's Email Address*

myEmail@gmail.com

Submitter's Phone Number*

(123) 123-1234

Submitter's Agency*

If agency is not listed, please choose Not Listed from the drop down menu.

Submitter's Position*

In addition to yourself, who will proctor the test?

You may list more than one person.

Testing Location *

How many Public Safety Telecommunicators (PSTs) will be taking the Alabama Public Safety Telecommunicator-1 (ALPST-1) Competency Exam?*

Enter the number of PSTs testing and fields will appear for each.

Anticipated Test Date*

Must be a minimum of 6 business days following submission of this form.

As a proctor, I affirm that all proctors will administer the Alabama Public Safety Telecommunicator-1 (ALPST-1) Competency Exam according to the instructions provided. I will adhere to the a ratio of 12 students per proctor and will ensure an additional proctor is present during the testing period when necessary. I affirm that the testing environment will be secure and free from distractions. I will ensure that all electronic devices are turned off and secured prior to testing and that access during testing is prohibited. I affirm that the testing environment will be monitored for any signs of cheating and if noted, that I will direct the PST to terminate the test and report the actions to the Alabama 9-1-1 Board as soon as possible. I understand that all PSTs completing the ALPST-1 Competency Exam will agree to the Student Honor Statement prior to testing.

By typing your name in this box, you acknowledge that you understand the statements above.*

Submit



Intent to Test Form

PST 1 First Name*

PST 1 Last Name*

With what PSAP/Agency is PST 1 primarily employed?*
 ▾

If agency is not listed, please choose Not Listed from the drop down menu.

Does/Will PST 1 perform the duties of a public safety telecommunicator for a primary PSAP receiving 911 calls?*
 Yes No

Is PST 1's Virtual Academy account associated with their primary employer?*
 Yes No

Has PST 1 verified their access to Virtual Academy?*
 Yes No

With w ▾

PST 1 First Name*
Northport Police Department
Not Listed
Notasulga Police Department

If agency is not listed, please choose Not Listed from the drop down menu.

Was PST 1 hired on or before June 30, 2022?*
 Yes No



Competency Exam Prep Roll Calls in Virtual Academy

- Active Listening
- Active Listening for Emergency Communications Specialists
- Amber Alerts: Dispatch
- An Overview of PTSD for Telecommunicators
- Basics of Radio Dispatching
- Benefits of a Quality Assurance and Quality Improvement Program
- Call Categorization and Prioritization
- Call Evaluation for Telecommunications Centers
- Call Processing for EMS
- Call Processing for Fire Services
- Call Receiving for Emergency Communications Specialists, Parts 1-2
- Call Taking Etiquette
- Calming Techniques for Callers in Emergency Situations
- Calming Techniques for Dealing with 911 Callers
- Communication Tactics for a Healthy PSAP
- Customer Service in the Telecommunications Center
- Dealing with 911 Callers with Special Needs, Parts 1-2
- De-escalation for 911 Telecommunicators
- Defining Traumatic Events in 911
- Defining Quality Assurance in a Comm Center
- Determining Caller's Location on a Wireless Phone
- Eliminating Barriers to Better Communication
- Emergency Calls Involving Children and the Elderly
- Empathetic Listening



Competency Exam Prep Roll Calls in Virtual Academy

- Fire Calls (Structure Fires)
- Fire Dispatcher Responsibilities
- Identifying PTSD in the Life of a Telecommunicator
- Interviewing 911 Callers for Accurate and Timely Information
- Introduction to the National Incident Management System
- Negligence in Emergency Medical Dispatching
- Obtaining Information from a Caller, Parts 1-4
- Obtaining Location from a 911 Caller
- Processing Calls from Children or the Elderly
- Processing Calls from the Deaf and Hard of Hearing
- Quality Assurance for Improvement and Recognition
- Quality Improvement Programs for Telecommunications Centers
- Record Retention and Freedom of Information Act
- Reducing Liability in your Comm Center
- Tactical Dispatchers and Emergency Operations Centers
- Technologies for Public Notifications of Emergencies and Information
- The Communication Cycle
- Types of Callers, Parts 1-2
- Understanding the Need for Empathy as Call Takers
- Understanding the Other Side of the Radio
- Understanding Stress in the 911 Profession
- Voice Quality in the Telecommunications Center, Parts 1-2
- When and How to Release Information



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 for the user, Leah Missildine, with a profile picture icon. A sidebar on the left contains a menu with items: Directory, Resources, Certifications, Active Courses (circled in green), Roll Call, General Orders, and General Order Archive. On the right side of the dashboard, there is a 'Calendar' widget with a '+ Add Event' button and a 'Notifications' widget showing 'No Notifications' with the message 'There are no notifications at this time'. 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 displays the Alabama 9-1-1 Board Virtual Academy website. At the top, the Virtual Academy logo is on the left, the Alabama 9-1-1 Board logo is in the center, and navigation icons for Home, Profile, Message, Calendar, Help, and Logout are on the right. Below the header, the page title 'Alabama 9-1-1 Board' is centered. A left sidebar contains navigation links: Directory, Resources, Certifications, Courses (with sub-links for Active Courses, Course Catalog, and Roll Call), and Policies (with a link for Policy Archive). The main content area features a heading 'Click on a course to start your training. To review a course, select Description' and two buttons: 'Course Archive' and 'See Upcoming Courses'. A search bar is located on the right. Below these elements, a course card for 'ALPST-1 Competency Exam' is highlighted with a green oval. The card shows the course title, '2.0 Credit Hours', the Alabama 9-1-1 Board logo, and a 'Description' link.



Continued Outreach & Development

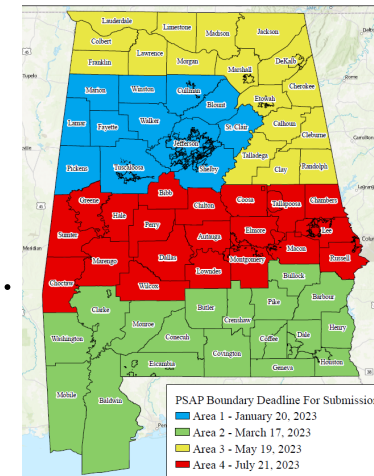
- Monthly compliance updates
 - March 2023
- Quarterly reporting to begin April 2023



Board Announcements

➤ Legacy 911 Cost Reimbursement Program for FY2023 – Open now! Submissions are due by the 10th of each month. [Access the Form Here](#)

➤ NG9-1-1 GIS Project-Area 2 PSAP Boundary Submission Deadline is March 17, 2023. This boundary will be used within ANGEN to implement statewide geo-routing of wireless calls by the end of 2023. Please contact Anderson with any questions or for assistance.



➤ Please submit any ECD contact information changes using the Contact Information Update form. [Access the Form Here](#)



Upcoming Training & Other Web Resources

Dates	Training	Location	Organization	Status
Mar 06-Mar 10, 2023	Emergency Telecommunicator (ETC)	Tuscumbia, AL	Colbert County E911	Reg. Deadline was 2/15/23 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

Visit our Forms & Information Page

<https://www.al911board.com/professionals/regulations/e cd-information-and-forms>

Board Staff Contact Information

(334) 440-7911

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