



ALABAMA 911 BOARD

ALPST-1 Certification Program
Voluntary Coursework

Talk About it Tuesday
February 28, 2023

Introduction & Contact Information

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Agenda

February 28, 2023

- ALPST Certification Program
Voluntary Course Enrollment
- ALPST Certification Program
Reminders
- Announcements
- Upcoming Training



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

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



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Voluntary Course Enrollment

Options:

VIRTUAL

- NENA Telecommunicator Core Competencies (TCC)
 - 40-hour course
 - Self-paced
 - Administered on Virtual Academy
- Smart Horizons HITS Basic TC

IN-PERSON

- IAED Emergency Telecommunicator
 - Instructed by Board Staff or other ECD Instructors
- Other Approved PST1 Course
 - APCO PST1
 - PowerPhone PST



NENA TCC



- Available from NENA on the Virtual Academy platform
- The Board took preregistration in January and will contact ECDs in the coming weeks with further information
 - The number of seats the Board will be able to directly purchase will be limited due to procurement rules
 - ECDs interested in utilizing this online course will need to register PSTs and purchase the seats on their own for scholarship reimbursement after the course is completed
- Additional information and registration can be found at: www.nena.org/page/tcc



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



Competency 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 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
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



Certification Program Continued Outreach

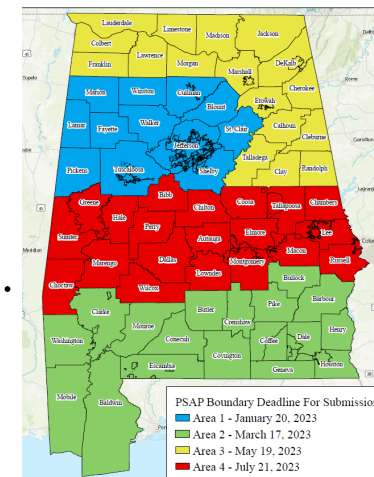
- Monthly compliance updates
 - March 2023
- Quarterly reporting to begin April 2023



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	
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/ecd-information-and-forms>

Board Staff Contact Information

(334) 440-7911

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