

IAED Emergency Telecommunicator (ETC)

Course # 277616

CONTACT INFORMATION

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ALABAMA 911 BOARD



WHEN

April 3-7, 2023
8:00 AM – 5:00 PM

WHERE

Alabama 9-1-1 Board
1 Commerce Street
Suite 620
Montgomery, AL 36104

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.

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