



New 9-1-1 Training Opportunity

Quality Assurance: Achieving QA/QI in the PSAP

To date, quality assurance has largely been considered part of the call taking process. So what about dispatch or any processes beyond call taking? This class closes the loop on PSAP best practices by applying QA strategies and principles to the dispatch parts of a call.

NENA's hands-on approach gets attendees completely engaged in the methods and practices intended to create agency policies and a dispatch QA template. Utilizing sample recordings and CAD printouts, participants will examine the QA review process, measurement and evaluation tools to enable your telecommunicators to function at the highest level possible.



WHEN September 17, 2019, 8:30 AM – 5:00 PM

WHERE Central Alabama Community College
899 JR College Circle, Alexander City, AL 35010

COST Tuition covered by the Alabama 9-1-1 Board

REGISTRATION [Click Here to Register](#)

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