

N·E·C·I

Since 1987
America's Leading 9-1-1 Train-the-Trainer

9-1-1 Instructor Course Descriptions

Earn Multiple Instructor Certifications During a Single Course

Question: How do I become certified as a 9-1-1 Instructor, EMD Instructor and Fire Communications Instructor during the same course ?

Answer: The Instructor Techniques section, Understanding the Adult Learner, Classroom Management and Presentation Techniques are identical in all three courses. Since this portion of the course is identical for all three instructor-level courses (except CTO), it is a duplication of valuable class time to re-attend a class with the same information.

Instructor candidates can make check-off presentations from any or all of the courses. It is as simple as making a presentation from any of the individual courses in which one desires instructor certification.

Tuitions:

- Instructor certification in a single course - \$495.
- Instructor certification in two disciplines (9-1-1/EMD or 9-1-1/Fire or EMD/Fire) - \$495 for the first and \$295 for the second.
- For 9-1-1, EMD and Fire Communications Instructor, the third is only \$195.

Optional PowerPoint for all courses - \$195
(Free upgrades)

9-1-1 Instructor

Course Purpose

The purpose of this course is to provide the instructor candidate with the knowledge and skills necessary to certify others with a basic 9-1-1 certification curriculum.

The course *is not* designed to teach the instructor candidate basic call-handling techniques. This is a train-the-trainer course, not a basic certification course. Instructor candidates should be formerly trained or experienced at the basic level of emergency communications before taking this instructor-level course.

Instructor candidates will learn methods of instruction rather than learning the basic of emergency communications. Although the lesson plans are already developed for each unit, a Lesson Plan Outline Form will be used to present each presentation.

Course Objectives

The objectives of this train-the-trainer course are to ensure the instructor candidate to:

1. Understand the principles of adult learning
2. Demonstrate the ability to make a presentation from a Lesson Plan Outline Form
3. Demonstrate the ability to make a presentation from a PowerPoint presentation
4. Understand and be able to demonstrate classroom management techniques
5. Understand how to request training materials from NECI
6. Understand how to certify others with the NECI 9-1-1 Officer National Certification Course upon return to the agency
7. Understand how to obtain training materials to train others with the following:
 - 9-1-1 Officer National Certification
 - Instructor-led courses
 - CD Instructor courses
 - All NECI Continuing Education Courses
 - Instructor-led courses
 - CD Instructor courses

EMD Instructor

Course Purpose

The purpose of this course is to provide the instructor candidate with the knowledge and skills necessary to certify others with a basic emergency medical dispatching (EMD) curriculum. The course is not designed to teach the instructor candidate basic call-handling techniques. This is a train-the-trainer course, not a basic certification course. Instructor candidates should be formerly trained or experienced at the basic level of emergency communications.

Instructor candidates will learn methods of instruction rather than learning the basics of emergency medical dispatching (EMD). Although the lesson plans are already developed for each unit, a Lesson Plan Outline Form will be used to present each chapter.

This course meets the NHTSA and ASTM national standards for emergency medical instructors and emergency medical dispatchers.

Course Objectives

The objectives of this train-the-trainer course are to ensure the instructor candidate to:

1. Understand the principles of adult learning
2. Demonstrate the ability to make a presentation from a Lesson Plan Outline Form
3. Demonstrate the ability to make a presentation from a PowerPoint presentation
4. Understand and be able to demonstrate classroom management techniques
5. Understand how to request training materials from NECI
6. Understand how to certify others with the NECI EMD Course upon return to the agency
7. Understand how to obtain training materials to train others with the following:
 - EMD National Certification
 - Instructor-led courses
 - CD Instructor courses
 - All NECI Continuing Education Courses
 - Instructor-led courses
 - CD Instructor courses

Fire Communications Instructor

Course Purpose

The purpose of this course is to provide the instructor candidate with the knowledge and skills necessary to certify others with a Fire Communications Officer certification curriculum.

The course *is not* designed to teach the instructor candidate basic call-handling techniques. This is a train-the-trainer course, not a basic certification course. Instructor candidates should be formerly trained or experienced at the basic level of emergency communications before taking this instructor-level course.

Instructor candidates will learn methods of instruction rather than learning the basic of emergency communications. Although the lesson plans are already developed for each unit, a Lesson Plan Outline Form will be used to present each presentation.

Course Objectives

The objectives of this train-the-trainer course are to ensure the instructor candidate to:

1. Understand the principles of adult learning
2. Demonstrate the ability to make a presentation from a Lesson Plan Outline Form
3. Demonstrate the ability to make a presentation from a PowerPoint presentation
4. Understand and be able to demonstrate classroom management techniques
5. Understand how to request training materials from NECI
6. Understand how to certify others with the NECI Fire Communications Officer National Certification Course upon return to the agency Understand how to obtain training materials to train others with the following:
 - Fire Communications Officer National Certification
 - Instructor-led courses
 - CD Instructor courses
 - All NECI Continuing Education Courses
 - Instructor-led courses
 - CD Instructor courses

CTO Instructor

Course Purpose

The CTO Instructor course is for the individual who coordinates the agency on-the-job training program. The CTO Instructor candidate should be an experienced and formally-trained emergency communications employee who desires to train others with a structured on-the-job training program¹.

The purpose of the course is to teach the CTO Instructor candidate how to:

- Develop an agency performance-based on-the-job training program for inexperienced employees
- Develop and publish a standardized training schedule with timelines for performance objectives including Daily performance objectives, Weekly Performance Objectives and Monthly performance objectives.
- Develop and publish the agency standard performance objectives rating system
- Develop and publish the various forms and reports necessary to administer a OJT program including 9-1-1 Officer OJT Training Manual, Daily Evaluation Report, Weekly Evaluation Report, Monthly Evaluation Report, Final Evaluation Report
- Certify experienced agency personnel as shift one-on-one training officers (Agency CTO)
- Implement the OJT program
- Coordinate the agency OJT training program
- Monitor the Agency CTO's performance to ensure they are training according to the
- Conduct one-on-one OJT training as required

Course Prerequisites

The CTO Instructor course is an interactive workshop, not a sit-and-listen seminar. All students will be expected to actively participate in group and individual presentations. The student should bring a desktop or laptop computer to the course with a word processor and slide presentation software in which they are proficient at the **basic level.**

¹ The CTO Instructor certification does not qualify the individual to conduct academic classroom training. This certification (9-1-1 Instructor) requires the attendance at a 9-1-1 Instructor certification course. Conversely, the 9-1-1 Instructor is not authorized to conduct the one-on-one training unless certified as a CTO Instructor or Agency CTO.