

Missouri Telecommunicator Training

High-quality Pre-approved Online Courses

Telecommunicators in Missouri are required by the Missouri 911 Service Board to complete 24 hours of continuing education (CE), due triennially on December 31st. All hours may be taken online.

The board requires all courses to be pre-approved and Vector Solutions is an approved course provider. This means our catalog of high-quality online telecommunicator training can be used to help meet CE requirements.

All Training can be Managed in Vector's Unified Agency Readiness Platform

- Incorporate your new hire training into the same single-login platform as the rest of your training.
 - Manage all training in one unified, audit-ready platform.
 - Supplement professional development with high-quality online courses from our emergency telecommunicator catalog, including current topics like Identifying and Understanding a Mental Health Crisis, De-escalation Fundamentals for Calltaking and Dispatch, Preventing Compassion Fatigue and Burnout in Dispatch, and more.
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25+ Years of Expertise Creating Award-winning Online Course Content

Vector Solutions has 25+ years of experience partnering with subject matter experts to offer a comprehensive catalog of engaging, instructor-led courses. These award-winning online courses for public safety that incorporate 2D/3D animations, simulations, and interactive modules proven to boost retention and improve learning outcomes.

Missouri 911 Standards Service Board Pre-approved Training Courses

Dispatch Course Number	Vector Course	Hours	Curricula Area
7042	Active Listening Techniques for Telecommunicators	1	Interpersonal Perspectives
7052	Cardiac Emergency Response for Telecommunicators	2	Skill Development
7051	Crisis Call Processing for 911 Telecommunicators	1	Skill Development
7061	Critical Incident Stress Management	1	Interpersonal Perspectives
7071	Cultural Competency in Law Enforcement	1	Interpersonal Perspectives
7041	De-escalation Fundamentals for Calltaking and Dispatch	1	Interpersonal Perspectives
7045	Documentation Standards and Liability Awareness for 911 Telecommunicators	1	Legal Studies
7044	Ethics and Professional Responsibility for Public Safety Telecommunicators	1	Interpersonal Perspectives
7040	Foundations of Customer Service for 911 Professionals	1	Interpersonal Perspectives
7062	Health and Wellness in Public Safety	1	Interpersonal Perspectives
7053	Identifying and Understanding a Mental Health Crisis	1	Interpersonal Perspectives
7072	Interactions with Individuals with Disabilities	1	Interpersonal Perspectives
7046	Legal Risk and Duty of Care in the 911 Center	1	Legal Studies
7050	Missing or Abducted Persons Protocols for Dispatchers	1	Skill Development
7066	Missing Persons - Initiating an AMBER or Silver Alert	1	Skill Development
7074	Misuse of Electronic Databases	1	Legal Studies
7059	NFPA 1010 Fire Department Communications	1	Skill Development
7063	Physiological Response to Stress	1	Interpersonal Perspectives

7048	Preventing Compassion Fatigue and Burnout in Dispatch	1	Interpersonal Perspectives
7054	Response to Mental Health Crisis Calls	1	Interpersonal Perspectives
7049	Shift Work Survival for Public Safety Dispatchers	1	Interpersonal Perspectives
7043	Situational Awareness for Calltakers and Dispatchers	1	Skill Development
7047	Stress Management for Public Safety Dispatchers	1	Interpersonal Perspectives
7073	Understanding Autism Spectrum Disorder for First Responders	1	Interpersonal Perspectives

Courses are subject to change as Vector Solutions updates our courses and mandated training requirements change. Please check with the certification authorities in your state to confirm these courses meet your state's requirements.

