

New Mexico Public Safety Telecommunicator Training

High-quality Pre-approved Online Courses

Public Safety Telecommunicators in New Mexico are required to complete 20 hours of continuing education (CE), due biennially by December 31st of odd-numbered years.

Of the 20 hours, 10 may be taken online hours. The New Mexico Department of Public Safety (NMDPS) requires courses to be pre-approved by the New Mexico Law Enforcement Academy Board (NMLEAB). Vector Solutions offers 16 hours of pre-approved training that can be used to 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.

NMLEAB Pre-approved Training Courses

Vector Course	Hours	Approved Topic
Cardiac Emergency Response for Telecommunicators	2	Advanced Training
Health and Wellness in Public Safety	1	Stress management
Patrol - Critical Incident Stress Management	1	Stress management
Preventing Compassion Fatigue and Burnout in Dispatch	1	Stress Management
Shift Work Survival for Public Safety Dispatchers	1	Stress Management
Stress Management for Public Safety Dispatchers	1	Stress Management
Active Listening Techniques for Telecommunicators	1	Advanced Training
Crisis Call Processing for 911 Telecommunicators	1	Advanced Training
De-escalation Fundamentals for Calltaking and Dispatch	1	Advanced Training
Documentation Standards and Liability Awareness for 911 Telecommunicators	1	Advanced Training
Ethics and Professional Responsibility for Public Safety Telecommunicators	1	Advanced Training
Foundations of Customer Service for 911 Professionals	1	Advanced Training
Legal Risk and Duty of Care in the 911 Center	1	Advanced Training
Missing or Abducted Persons Protocols for Dispatchers	1	Advanced Training
Situational Awareness for Calltakers and Dispatchers	1	Advanced Training

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.

