

New York Public Safety Telecommunicator Training

High-quality Pre-approved Online Courses

Public Safety Telecommunicators in New York are required to complete 21 hours of in-service training due annually by December 31st.

Required topics include TDD/TTY Devices, Acute Traumatic and Chronic Stress Management, Homeland Security Awareness, Customer Service, Legal Updates, Review of Authority's Policies and Procedures, Emergency Operations/Continuity of Operations Training, and Handling Calls for Service.

All 21 hours may be taken online. The New York State Division of Homeland Security and Emergency Services (DHSES) requires courses to be pre-approved by the State Interoperable and Emergency Communication (SIEC) Board. The courses offered by Vector Solutions have been approved by the SIEC Board and can be used to help meet in-service training 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.

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.

Pre-approved Training Courses for New York Public Safety Telecommunicators

Dispatch Course Number	Vector Course	Hours	Approved Topic
7062	Health and Wellness in Public Safety	1	Acute Traumatic and Chronic Stress Management
7053	Identifying and Understanding a Mental Health Crisis	1	Acute Traumatic and Chronic Stress Management
7063	Officer Survival - Physiological Response to Stress	1	Acute Traumatic and Chronic Stress Management
7061	Patrol - Critical Incident Stress Management	1	Acute Traumatic and Chronic Stress Management
7048	Preventing Compassion Fatigue and Burnout in Dispatch	1	Acute Traumatic and Chronic Stress Management
7049	Shift Work Survival for Public Safety Dispatchers	1	Acute Traumatic and Chronic Stress Management
7047	Stress Management for Public Safety Dispatchers	1	Acute Traumatic and Chronic Stress Management
7052	Cardiac Emergency Response for Telecommunicators	2	CPR and Cardiac Emergency Response
7056	CPR Academic	1	CPR and Cardiac Emergency Response
7042	Active Listening Techniques for Telecommunicators	1	Customer Service/Handling Calls for Service
7051	Crisis Call Processing for 911 Telecommunicators	1	Customer Service/Handling Calls for Service
7071	Cultural Competency in Law Enforcement	1	Customer Service/Handling Calls for Service
7041	De-escalation Fundamentals for Calltaking and Dispatch	1	Customer Service/Handling Calls for Service
7068	Domestic Violence	1	Customer Service/Handling Calls for Service
7057	Electric and Alternative Fuel Vehicles for First Responders	1	Customer Service/Handling Calls for Service
7040	Foundations of Customer Service for 911 Professionals	1	Customer Service/Handling Calls for Service
7072	Interactions with Individuals with Disabilities	1	Customer Service/Handling Calls for Service
7050	Missing or Abducted Persons Protocols for Dispatchers	1	Customer Service/Handling Calls for Service

7059	NFPA 1010 Fire Department Communications	1	Customer Service/Handling Calls for Service
7073	Understanding Autism Spectrum Disorder for First Responders	1	Customer Service/Handling Calls for Service
7064	Active Shooter Preparation and Response	2	Customer Service/Handling Calls for Service/Homeland Security Awareness
7055	Carbon Monoxide	1	Customer Service/Handling Calls for Service/Homeland Security Awareness
7069	Human Trafficking Basics for First Responders	1	Customer Service/Handling Calls for Service/Homeland Security Awareness
7060	NFPA 1010 Fire Detection, Alarm, and Suppression Systems	1	Customer Service/Handling Calls for Service/Homeland Security Awareness
7067	NFPA 3000: Standard for Preparedness and Response to Active Shooter and/or Hostile Events	1.5	Customer Service/Handling Calls for Service/Homeland Security Awareness
7043	Situational Awareness for Calltakers and Dispatchers	1	Customer Service/Handling Calls for Service/Homeland Security Awareness
7058	Fire Alarm Systems	1	Handling Requests for Service
7066	Missing Persons - Initiating an AMBER or Silver Alert	1	Handling Requests for Service
7054	Response to Mental Health Crisis Calls	1	Handling Requests for Service/Acute Traumatic and Chronic Stress Management
7065	Domestic and Homegrown Violent Extremism Awareness	1	Homeland Security Awareness
7070	Understanding Hate Crimes	1	Homeland Security Awareness
7045	Documentation Standards and Liability Awareness for 911 Telecommunicators	1	Legal Updates/Handling Calls for Service
7044	Ethics and Professional Responsibility for Public Safety Telecommunicators	1	Legal Updates/Handling Calls for Service
7046	Legal Risk and Duty of Care in the 911 Center	1	Legal Updates/Handling Calls for Service

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.

