

Texas Telecommunicator Training

High-quality Pre-approved Online Courses

Telecommunicators in Texas are required to complete 20 hours of continuing education (CE), due biennially by August 31st of odd-numbered years.

Of the 20 hours, 4 hours must be the Cardiac Emergency Communications course (#786) and must be taken live. The remaining 16 are determined by specific assignment and/or employing agency head and may be taken online.

The Texas Commission on Law Enforcement (TCOLE) requires all CE courses be completed through one of their listed training providers. Vector Solutions is a Contract Training Provider for TCOLE and offers 37.5 hours of pre-approved training eligible for TCOLE credit.

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.

TCOLE Pre-approved Training Courses

Vector Course	Hours	Course Number
Active Listening Techniques for Telecommunicators	1	7042
Active Shooter Preparation and Response	1	7064
Carbon Monoxide	1	7055
Cardiac Emergency Response for Telecommunicators	2	7052
CPR Academic	1	7056
Crisis Call Processing for 911 Telecommunicators	1	7051
Cultural Competency in Law Enforcement	1	7071
De-escalation Fundamentals for Call-taking and Dispatch	1	7041
Documentation Standards and Liability Awareness for 911 Telecommunicators	1	7045
Domestic and Homegrown Violent Extremism Awareness	1	7065
Domestic Violence	1	7068
Electric and Alternative Fuel Vehicles for First Responders	1	7057
Ethics and Professional Responsibility for Public Safety Telecommunicators	1	7044
Fire Alarm Systems	1	7058
Foundations of Customer Service for 911 Professionals	1	7040
Health and Wellness in Public Safety	1	7062
Human Trafficking Basics for First Responders	1	N/A
Identifying and Understanding a Mental Health Crisis	1	7053
Interactions with Individuals with Disabilities	1	7072
Legal Risk and Duty of Care in the 911 Center	1	7046
Missing or Abducted Persons Protocols for Dispatchers	1	7050
Missing Persons - Initiating an AMBER or Silver Alert	1	7066
Misuse of Electronic Databases	1	7074
NFPA 1010 Fire Department Communications	1	7059
NFPA 1010 Fire Detection, Alarm, and Suppression Systems	1	7060
NFPA 3000: Standard for Preparedness and Response to Active Shooter and/or Hostile Events	1.5	7067
Officer Survival - Physiological Response to Stress	1	7063
Patrol - Critical Incident Stress Management	1	7061
Preventing Compassion Fatigue and Burnout in Dispatch	1	7048

Response to Mental Health Crisis Calls	1	7054
Shift Work Survival for Public Safety Dispatchers	1	7049
Situational Awareness for Calltakers and Dispatchers	1	7043
Stress Management for Public Safety Dispatchers	1	7047
Understanding Autism Spectrum Disorder for First Responders	1	7073
Understanding Hate Crimes	1	7070

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.

