

## COMING SOON!

# Online Training Catalog for ECCs

Invest in Your Most Important Asset: Your People

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Vector Solutions is proud to release a brand-new catalog of comprehensive online training courses for emergency communication centers (ECC).

Created in partnership with industry experts, these courses can help agencies meet state mandated annual continuing education (where mandated), help telecommunicators comply with training requirements for required industry certifications, supplement agency-defined training, and provide opportunities for professional development.

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### Better Training. Better Results

- ✓ **Built for Today's Emergency Telecommunicators** – Featuring brand new training courses, the Vector course catalog for ECCs delivers the most current best practices and real-world scenarios.
- ✓ **Over 25+ Years of Creating Online Training** – Vector Solutions takes pride in developing award-winning online course content for public safety that incorporates 2D/3D animations, simulations, and interactive modules proven to boost retention and improve learning outcomes.
- ✓ **Comprehensive Enough for Any Agency** – Vector's ECC catalog was intentionally created to provide a strong foundation for any calltaker and dispatcher, regardless of the size of the agency, their call volume, or their current technology set up.
- ✓ **Meet State Mandates with Vector Online Training** – Utilize Vector courses to fulfill state-mandated training requirements in states that require training hours.
- ✓ **Meet Industry Certification Standards** – Vector's dispatch courses were built to match APCO & NENA standards, ensuring they can be used to fulfill training requirements for industry certifications.
- ✓ **Strengthen Core Competencies** – Address the multi-facet knowledge that telecommunicators need while strengthening the core competencies required for safe, effective, and legally defensible emergency communications.

## Vector Solutions' Online Training Catalog for ECCs and PSAPs

| Vector Course   | Hours |
|---|-------|
| Electric and Alternative Fuel Vehicles for First Responders                               | 1     |
| NFPA 3000: Standard for Preparedness and Response to Active Shooter and/or Hostile Events | 1.5   |
| Domestic Violence   | 1     |
| Physiological Response to Stress  | 1     |
| Critical Incident Stress Management   | 1     |
| Active Shooter Preparation and Response   | 2     |
| Carbon Monoxide   | 1     |
| Fire Alarm Systems  | 1     |
| Interactions with Individuals with Disabilities   | 1     |
| Understanding Autism Spectrum Disorder for First Responders                               | 1     |
| Understanding Hate Crimes   | 1     |
| Missing Persons - Initiating an AMBER or Silver Alert                                     | 1     |
| Response to Mental Health Crisis Calls  | 1     |
| Human Trafficking Basics for First Responders   | 1     |
| Health and Wellness in Public Safety  | 1     |
| Domestic and Homegrown Violent Extremism Awareness  | 1     |
| NFPA 1010 Fire Department Communications  | 1     |
| NFPA 1010 Fire Detection, Alarm, and Suppression Systems                                  | 1     |
| CPR Academic  | 1     |
| Identifying and Understanding a Mental Health Crisis                                      | 1     |
| Cultural Competency in Law Enforcement  | 1     |
| Active Listening Techniques for Telecommunicators   | 1     |
| De-escalation Fundamentals for Calltaking and Dispatch                                    | 1     |
| Documentation Standards/Liability Awareness   | 1     |
| Ethics in Public Safety   | 1     |
| Foundations of Customer Service for 911 Professionals                                     | 1     |
| Legal Pitfalls in Calltaking and Dispatch   | 1     |
| Missing and Abducted Person Protocols   | 1     |
| Misuse of Electronic Databases  | 1     |
| Preventing Compassion Fatigue and Burnout   | 1     |
| Shift Work Survival   | 1     |
| Situational Awareness for Calltakers and Dispatchers                                      | 1     |
| Stress Management   | 1     |
| Suicidal Caller Protocols and Techniques  | 1     |
| TCOLE - Cardiac Emergency Communications (#786)   | 4     |

*Courses are subject to change as Vector Solutions updates our courses and mandated training requirements change. Please check with the proper authorities for your state or certification to confirm these courses meet your requirements.*

