



NECC Examination

CONTENT OUTLINE

I. Emergency Call Taking 40%

A. Call Handling

1. Procedures
2. Sequencing
3. Handling High Risk Callers
4. Safety for Citizen and Responders
5. 9-1-1 Hang Ups/Abuse
6. Multiple Casualty Incidents
7. Prioritizing

B. Call Taker Role & Responsibility

1. Police Call Taking
2. Fire Call Taking
3. EMD Call Taking

C. Technology

1. E9-1-1

2. Wireless Issues

3. TDD/TTY

4. CAD

5. MDT

6. PBX

D. Liability in Call Handling

1. Legal Terms

2. Immunity Laws

3. SOP

4. Confidentiality / Privacy

5. 9-1-1 Tapes

II. Emergency Radio Dispatching 20%

A. Emergency Radio Procedures

1. Police Procedures

2. Fire Procedures

3. EMS Procedures

4. Responder Safety

B. Dispatcher Radio Role and Responsibility

C. Radio Terminology / Technology

D. FCC Requirements

E . High Risk Radio

1. Police Patrol

2. Fire Responses

3. EMS

III. High Risk Calls 20%

A. Police High Risk Calls

1. Weapons
2. Domestic Violence
3. Suicidal Callers
4. Crisis Calls
5. Drugs and Alcohol

B. Fire High Risk Calls

1. Caller Safety
2. Multiple Casualty
3. Chemical Calls

C. EMS High Risk Calls

1. Pre Hospital Emergencies
2. Pre-Arrival
3. ALI / BLS

D. Combined Response

IV. Understanding Public Safety 20%

A. Law Enforcement Systems

1. Police Terminology
2. Police Information Systems

3. Call Types

B. Fire Service

1. Incident Command
2. Hazardous Materials
3. Fire Terminology
4. Call Types

C. Emergency Medical Services

1. EMD Systems and Theory
2. EMS Terminology
3. Call Types

D. Emergency Communications

1. Workplace Safety
2. Standard Operating Procedures
3. Workplace Laws
4. Stress Management