

NATIONAL CERTIFICATION EXAMINATION
FOR EMERGENCY COMMUNICATIONS



**Handbook for
NECC Instructor
Certification**

CERTIFICATION

The 9-1-1 Academy training material and the 9-1-1 Emergency Communications Manual are the foundational curriculum, developed in a college DACUM for the NECC exam.

The NECC is a private testing organization that endorses the concept of a voluntary certification by examination for entry level Emergency Communications Telecommunicators who meet eligibility requirements. Certification is one part of a process called credentialing. It focuses specifically on the individual and is an indication of current competence in understanding basic information on police, fire and EMS public safety communications practices and methods. The Registered NECC Certification process includes both an online knowledge exam and an onsite skills lab exam - both proctored by the instructor. The instructor receives online certification to become a certified test site.

PURPOSES OF CERTIFICATION FOR INSTRUCTORS

To promote emergency communications national standards of competence in understanding theory, practice and methods for receiving and dispatching emergency calls for police, fire and EMS by:

1. Recognizing formally those individuals who meet the eligibility requirements of the NECC Instructor.
2. Encouraging continued personal and professional growth in the education of understanding of safety practices and knowledge in emergency call taking and dispatching.
3. Establishing and measuring the level of knowledge required for knowing the best practices of the Level I Telecommunicator.
4. Providing a standard of knowledge requisite for certification ; thereby assisting the public safety agency and members of the community and public safety responders in emergency communications by improving hiring and retention at these agencies.

ELIGIBILITY REQUIREMENTS

1. Direct current or past employment in public safety police, fire or EMS or a related field.
2. Current employment at a high school or college public safety course of study.

ADMINISTRATION

The test is held at, scored by and processed ONLINE and is a *one time* certification

ATTAINMENT OF CERTIFICATION AND RECERTIFICATION

Successful candidates will receive certificates of certification. Certification requires an NECC online exam that is the same exam as the student certification.

Instructors will agree to a memorandum of understand that they will be obliged to proctor a 'skills' portion of the NECC for the students. The method of approval is at the sole discretion of the instructor.

APPLICATION PROCEDURES

Upon receiving a request for Instructor NECC Certification a link will be sent to participate in the NECC Instructor Exam to include a recognition of the skills component of the NECC.

ADMISSION TO TESTING

Instructors are responsible for proctoring the online exam to their students and tracking scores. Scores are received at NECC@911Trainer.com but not distributed.

RULES FOR THE EXAMINATION

- 1) Candidates must order the exams by PO or credit card online. The order will produce the exam password and process.
- 2) No books or other material will be admitted.
- 3) No cell phones or pagers will be allowed during the exam.
- 4) Candidates can expect to spend up to 1.5 hours on the exam.
- 5) No questions may be asked during the test period.
- 6) In the event the Internet connection is lost, the browser should be open and simply reconnecting should bring the test back at its location.
- 7) In the event the test is lost and re-entry of test answers is required, candidate will be required to complete the test again at this setting.
- 8) In the event the Internet connection cannot be restored, NECC will be notified and another test will be scheduled.

REPORT OF RESULTS

Candidates will be notified of their knowledge exam score directly upon completion of the test. The results will be printed at that time indicating a pass or no pass status. Passing candidates will be notified of their score. Skills exams are proctored and scored at the discretion of the Certified Instructor.

REEXAMINATION

Non passing candidates will be notified directly they have not received certification and will be supplied with scores in the areas of the test that were lacking. Non-passing candidates may apply for a Re-Take. There is 1 time a person can take the exam with the required time period. A review may be requested with an NECC Instructor to discuss areas of need.

CONFIDENTIALITY

NECC will release test scores to the candidate and instructor. Questions concerning scores are referred to the Instructor. Scores are stored on NECC website.

CONTENT OF EXAMINATION

This is a web-based exam containing 100-125 multiple choice questions with an estimated testing time of 2 hours maximum. The content for the exam is described in Content Outline below. The questions for the exam are obtained from Board Members with expertise in the 9-1-1 Emergency Communications and Education field. All have direct expertise in call taking and dispatching as well as curriculum design for entry level Telecommunicator. The NECC Board with the advice and assistance of PTC prepared the examination. The exam is weighted approximately in the manner assigned next to the item number on the Content Outline.

CONTENT OUTLINE

Pages of the textbook references listed.

I. Emergency Call Taking 40%

A. Call Handling

1. Procedures - Pages 277 & 278 - Unit 8
2. Sequencing - Page 41 - Unit 2
3. Handling High Risk Callers - Pages 32 to 40 - Unit 2
4. Safety for Citizen and Responders - Pages 48 to 50 - Unit 2
5. 911 Hang Ups/Abuse - Page 47 - Unit 2
6. Multiple Casualty Incidents - Page 178 - Unit 5 & Page 250 - Unit 7
7. Prioritizing Page 28 - Unit 2

B. Call Taker Role & Responsibility

1. Police Call Taking - Page 12 - Unit 1
2. Fire Call Taking - Page 15 - Unit 1
3. EMD Call Taking - Page 14 - Unit 1

C. Technology

1. E911 - Page 59 - Unit 3
2. Wireless Issues - Page 61 - Unit 3
3. TDD/TTY - Page 47 - Unit 2
4. CAD - Page 51 - Unit 2
5. MDT - Page 266 - Unit 7
6. PBX

D. Liability in Call Handling

1. Legal Terms - Pages 280 & 281 - Unit 7
2. Immunity Laws - Pages 271&272 - Unit 8
3. SOP - Page - Pages 277&278 - Unit 8
4. Confidentiality / Privacy -Page - Page 45 - Unit 2
5. 9-1-1 Tapes - Page 277 - Unit 8

II. Emergency Radio Dispatching 20%

A. Emergency Radio Procedures

1. Police Procedures - Page 240 - Unit 7
2. Fire Procedures - Page 240 - Unit 7
3. EMS Procedures - Page 240 - Unit 7
4. Responder Safety - Page 247 - Unit 7

B. Dispatcher Radio Role and Responsibility Page 72 - Unit 4

C. Radio Terminology / Tech - Page 264

D. FCC Requires -Pages257 & 258 Unit 7

E. High Risk Radio Pages 113 to115- Unit 4

1. Police Patrol
2. Fire Responses
3. EMS

III. High Risk Calls 20%

A. Police High Risk Calls

1. Weapons - Page 91 - Unit 4
2. Domestic Violence - Page 84 - Unit 4
3. Suicidal Callers - Page 319 - Unit 9
4. Crisis Calls - Page 319 - Unit 9
5. Drugs and Alcohol - Pages 330 & 334 - Unit 9

B. Fire High Risk Calls

1. Caller Safety Pages 48 & 49 - Unit 2
2. Multiple Casualties - Pages 178 to 181 - Unit 5
3. Chemical Calls - Pages 171 to 178 - Unit 5

C. EMS High Risk Calls

1. Pre Hospital Emergencies - Page 192 - Unit 6
2. Pre-Arrival - Pages 190 & 192 & 200- Unit 6
3. ALI / BLS - Page 191 - Unit 6

D. Combined Response - Page 157 - Unit 5

IV. Understanding Public Safety 20%

A. Law Enforcement Systems

1. Police Terminology - Pages 145 to 148 - Unit 4
2. Police Information Systems - Pages 123 to 127 - Unit 4
3. Call Types - Pages 77 to 110 - Unit 4

B. Fire Service

1. Incident Command - Pages 178 to 181 - Unit 5
2. Hazardous Materials - Pages 171 to 178 - Unit 5
3. Fire Terminology - Pages 182 to 185 - Unit 5
4. Call Types - Pages 158 to 161 - Unit 5

C. Emergency Medical Services

1. EMD Systems and Theory - Pages 190 & 191 - Unit 6
2. EMS Terminology - Pages 231 to 234 - Unit 6
3. Call Types - Pages 205 to 229 - Unit 6

D. Emergency Communications

1. Workplace Safety - Pages 279 & 280 - Unit 8
2. Standard Operating Procedures - Pages 277 & 278 - Unit 8
3. Workplace Laws - Page 281 - Unit 8
4. Stress Management - Pages 345 to 365 - Unit 10

SAMPLE EXAMINATION QUESTIONS

- 1) The Language Line is often contacted by emergency communications for the purpose of:
 - a) Calling into a location to determine if a foreign speaking suspect is present.
 - b) Relating death notifications by phone to family members who cannot speak English.
 - c) Translating a call from a non-English speaking person.
 - d) All of the above.
- 2) It's 3 am and a male caller reports that his home security alarm is sounding and he has found the rear door to his home standing open. The correct first response would be:
 - a) Determine the send information and dispatch.
 - b) Ascertain if the caller was expecting anyone at the residence.
 - c) Tell the caller to hide and disconnect this call.
 - d) Ask the caller to check around the inside of the house.
- 3) A call is received reporting a natural gas alarm activation. Upon reaching the alarm location the resident states he does not feel ill, smell anything and is uncertain what to do about the alarm. What is the most appropriate action to take?
 - a) Call the gas company to determine if there are problems in the area.
 - b) Ask the caller to further check the location to see if they can smell gas.
 - c) Assure the caller they are fine and this is probably a false alarm.
 - d) Advise the caller you are generating a response.

NATIONAL CERTIFICATION EXAMINATION FOR EMERGENCY COMMUNICATIONS



Certified National Emergency Telecommunicator

INSTRUCTOR CERTIFICATION Call 253.435.0911 or email NECC@911trainer.com to get your link and password to the exam for instructor certification exam.

STUDENT ONLINE CERTIFICATION EXAMS

Step 1: Order the number of exams you 'currently' need \$25 each student 1 retake no cost (PO or MC Visa).

Step 2: Online orders with a credit card - download the video instructions, students 'how to' pdf, and current password.

Step 3: PO orders - will receive the password, video and how to for students by email. Please ensure the teacher or instructor's information is included on the PO.

Step 4: Go to the website www.911CareerTraining.com NECC EXAM SITE to take the 123 question multiple choice exam. One hour should be afforded. Re-entry is OK.

Step 5: Student scores are displayed upon completion to the student and NECC Manager. Teachers should instruct students to print scores. Students must print their own certificate upon passing. Student will have one retake for scores under 70%.

Step 6: Teachers are responsible for archiving student scores . Teachers are responsible for tracking the number of exams used. Additional exams taken will be invoiced.

Step 7: Retakes - teachers should go over the incorrect questions and retake the exam using the same student email and pw. NECC manager will track the retakes needed and completed.

Step 8: Complete the NECC SKILL LAB requirement for a full NECC Certification.