



Emergency TeleCommunicator (ETC)

July 15, 2016

Certifying Organization	International Academies of Emergency Dispatch (IAED) www.emergencydispatch.org . The course is sold through Priority Dispatch Corporation .					
Description of Credential	Emergency TeleCommunicator (ETC) credential is approved by the International Academies of Emergency Dispatch. A person who earns this credential demonstrates basic emergency telecommunications capabilities and is well prepared for more advanced training in emergency medical dispatch, emergency fire dispatch, and/or emergency police dispatch. Access the Emergency Telecommunicator Certification link for specific details about the ETC Course.					
Part of which Graduation Pathways ¹	<u>Regional</u> : Public Service					
Associated with Which Careers?	<u>4 Star</u> : Dispatcher					
Entry-Level Annual Salaries	\$22,300					
Industry-Based Certification Requirements: Students						
Standard / Curriculum	The course (40 hours minimum) is designed to train new employees unfamiliar with emergency communication centers, emergency telecommunication technology, interpersonal communication, legal issues, and job stress factors. See " ETC Certification Course " for details and course requirements.					
Testing Methodology	Paper?	Yes	Online?	No	Performance Exams / Tests?	No
Re-Testing (if available)	Re-Testing Procedures	Retest available; call to schedule a retest (see contact info below)			Max Attempts	2 opportunities
Testing Details (including any age requirements / accommodations)	A paper and pencil test is administered by a trained instructor at the end of the course. Tests are scored by the International Academies of Emergency Dispatch. ETC certification is available to those successfully completing the Academy's 40-hour (minimum) Emergency Telecommunicator Course and achieving a passing score (80%) on the certification examination. Certification is valid for two years. The ETC renewal process involves three steps.					
Industry-Based Certification Requirements: Teachers						
<i>Bulletin 746, Chapter 5: All Louisiana teachers providing instruction in a course that leads to an IBC must hold the certification that they're teaching students to attain.</i>						
Instructor Certification Requirements (by certifying agency)	<p>Prerequisite for the ETC Instructor certification include the completion of the International Academy of Emergency Dispatch (IAED) 40-hour Emergency Telecommunicator course and certification as an emergency Telecommunicator. An ETC Instructor (ETC-I) Certification course helps instructors to:</p> <ul style="list-style-type: none"> - Improve personal training skills and abilities - Become familiar with ETC course content - Understand ETC course standards - Recognize how to incorporate local policies - Learn International Academies of Emergency Dispatch processes - Gain certification for your students through IAED <p>The Emergency TeleCommunicator Course (ETC) Instructor Certification link provides more information about the training, prerequisites, materials, and the evaluation process. This training requires three 8-hour days.</p>					
Proctoring / Test Security (if any)	Instructor sends tests to the academy for scoring, and turnaround for notice of scoring is up to six weeks. The passing score for the exam is 80%.					

Certification Tracking					
Credentialing Documentation	A certificate and letter are sent to attendee/student. If student is a member, he/she can track certification(s) earned. With student permission, school can contact IAED (contact info below) for student credential status.				
Certification Tracking System	Online Tracking System?	Yes, if member	Details		
Other Details	Expiration Timeframe?	Credential expires after 2 years with an opportunity to take the next level class. Lapsed Certification Policy may be found here .			
Certification Costs / Funding Sources					
Cost Details	\$50/person				
Re-test / Refund Policies	After two failed retake tests, the student must pay to repeat the course and test.				
Funding Sources ²	CDF?	No	Perkins?	Yes	Alternative Source (other than General Funds)
For More Information					
Certifying Agency Contact Info	International Academies of Emergency Dispatch © 2016 IAED® - 110 South Regent Street, 8th Floor, Salt Lake City, Utah 84111 U.S.A. • (801) 359-6916 • Toll Free: (800) 960-6236 or (800) 363-9127 E-mail: info@emergencydispatch.org Recertification questions: recert@emergencydispatch.org				
LDE Contact	JumpStart@La.Gov				
Jump Start Regional Team Experts	Jody Purvis and Staci Polozola, Northshore Regional Team Jody.Purvis@lpsb.org Staci.Polozola@LPSB.org				

1 – This table may not include all the graduation pathways this credential appears in. Please check the [graduation pathway](#) you are working with if you have a question as to whether or not this credential is part of that pathway.

2 – CDF = [Career Development Fund](#)