Telecommunicator Online Course Catalog



VectorSolutions™ | FRONTLINE PUBLIC SAFETY | ACADIS®

Online Telecommunicator Course Catalog

Well-trained emergency telecommunicators are more effective, improving outcomes and reducing liability for both the individual and their agency. That's why Vector Solutions is proud to provide our emergency communications partners with a catalog of comprehensive online training courses purpose-built to meet their needs.

Created in partnership with industry experts, these courses can help agencies meet state-mandated annual continuing education in states with mandated training hours, help telecommunicators meet training requirements for required industry certifications, and supplement agency-defined training.

More than 10,000 agencies rely on Vector Solutions to improve their readiness goals with our Unified Agency Readiness Platform and achieve better outcomes with less time and effort.

Coming Soon to the Telecommunicator Catalog

- NG9-1-1 Fundamentals for Dispatchers
- Pregnancy and Childbirth Calls for Telecommunicators
- Recognizing and Managing Overdose Calls
- Recognizing Medical Emergencies Through Caller Descriptions
- Responding to Individuals with Alzheimer's Disease and Dementia
- Serving Callers with Access and Functional Needs

Courses in this section are still being developed, and titles, content, and availability are subject to change.

Explore More Essential Training for Telecommunicators



HR & Business Skills Online Course Catalog



Driver Training Online Course Catalog



OSHA & Compliance Online Course Catalog



Office Productivity Online Course Catalog

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BEHAVIORAL HEALTH & CRISIS RESPONSE

Course Title	Hours	Course Description
Crisis Call Processing for 911 Telecommunicators	1	Dispatchers are often the first point of contact for individuals experiencing a mental health crisis, including suicidal ideation or other urgent behavioral health concerns. Calls may come directly from the subject in crisis or from a concerned third party, such as a family member, friend, or partner. This interactive online course provides practical guidance on processing crisis calls, collecting critical information, coordinating appropriate resources, and using structured communication techniques to stabilize the situation while remaining within the telecommunicator's scope of practice.
Identifying and Understanding a Mental Health Crisis	1	It is essential for every officer to be knowledgeable about mental health issues, the symptoms of common mental health diagnoses, and how to interact with people exhibiting those symptoms. This interactive online course discusses mental health with an emphasis on information that patrol officers can use to recognize and identify individuals with mental health issues or those in a mental health crisis. This course reviews common mental health conditions, the symptoms of those conditions, and available resources. You will learn how to identify a person in a mental health crisis and understand the resources available for those with mental health issues.
Response to Mental Health Crisis Calls	1	Every officer needs to be knowledgeable about mental health issues, the symptoms of common mental health diagnoses, and how to interact with people exhibiting those symptoms, especially in times of crisis. This interactive online course discusses mental health crisis calls, focusing on information that patrol officers can use to recognize and identify individuals in a mental health crisis and how to effectively de-escalate and manage the situation. This course pays special attention to officer safety factors, scene safety, and de-escalation techniques for managing individuals in mental health crises. By the end of this course, you will be able to identify common stressors that may cause a mental health crisis, recognize the signs of a mental health crisis, employ de-escalation techniques, and understand the resources available for those with mental health issues.

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CALL HANDLING & CORE OPERATIONS

Course Title	Hours	Course Description
Active Listening Techniques for Telecommunicators	1	Active listening is a foundational communication skill that supports accurate information gathering, caller cooperation, and effective call control. This interactive online course focuses on practical active listening techniques used by 911 telecommunicators when interacting with callers, responders, and allied agencies. Participants will learn how to listen for critical details, recognize emotional cues, and use verbal responses that demonstrate understanding while keeping calls focused and efficient.
De-escalation Fundamentals for Calltaking and Dispatch	1	911 telecommunicators routinely interact with callers who are anxious, frustrated, fearful, or emotionally charged. This interactive online course focuses on communication strategies used to manage caller expectations and reduce escalation during emergency and non emergency calls. Participants will learn how to set realistic expectations, use language that promotes cooperation, and recognize early indicators of escalation. The course emphasizes verbal techniques that support caller safety, responder safety, and efficient call processing while remaining within the telecommunicator's role and authority.
Documentation Standards and Liability Awareness for 911 Telecommunicators	1	911 telecommunicators generate information across multiple communication platforms, including CAD entries, internal CAD messaging systems, radio transmissions, phone calls, recordings, and other digital tools. All of these may become part of an official record subject to criminal proceedings, civil litigation, internal investigation, or public records requests. This interactive online course examines documentation standards and liability awareness across systems and emphasizes that no work-related communication should be considered private. Participants will learn how accurate, objective, and professional communication protects responder safety, agency credibility, and individual accountability.
Foundations of Customer Service for 911 Professionals	1	911 telecommunicators serve as the critical first point of contact between the public and emergency services, where professional communication can mean the difference between chaos and coordinated response. Effective customer service in the 911 environment directly impacts caller outcomes, responder safety, and public trust in emergency services. This interactive online course will teach you essential customer service skills that form the foundation of effective emergency communications with callers, field responders, and partner agencies. Additionally, you will learn how to apply professional communication techniques under pressure while maintaining agency standards aligned with APCO, NENA, and IAED recommendations.

Course Title	Hours	Course Description
Situational Awareness for Calltakers and Dispatchers	1	Situational awareness is critical to effective decision making in the 911 center. This interactive online course explores how telecommunicators develop, maintain, and apply situational awareness during dynamic and evolving incidents. Participants will learn how awareness of people, information, and environmental factors supports communication, prioritization, and safety. Emphasis is placed on cognitive awareness rather than tactical response, reinforcing the telecommunicator's unique role in the public safety system.

FIRE & EMS CALL PROCESSING

Course Title	Hours	Course Description
Carbon Monoxide	1	Carbon monoxide is one of the most common hazards fire fighters face on the job. Fire fighters may find harmful concentrations as they go about their daily work responding to alarms in homes and businesses, motor vehicle accidents in tunnels and, of course, structure fires. They are even exposed to it daily in quarters, though today it's rare to find harmful levels of carbon monoxide in properly ventilated apparatus bays. This course will increase fire fighter's awareness of carbon monoxide and its dangers.
Cardiac Emergency Response for Telecommunicators (TCPR)	2	As a telecommunicator, you serve as the critical first link in the chain of survival for individuals experiencing out-of-hospital cardiac arrest, where immediate, high-quality CPR instruction can mean the difference between life and death. Research consistently demonstrates that telecommunicator-guided CPR significantly improves survival rates for cardiac arrest victims, making your communication skills a vital medical intervention that directly impacts community health outcomes. This interactive online course will teach you to recognize out-of-hospital cardiac arrest through systematic assessment protocols, overcome communication barriers during crisis situations, and deliver clear, effective CPR instructions that enable untrained callers to perform life-saving interventions. Additionally, you will learn to manage special circumstances such as pediatric emergencies and trauma-related cardiac arrest, integrate automated external defibrillator use when available, and coordinate seamlessly with emergency medical services to ensure continuous, high-quality care from first contact through professional medical intervention.
CPR Academic	1	Are you ready to respond effectively in a cardiac emergency? As a potential first responder, your ability to recognize and react to cardiac arrest can mean the difference between life and death for someone in crisis. This interactive online course is designed to help you understand the essential skills of cardiopulmonary resuscitation (CPR), including how to perform chest compressions, deliver rescue breaths, and use automated external defibrillators (AEDs) for adults, children, and infants. You will learn the complete chain of survival, proper techniques for different age groups, and critical best practices that align with the American Heart Association's latest guidelines, empowering you with the knowledge needed to act confidently and effectively during a cardiac emergency.
Electric and Alternative Fuel Vehicles for First Responders	1	Both electric and alternative fuel vehicles have seen exponential growth in sales over the past few years. Many people around the nation are investing in these modes of transportation for a variety of reasons. Between 2013 and 2017, sales of electric vehicles saw a 641 percent increase in sales. Today's electric and alternative fuel vehicles come in wide range of sizes from small cars and pickup trucks to SUVs, large buses, garbage trucks, and semi-trucks.

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Fire Alarm Systems	1	This course will provide a comprehensive overview of fire alarm systems. This course will be divided into four general categories. First, the basic justification for alarm systems from both the perspective of building occupants and owners. Second, how alarms give firefighters an advantage. Third, the fundamental configuration of systems will be reviewed, including information on how they are designed and the system controls. Additionally, the components which make up the system will be examined. Finally, recommendations on how fire departments may wish to develop their standard operating guidelines for responding to fire alarms will be reviewed.
NFPA 1010 Fire Department Communications	1	Communication supports every activity of the fire service. Effective communication is critical to fulfilling mission objectives. This course focuses on the various aspects pertaining to communication within the fire service. Beginning with a discussion of the importance of a communications plan and the functions of various communications hardware components, the course incorporates topics such as the communicative roles and responsibilities of personnel, and communications at the fireground. Information about recordkeeping and interfacing with public agencies and media supports the importance of a communications plan that drives best practices. The subject of communications is always evolving. As such, case studies will allow you to fully appreciate the pace at which communications are expanding, maturing, becoming more complex, and why a firefighter must understand their influences upon the profession as a whole. The course aims to impress upon you the importance of effective communication and enhance your communicative ability.
NFPA 1010 Fire Detection, Alarm, and Suppression Systems	1	Fire protection systems serve as a vital first defense against structural fires, safeguarding lives and property while buying critical time for firefighters to arrive and act. Fire sprinklers, smoke detectors, and related systems significantly reduce fire-related fatalities and damages, yet requirements for these systems, particularly in residential construction, vary widely across the country. Firefighters must understand these systems to maximize their effectiveness during fire responses and advocate for their adoption in the community. This interactive online course covers fire detection, alarm systems, sprinkler and standpipe systems, and the responsibilities of firefighters when responding to alarm activations.

HEALTH, WELLNESS & RESILIENCE

Course Title	Hours	Course Description
Critical Incident Stress Management	1	The purpose of this course is to define Critical Incident Stress Management (CISM) and the importance for police departments to have tools to assist officers who are involved with critical incidents. This course will also describe components of a CISM Program and how to recognize signs and symptoms that officers may experience both short-term and long-term.
Health and Wellness in Public Safety	1	This interactive online course explores the physical and mental health challenges faced by emergency personnel and provides strategies to improve overall well-being. You will examine the impact of stress, poor nutrition, shift work, and other risk factors on long-term health and learn practical approaches to fitness, nutrition, and stress management. The course also covers critical-incident stress, emotional wellness, and recognizing signs of substance misuse. By implementing these strategies, public safety personnel can enhance their longevity, resilience, and overall quality of life.
Physiological Response to Stress	1	This course will define stress and its causes for law enforcement officers. Specifically, it will focus on the physiological response caused by prolonged stress in today's difficult environment, as well as the stress response that occurs during a high-stress event. It will also present suggestions that can be implemented by individuals or departments to help officers deal with stress, so they can continue to work effectively and compassionately to protect and serve their communities.
Preventing Compassion Fatigue and Burnout in Dispatch	1	As a 911 telecommunicator, you are exposed to unique psychological stressors that can lead to compassion fatigue and burnout, including repeated exposure to human trauma, emotional exhaustion from caring for others in distress, and the cumulative impact of handling life-and-death situations daily. These conditions can significantly impact your job performance, personal relationships, and long-term career sustainability if left unaddressed. This interactive online course will teach you to define and differentiate compassion fatigue and burnout in dispatch operations, identify early warning signs and contributing factors, and apply effective recovery strategies after traumatic calls. Additionally, you will learn to utilize organizational supports such as peer groups, CISM, and EAP services, integrate proactive life balance and self-reflection practices, and develop a personalized sustainability plan for long-term career resilience in emergency communications.

Course Title	Hours	Course Description
Shift Work Survival for Public Safety Dispatchers	1	As a 911 telecommunicator, you face unique physiological challenges from nontraditional work schedules that can lead to circadian rhythm disruption, chronic fatigue, and cognitive performance impairment equivalent to legal intoxication during critical hours. These shift work-related stressors significantly impact your alertness, decision-making abilities, and overall health while potentially compromising your effectiveness in handling life-and-death emergency communications. This interactive online course will teach you how shift work affects your circadian rhythms and cognitive function, help you identify risks associated with rotating schedules and mandatory overtime, and provide practical sleep hygiene strategies tailored specifically for shift workers. Additionally, you will learn to recognize early signs of fatigue and its operational impact, implement effective approaches to balancing shift work with family and social life, and develop a sustainable personal management plan for long-term career success in emergency communications.
Stress Management for Public Safety Dispatchers	1	As a 911 telecommunicator, you serve as the critical first link in emergency response, handling life-and-death situations that expose you to unique psychological stressors including trauma exposure, high-pressure decision-making, and the invisible first responder effect. These stressors can lead to acute stress reactions, cumulative trauma, compassion fatigue, and burnout if not properly managed. This interactive online course will teach you to identify dispatcher-specific stress triggers, differentiate between types of occupational stress, and apply Critical Incident Stress Management principles for post-event recovery. Additionally, you will learn to utilize peer support and Employee Assistance Programs, develop effective communication strategies with family and friends about occupational stress, and implement practical techniques for maintaining life balance and personal resilience throughout your emergency communications career.

HIGH-ACUITY, LOW-OCCURRENCE (HALO)

Course Title	Hours	Course Description
Active Shooter Preparation and Response	2	On April 20, 1999, two students at Columbine High School located in Columbine, Colorado, committed one of the worst mass killings in the history of the United States. The students, later identified as Eric Harris and Dylan Klebold, killed twelve students, one teacher, and wounded twenty-one others. At the time, the Columbine massacre was the deadliest high school shooting in United States History. Harris and Klebold fired over 180 rounds and detonated multiple homemade bombs during the shooting spree. Columbine may be the initial incident to change law enforcement response to a mass killing in progress but, with every mass killing, law enforcement agencies continue to work on prevention and preparation for potential future incidents.
Domestic and Homegrown Violent Extremism Awareness	1	Violent extremism poses a significant threat to the safety and security of the United States, involving both domestic and homegrown violent extremists. These groups recruit individuals to carry out attacks on U.S. citizens and interests, both domestically and abroad. Extremists can be U.S.-born citizens or individuals legally residing in the country, living in proximity to the communities they target. Awareness of these groups, identifying suspicious behavior, and fostering collaboration between citizens and law enforcement are critical to countering their activities. However, law enforcement must balance these efforts with the protection of civil rights. This interactive online course explores the nature of domestic and homegrown violent extremism, offering strategies to identify, prevent, and respond to these threats through community engagement and lawful practices.
Missing or Abducted Persons Protocols for Dispatchers	1	Dispatchers play a critical role in the response to missing or abducted persons. Accurate, timely, and standardized handling of calls can directly affect the outcome. This interactive online course provides a step-by-step guide to processing initial calls, entering information into NCIC and state databases, issuing statewide alerts such as AMBER or SILVER, and communicating actionable information to officers, other agencies, and the public. Participants will learn to follow established protocols while remaining within the scope of the telecommunicator's responsibilities.

Course Title	Hours	Course Description
Missing Persons - Initiating an AMBER or Silver Alert	1	A missing person case is among the most urgent investigations you may encounter. This interactive online course focuses on the critical and time-sensitive nature of investigating missing person incidents, particularly those involving AMBER and Silver Alerts. Understanding the criteria for issuing AMBER and Silver Alerts, along with the procedures for gathering and processing necessary information, is essential for an effective response. The course covers the background and development of AMBER and Silver Alerts, the populations most likely to require them, and the investigative steps involved in such cases. Participants will also learn how to navigate the National Crime Information Center (NCIC) process, including the entry and release of alerts, as well as additional methods for notifying the public and other agencies.
NFPA 3000: Standard for Preparedness and Response to Active Shooter and/or Hostile Events	1.5	This course is for suitable for all levels of first responders, firefighters, and paramedics, and emergency medical technicians at the basic and intermediate levels. There is not a one-size-fits-all approach in regard to how a given jurisdiction handles an active shooter event. This in-depth course incorporates the National Fire Protection Association's NFPA 3000™ (PS) Standard for an Active Shooter/Hostile Event Response (ASHER) Program standard, along with other recommended practices from law enforcement, fire rescue, and emergency medical service (EMS) resources, echoing the NFPA® statement on equivalency. The course conveys multiple aspects to an ASHER Program. These range from preparedness and training to response expectations, on-scene actions, and incident command and community recovery. Because each community is unique and has varied resources and institutional beliefs that ultimately will be a prime motivating factor in the breadth and depth of the response and action by its first responders, this course will convey the national optic on the subject and tie it together with evidenced-based findings. To that end, throughout this course, you will find data sets that have been compiled by the nations law enforcement agencies during active shooter events and mass killings, the lessons learned by fire rescue and EMS providers during the events, and what best practices can be created that may provide immediate and tangible lifesaving interventions to the victims of Criminal Mass Casualty Incidents.

LAW ENFORCEMENT CALL PROCESSING

Course Title	Hours	Course Description
Domestic Violence	1	Severe physical violence has been used by an intimate partner against one in four women in the United States. Domestic violence is a significant problem in society and presents a unique set of challenges to law enforcement. Abusers can be threatening and unpredictable at the scene. Officers need to protect the victim, any children, and themselves. To do so they need to understand the unique factors that contribute to domestic violence and the psychological and emotional influences that impact behavior in such incidents. This course provides a general overview of domestic violence. Topics covered include understanding the psychologies of abusers and victims, breaking the cycle of violence, and identifying crimes commonly associated with domestic violence. Discussion also focuses on scene safety, conducting the on-scene investigation, criteria to determine whether to make an arrest, and strategies for protecting the victim.
Human Trafficking Basics for First Responders	1	Human trafficking is one of the world's most appalling crimes against our social and moralistic beliefs, and it continues to degrade our society as it persists and spreads. In this course, we seek to discuss and analyze the topic of human trafficking and how you, the first responder, can assist in identifying and investigating such incidents.
Understanding Hate Crimes	1	The economic and political climates in the United States have historically contributed to a rise in violent activity by extremist groups and an increase in hate crimes. Hate crimes target individuals based on race, gender, religion, sexuality, or political affiliations, while extremist groups often carry out violent attacks against government entities and law enforcement officers. This interactive online course aims to equip law enforcement officers with the knowledge to understand extremist ideologies, recognize signs of extremist activities, and respond appropriately to hate crimes.

LEGAL, ETHICS & PROFESSIONAL STANDARDS

Course Title	Hours	Course Description
Ethics and Professional Responsibility for Public Safety Telecommunicators	1	Ethical conduct is foundational to public trust, operational integrity, and effective emergency communications. This interactive online course examines ethical responsibilities unique to 911 telecommunicators, including confidentiality, impartiality, professionalism, and responsible use of sensitive information. Participants will explore common ethical dilemmas encountered in the communications center and apply structured decision making strategies to real world scenarios. The course reinforces national standards and professional expectations while emphasizing personal accountability and organizational integrity.
Legal Risk and Duty of Care in the 911 Center	1	911 telecommunicators operate within a legal framework that defines duty, standard of care, and liability. While documentation and ethics play a role in risk exposure, many legal cases stem from operational decisions such as delayed dispatch, failure to follow protocol, improper call prioritization, or breakdowns in communication. This interactive online course examines common legal pitfalls in calltaking and dispatch operations and explains how negligence claims, civil liability, and administrative actions may arise. Participants will learn how adherence to protocol, sound decision making, and awareness of duty of care reduce legal exposure.
Misuse of Electronic Databases	1	Law enforcement and dispatch personnel are subject to disciplinary action, criminal prosecution, and civil liability due to misuse of electronic databases containing sensitive criminal justice information. Many database violations occur when officers, dispatchers, and other personnel access information out of curiosity or to help friends and family, not realizing these actions constitute serious policy and legal violations. This interactive online course will teach you how to distinguish between authorized and unauthorized access to Records Management Systems (RMS) and National Crime Information Center (NCIC) databases based on official duty requirements. Additionally, you will learn the “need to know” principle for database access, recognize types of Criminal Justice Information protected under federal security policies, and understand the full range of consequences from administrative penalties to criminal sanctions. You will also learn best practices for database security, proper audit trail documentation, and ethical decision-making frameworks to protect individual privacy rights while maintaining public trust.

SPECIAL POPULATIONS & COMMUNITY INTERACTION

Course Title	Hours	Course Description
Cultural Competency in Law Enforcement	1	Cultural competency is defined as the ability to understand, appreciate, and interact with people of different cultures or belief systems from one's own. It is not a matter of if, but when, you will need to engage a citizen with a different culture or belief system. Through diversity, you can integrate your strength of experience, skills, perspectives, and understanding into progress. This can lead to more efficient communication with the citizens you serve. The purpose of this online course is to open discussion on this vital topic and to aid you in increasing your own awareness and understanding of the multiple and diverse cultures that our country is made up of.
Interactions with Individuals with Disabilities	1	People with disabilities may move, behave, or speak differently from what first responders may expect. This can result in first responders assuming that the person is intoxicated or uncooperative instead of considering if they may have a disability. This interactive online course will provide you with effective methods of engaging with individuals who have intellectual and/or developmental disabilities during emergency response situations. Addressing various disabilities such as autism spectrum disorder, ADHD, Down syndrome, and fetal alcohol spectrum disorder, this course offers insights into recognizing signs, understanding behaviors, and employing specialized approaches for these individuals. You will learn to navigate potential communication barriers, assess situations calmly, and tactically reposition yourself to ensure a non-threatening and appropriate response, enhancing your ability to serve the diverse needs of individuals with disabilities.
Understanding Autism Spectrum Disorder for First Responders	1	In the US, it is estimated that 1 in 36 children have autism and 1 in 45 adults have autism. This interactive online course is designed to equip first responders with crucial insights into Autism Spectrum Disorder (ASD) to facilitate safer and more effective interactions. The course focuses on identifying ASD traits, understanding associated mental and physical issues that may coexist, and addressing potential difficulties in communication and behavior. It provides tools and approaches to navigate encounters with individuals with ASD in various public safety roles. You will learn how to recognize signs of ASD, approach situations calmly, and tactically reposition yourself to ensure appropriate and non-threatening interactions, ultimately enhancing your ability to assist and support individuals with ASD in emergency situations.

