

NEWS RELEASE

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CPTC Establishes Academy to Train Professionals to Respond to 9-1-1 Calls

Lakewood: Clover Park is accepting registrations for the first on-line program to be offered through its newly established 9-1-1 Academy.

The Level One Emergency Communications Professional program is the only on-line program in the United States and Canada that prepares individuals to become certified in using emergency telephone and dispatch systems to respond to fire, police and medical 9-1-1 calls. Instructor Sue Pivetta said there is a shortage of pre-employment trained 9-1-1 professionals in the United States and Canada.

Graduates of the level one program will be educated to field 9-1-1 calls; they also will be trained in nine other key areas, including dispatching, crisis intervention, stress management and customer service. Pivetta developed the curriculum and training text for the self-paced course. In addition to students who wish to enter the profession, the training course and certification are open to 'working professionals' who wish to expand or confirm their professional knowledge through national certification.

New students can start the program the first Monday of each month. Assignments include responding to tapes of actual 9-1-1 emergency calls dealing with scenarios such as heart attack victims and injured children. Those who complete the 75-hour program will be eligible for National Emergency Communicators Certification (NECC) offered through a national coalition of 9-1-1 trainers and college educators. Pivetta helped developed the NECC certification examination.

Pivetta indicated employers who hire emergency communicators include communications centers in law enforcement agencies, fire departments, support services, military communication operations and business and industry. There also are an increasing number of opportunities in telematics--providing emergency communication services to motorists and other travelers.

For more information about the program, call (253) 589-6076, click on the distance-learning link on the CPTC web page, www.cptc.edu. or visit www.911certification.org.

Clover Park offers 51 career-training programs and 34 certification programs in the areas of business, computer technology, natural resources, manufacturing, communications and transportation. The college also provides certification, personal enrichment and continuing education classes through its Center for Economic Development.