

Q. Why Simulation and Why 911 Reality?

A. Simulation is practice - which is a necessary component of adult learning - so says the NFPA.

Ever wondered why every profession uses simulation except Emergency Communications? PD use the firing range, EMS pokes rubber dummies, Fire burns down garages. The NFPA has recognized the need for changing that in Comm Center training. NFPA 1061 Training Standards.

C.1.2 Elements National Fire Handbook for Training Telecommunicators.

“Many visualize the procedure of placing a new employee with an experienced worker and allowing the new employee to watch over his or her shoulder to learn the job. Under these conditions, the process has only limited success at best. Often it leaves the employer and employee dissatisfied with the outcome.

The employee feels apprehension from being overwhelmed with too many sensory stimuli of new duties and new people. It is a human characteristic to attempt to absorb the new environment, but it can be distracting from the task at hand. He or she might also feel apprehension about taking too long to become “productive.”

With 9-1-1 Reality Simulation your trainees are ‘productive’ the moment they sit down to take calls on the system. They can handle multiple calls, dispatch on the radio and fill out a generic CAD Card. This Generic CAD Card is essential to understanding the future complexity of CAD. This allows for safe step by step learning – retains the trainee longer and allows for more evaluation of necessary future skills. The work of training is made easier and learning is quicker and more efficient with simulation.