NCDIT NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY

North Carolina 911 Board

APPROVED TRAINING CLASSES LIST

ELIGIBLE 911 FEE EXPENDITURES

THE FOLLOWING TRAINING COURSES ARE 911 FUND ELIGIBLE FOR PRIMARY PSAPS AND FOR SECONDARY PSAPS (AS APPROVED BY THE NORTH CAROLINA 911 BOARD ON JULY 26, 2024)

AUTHORITY:

N.C.G.S. §143B-1406(d)(3): Expenditures for in-State training of 911 personnel regarding the maintenance and operation of the 911 system. Allowable training expenses include the cost of transportation, lodging, instructors, certifications, improvement programs, quality assurance training, training associated with call taking, and emergency medical, fire, or law enforcement procedures, and training specific to managing a PSAP or supervising PSAP staff. Training outside the State is not an eligible expenditure unless the training is unavailable in the State or the PSAP documents that the training costs are less if received out-of-state. Training specific to the receipt of 911 calls is allowed only for intake and related call taking quality assurance and improvement. Instructor certification costs and course required prerequisites, including physicals, psychological exams, and drug testing, are not allowable expenditures.

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TRAINING COURSE PROCEDURE:

- 911 funding is allowed for individual class registration for maintenance and operation of the 911 system and specific 911 intake and related call taking training, managing of a PSAP and supervising PSAP staff.

- For the training courses listed on this document all forms of instructional delivery are eligible (in-person, online, and hybrid).

- For any eligible certification, required testing and recertification are eligible.

- For in-state and out-of-state training travel eligibility and the procedure for requesting out-of-state training, refer to the Approved Use of Funds List.

- Course Consideration Process - To request a course for Emergency Telephone System Fund (ETSF) approval consideration, the PSAP shall provide the course curriculum, including course objectives and intended audience. A vendor cannot submit a course

for the PSAP. A course flyer cannot be submitted in place of a course curriculum. This information should be emailed to PSAPEligibilityRequest@nc.gov

CURRENT ETSF ELIGIBLE CLASSES:

911 Training Institute

- Building Mentally Tough Teams
- Call Mastery Course #1: Certified Emergency Mental Health Dispatcher
- Call Mastery Course #2 – Building 911 Life Bridges to Suicide Callers
- Call Mastery Course #3 – Comprehensive Crisis Call Management
- Call Mastery Course #5 – Peak Performance in Managing Domestic Violence
- Still Standing: Coping, Connection, and Compassionate Leadership
- Still Standing: Practical Strategies for Coping, Connection and Emotional Survival

American Heart Association

- Resuscitation Quality Improvement (RQI) Telecommunicator CPR Program

American Emergency Preparedness (AEP)

- Active Attacker
- Building Your Liability Shield
- Communications Training Officer Workshop
- Complacency and Critical Thinking
- Crisis Communications
- Customer Service
- Domestic and Family Violence
- Fire Communications
- Homeland Security

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Association of Public Safety Communications Officials (APCO)

- Active Shooter Incidents
- Certified Public Safety Executive (CPE) Program
- Communications Center Manager
- Communications Center Supervisor
- Communications Training Officer
- Comprehensive Quality
- Crisis Negotiations for Telecommunicators
- Cybersecurity Fundamentals for the ECC
- Customer Service
- Disaster Operations in the Comm Center
- Emergency Medical Dispatch Certification

- Emergency Medical Dispatch Reciprocity Course
- Emergency Medical Dispatch Manager
- Fire Services Communications
- Tactical Dispatch
- Illuminations Con Ed Training Program Subscription
- Illuminations CDE Programs for CTO Subscription
- Law Enforcement Communications
- PSC Staffing & Employee Retention
- Public Safety Telecommunicator 1
- Registered Public Safety Leadership (RPL) Course
- Surviving Stress

Boulder Crest Foundation

- Struggle Well (1-, 2-, 5-Day Training)

Calibre Press

- Women In Command

Crisis Intervention Team (CIT) International

- CIT Support Training for 911

Denise Amber Lee Foundation

- A Victim's Plea, Meeting Expectations
- Best Practices of a Successful Communications Training Officer
- Center Supervisor

Equature Apprentice

- Performance Suite - Elite Package and Mentor Package (Submit for eligibility, some courses are not eligible)

FBI-LEEDA

- Supervisor Leadership Training

Fitch and Associates/ partnership with International Academy of Emergency Dispatch (IAED)

- Communications Center Manager Course

Individual Instructors

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- Brett Renfrow – Emergency Fire Continuing Education

Kim Turner, LLC

- Handling the Rising Tide of Suicide

LevelUp 911

- Deadly Calls and Fatal Encounters

National Center for Missing and Exploited Children

- Missing Child Seminar for Chief Executives
- Telecommunicator Best Practices for Missing and Abducted Children (TELMAC) – offered by National Criminal Justice Training Center of Fox Valey Technical College

National Emergency Communications Institute (NECI) 911

- Basic Telecommunicator Certification
- Bomb Threat Calls
- Communications Training Officer Certification
- Crimes in Progress Calls
- Domestic Violence Calls
- Emergency Medical Dispatcher National Certification
- Fire Dispatcher National Certification
- HazMat Calls
- Liability and Legal Issues in 911
- Stress Management
- Suicide Calls
- TDD Calls

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National Emergency Number Association (NENA)

- 9-1-1 Center Consolidation
- 9-1-1 Center Supervisor Program
- 9-1-1 Customer Service
- Addressing For NG911
- Advanced Fire Dispatching
- Advanced Police Dispatching
- Built to Last: Foundation of Wellness
- Center Manager Certification Program
- Center Training Officer Program

- Comm Center Staffing Workshop
- Disaster Planning for the PSAP
- Emergency Number Professional Certification (recertification, testing, and training materials are included)
- Enhanced Caller Management
- Leadership in the 911 Center
- Liability Issues in the PSAP
- Preventing Telecommunicator Tunnel Vision
- PSAP Design
- Quality Assurance: Achieving QA/QI in the PSAP
- Recruit, Hire, Retain and Promote for Success
- SOP Development: Refining and Enhancing Your 911 Center
- Tactical Dispatch: Advance Tactics
- Tactical Dispatch: Creating a Program
- Telecommunicator Core Competencies

N.C. Sheriffs' Education and Training Standards Commission

- Annual Continuing Education Program
- Critical Incident Stress
- First Line Supervision
- Handling Suicidal Callers
- Telecommunicator Certification
- Telecommunicator Supervisor Training

On Scene First

- Saving Lives on Both Sides of the Call

Police Legal Sciences

- Dispatch Pro Online

PowerPhone

- 911 Liability
- 911 Supervision
- Active Shooting Response
- Call Assessment Certification
- Continuing Education Subscription
- Crisis Communications
- Disasters and the Dispatch
- Domestic Violence Intervention
- Emergency Medical Dispatch

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- Fire Service Dispatch
- Homeland Security for Telecommunictors
- Hostage Negotiations
- Law Enforcement Dispatch
- Non-Emergency Call Handling
- Protecting Law Enforcement Responders
- Public Safety Telecommunicator Certification
- Stress Identification and Management
- The End of the Line: Your Role in Suicide Intervention

Priority Dispatch Corporation/International Academy of Emergency Dispatch (IAED)

- Active Assailant Incidents
- AI Skills Lab Telecommunicator: ProQA Call Taking for EMD, EFD, EPD
- Aqua Software for EMD, EFD and EPD
- College of Dispatch LMS
- Con-Ed Articles/Journal of Emergency Dispatch
- Emergency Fire Dispatch (EFD) Certification
- Emergency Medical Dispatch (EMD) Certification
- Emergency Medical Dispatch Mentor
- Emergency Mental Health Certification
- Emergency Police Dispatch (EPD) Certification
- Emergency Telecommunicator Certification (ETC)
- High Performance EMD Course
- Online Universal Telecommunications Essentials Course (OUTEC)
- ProQA Software for EMD, EFD, and EPD
- Quality Assurance/Improvement (Q) Certification
- Refresher classes for EMD, EFD and EPD
- System Admin Training for Fire, Medical and Police

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Profile Evaluations (PEI-911)

- Active Assailant
- Basic Telecommunicator Training
- Bring It On! Surviving and Succeeding in this Crazy, Wonderful Profession
- Building for Excellence: Management & Leadership Tools
- Challenging Callers
- Communications Center Liability
- Communications Training Officer
- Crimes in Progress
- Cultural Diversity – Ripped from the Headlines
- Customer Service
- Domestic Violence
- Hiring Right for 911

- Stress: It's All in Your Head
- Suicide Intervention

Public Safety Group

- 9-1-1: Hacked, Attacked, and Where's That
- Active Assailant
- Advanced Law Enforcement
- Basic Telecommunicator (40-hour seminar)
- Communications Center Liability
- Communications Supervisor
- Communications Training Officer
- Crimes in Progress
- Crisis Intervention
- Critical Incident Stress
- Cultural Diversity – Ripped from the Headlines
- Customer Service
- Domestic Abuse
- Fire Communications
- Hostage Negotiations
- Lead, Follow, or Get Out of the Way
- Lessons Learned from the Denise Amber Lee Case
- Stress: It's All in Your Head
- Suicide Intervention
- Terrorism and the Telecommunicator
- TTY Training

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RAK Academy

- The Advanced CTO: How to Go from Good to Great
- Dispatch Response to Active Killers

Success Communications

- 40 Hour Advanced Dispatch School
- 40 Hour Beginning Dispatch School
- 9-1-1 Liability
- Burnout – How to Survive
- Child Callers
- Customer Service
- Domestic Violence
- Homeland Security: The Telecommunicator's Role
- Leadership I: Becoming a Great Supervisor
- Leadership II: The Professional Supervisor

- Leadership III: The Professional Supervisor – Advanced
- Leadership IV: Coaching, Counseling and Discipline
- Stress Management
- Suicide Callers
- Train the Trainer

The Healthy Dispatcher

- Sustaining a Customer Service Center Culture
- Diffusing Comm Center Conflict
- Essential Supervision: How to be the Leader Your Center Needs
- Emotional Intelligent Comm Center
- Communicating Discipline

ThisGen

- AI Call Simulation and QA Training Platform

Training 911 Heroes

- Telecommunicator Training Bundle Subscription (Submit for eligibility, some courses are not eligible)

Within the Trenches

- Keep Broadcasting Your Message

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APPROVED TRAINING CLASSES ELIGIBILITY LIST REVISIONS

September 17, 2026

May 26, 2026

April 25, 2025

February 28, 2025

December 6, 2024

July 26, 2024

September 2022

April 2021

September 2020

August 2020

November 2019

November 2018

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