

Update on Online Training for Telecommunicators



VIRTUAL ACADEMY®

9-1-1

Because...You Deserve More

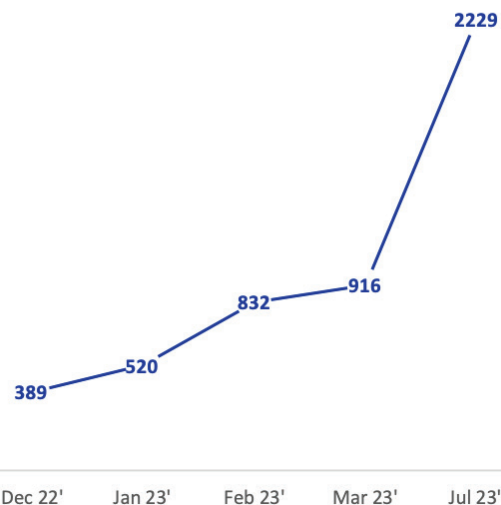
Since its launch date in June 28, 2022, the Missouri 9-1-1 Board delivered an impressive 2,248 hours of content through Virtual Academy to 9-1-1 Professionals and has over 1,335 registrants and 78 Emergency Communications Centers (ECC) on the Training Management System. Since its launch date in 2022, Virtual Academy has provided 1,858 courses to telecommunicators across the state. The Missouri 911 Service Board's engagement with Virtual Academy gives MO ECC's the ability to provide training to every 9-1-1 professional in the state at no charge to the ECC.

Another benefit of providing quality training is the ability to support centers that may not have the available personnel to backfill positions in order to send employees to in-person training. The ability to attend in-person training is difficult due to the staffing shortages in ECC's. Additionally, ECC's across the state report a vacancy rate among telecommunicator positions at approximately 25%

In addition to a robust 9-1-1 Training catalog, Virtual Academy offers training solutions such as; immediate access to all ECC's through a Communications platform, 24/7 partner tech support for all admin and users, Certification Management Tracking, a Custom Course Creation Wizard, Reporting Tools that tracks all internal and external training by user, course, timeframe, and policies, an Assessment Bank allowing the creation of online custom courses and on-site training, Policy Management, and a Resource Center to house all documents, SOP's, agency-specific forms, and links to frequently accessed sites.

New content with Virtual Academy is based on the national standards set forth by the National Emergency Number Association. Virtual content that is developed to help meet this requirement is of direct benefit to local jurisdictions, both in salary and training time.

MO 911 SERVICE BOARD VIRTUAL ACADEMY
CONTENT HOURS DELIVERED



Contact us for more information!

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