



Washington State 911 Public Safety Telecommunicator Training Program Application Packet

This application is intended for agencies that would like to submit their training program for consideration as a certified training program, with the ability to certify 911 telecommunicators. The packet shall include the following:

- An overview and description of the training program
- Training curriculum materials and methods
- The knowledge test that aligns with state certification requirements but tailored to this agency's needs.
- Competency mapping of topics connecting to the requirements for certification according to the Certification Handbook syllabus located [here](#).

Should additional information be required to determine whether the program is certified, the evaluation panel requests that agencies respond quickly to provide additional supportive documentation, answer questions, or provide other necessary information.

Please make sure you additionally include a Letter of Intent on your agency letterhead with your application packet submission.

Acknowledgement and Certification

I, _____ affirm that the program complies with state requirements and that all information provided is accurate.

Training Coordinator Signature: _____ Date _____

Submission Information

Please submit the completed packet via email to mil-911training@mil.wa.gov Please include “[name of agency] Training Program Application Packet” in the subject line. For questions, contact Suzie.biscarret@mil.wa.gov or Katrina.rahier@mil.wa.gov.



Overview and Description:

Use this field to briefly describe how your agency training program is tailored to address the specific operational needs and community safety priorities of your jurisdiction while adhering to the core competencies required by Washington State certification standards. Include key components of the program and a brief mention of any unique features or enhancements relevant to the program’s goals.

Training Program Target Audience and Discipline:

Please note that if you train call receiving and dispatching separately, each training curriculum should be submitted separately for consideration as a certified program. The only exception is for agencies that train call receiving and dispatch at the same time, and therefore have a blended curriculum that addresses both.

Call Receiver Dispatcher Both Call Receiver and Dispatcher

Please check the associated disciplines this training program covers.

Law only Fire/EMS only Law, Fire and EMS

Program Structure and Duration:

Briefly describe the duration and general structure of your program, e.g. phased, academic vs. OJT on the operations floor, one-on-one, training model, etc.



Curriculum and Lesson Plans:

Provide a breakdown of the training program, including:

- Modules or Sections: Topics covered, such as call handling, dispatch protocols, crisis intervention, health and wellness, Policy/Procedures, technology, etc.
- Learning Objectives: For each section or module topic, list the specific skills or knowledge trainees will gain
- Instructional Methods: Description of how the material will be delivered (e.g., classroom, online, hands-on, etc.)
- Assessment tools: describe when or how quizzes, tests, or evaluations are used to measure trainee progress. Ensure you include a copy of your final certification test(s) for review.

Include these as attachments to your application.

Training Materials:

Include examples of materials used during training, such as:

- Handouts, guides, or student manuals
- Multi-media resources (videos, audios, PowerPoint)
- Scripts or scenarios for practical exercises.

Include these as attachments to your application.

Instructor Qualifications:

- Instructor Bios: Summaries of the qualifications, certifications, and relevant experience of CTO and/or program instructors.
- CTO and/or Instructor Certifications: copies of certificates or licenses relevant to the training.

Include these as attachments to your application.

Program Alignment with State Standards

- Competency mapping: narrative or spreadsheet demonstrating how the program aligns with Washington State's certification standards and core competencies according to the Certification Handbook.

Include this as an attachment to your application.

Program Evaluation and Quality Assurance

- Evaluation Process: Use this field to describe how the program's effectiveness will be measured (e.g., feedback surveys, performance reviews).



- Quality Assurance Plan: Use this field to describe steps to regularly review and update the program to maintain compliance with state standards.

Supporting Documentation that may be included

- Agency policies related to training and certification
- Sample trainee records or certificates of completion
- Any prior approvals or endorsements from other governing bodies or organizations (if applicable).

Please note that for any of the above comment fields, you may attach supporting documentation as necessary.



Washington State 911 Public Safety Telecommunicator Application Packet Checklist

Purpose: Please utilize this quick checklist as a helpful tool to ensure that all elements are included in the packet for review.

Training Program:

- Overview and Description

- Target Audience and Discipline

- Program Structure and Duration

- Curriculum and Lesson Plans

 - Modules or Sections

 - Learning Objectives

 - Instructional Methods

 - Assessment tools

 - Final certification test

- Training Materials

 - Handouts, guides, or manuals

 - Multi-medial resources (videos, audios, slide shows)

 - Scripts or scenarios for practical exercises.

- Instructor Qualifications

 - Instructor Bios

 - Instructor Certifications

- Program Alignment with State Standards (See appendix B in Certification Handbook)

 - Competency mapping: please include a completed Appendix B to demonstrate where in the training program each competency is addressed

- Program Evaluation and Quality Assurance

 - Evaluation Process

 - Quality Assurance Plan

- Supporting Documentation

 - Agency policies

 - Sample trainee records

 - Any prior approvals or endorsements