

# 9-1-1 Training Grant Tiers

## Completion Requirement

Training grant applicants must review the information below to identify which 'Training Tier' their PSAP falls within to ensure that telecommunicators have foundational knowledge before advancing to more specialized and advanced courses. PSAP's must complete each tier before being considered for the next higher-level tier for grant funding.

## Special Request Training Opportunities

The OK 911 Management Authority may also consider grant requests for advanced training opportunities offered regionally to multiple PSAPs or training that is being requested in response to a major incident in an area. This recognizes the importance of tailoring responses to the unique needs and challenges faced by different PSAPs across the state. Please contact the Grants Officer at 405.521.3110 to discuss regional or special response training before applying.

### **1. Tier 1 – Basic Public Safety Telecommunicator Training (40-hour course):**

This tier shall encompass fundamental telecommunications training and provide a solid foundation for 9-1-1 Public Safety Telecommunicators. Approved basic training courses and protocols shall follow the state minimum training standards to ensure that all telecommunicators have a comprehensive understanding of the core call-taking processes before taking calls outside of the training environment within six months of hire.

### **2. Tier 2 – Train the Trainer or Communications Training Officer Training:**

This tier focuses on empowering selected individuals to become trainers within their 9-1-1 Center or region. This training should prepare them with the necessary skills to effectively impart knowledge to their peers, enhancing the overall training, and supporting the sustainability of the program.

### **3. Tier 3 – Advanced 9-1-1 Courses**

The advanced tier is dedicated to specialized and advanced certification training like the Excellence in Dispatch curriculum, Advanced Police or Fire Training courses, Enhanced Caller Management, Leadership, Supervision, or other specialized work-related training that enhances the skill level of the telecommunicator. This training should provide a curriculum that allows for Public Safety Telecommunicators to handle complex situations with professionalism and efficiency.