Badge Details

Name	5254 - NAED Emergency Telecommunicator Certification
Description	This assessment, endorsed by International Academies of Emergency Dispatch IAED, measures an individual's ability to apply the knowledge and skills necessary for an entry-level position in the Emergency Telecommunication sector. This Certification helps ensure that the high standards of customer service, care, and public safety are met.
Criteria	***Candidates receiving this certification will take an exam with the following criteria:*** • Roles and Responsibilities of the Emergency Telecommunicator • Emergency Telecommunication Technologies • Telecommunication Essentials • Interpersonal Communication • Caller Management • Police Call Classification • Fire Call Classification • Medical Call Classification • Man-Made and Natural Catastrophic Events • Radio Broadcast Procedures • Legal Aspects of Public Safety Communication • Quality Improvement • Stress Management