

This 9-1-1 textbook offers 10 units of study as determined by a DACUM (develop a curriculum) process for vocational education.

After the completion of the 9-1-1 Academy curriculum, learners will take National Emergency Communications Certification (NECC) online exam and skills test on 9-1-1 Reality Call Taking and Radio Dispatch Simulator.

9-1-1 is a GREAT CAREER and our full turnkey program is the preferred career path developed by 9-1-1 professional educators.

- Comm Center Training
- Vocational Colleges
- Military Training
- Public Safety Academies
- Self Directed Learning
- High School CTE



AREAS OF STUDY

- History of 9-1-1 • 9-1-1 Vocabulary and Terminology •
 - Call Receiving • Emergency Radio • Technology •
- Law Enforcement Communications • Fire Communications •
- Emergency Medical Dispatching • Liability & Accountability •
 - Public Safety Communications Stress •
 - Interpersonal Relationships •
 - Crisis Communications •

THE AUTHOR

Sue Pivetta is a professional emergency communications trainer, writer, public speaker and industry leader. As the founder of one of the first full time 9-1-1 career college programs, the author knows from an inside perspective the elements of success in this challenging and rewarding career. Sue balances the love for the work of emergency communications, solid information, and necessary knowledge to this complete textbook for entry level learning.

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POLICE - FIRE- MEDICAL



SUE PIVETTA