

Sample CTE Credit Request

Central Region 9-1-1
123 Main Street
Unionville, NJ 07777

June 3, 2003

Danny Medina
Coordinator ETS
OETS
P.O. Box 212
Trenton, NJ 08625-0212

Indicate topic

Dear Mr. Medina:

Below please find the proposed Continuing Telecommunications Education program to be offered by the Central Region 9-1-1 Center during 2003:

A) **TTY Training** (3 hours)

Objectives:

Orient personnel to issues related to communication with persons who are deaf, hard of hearing, or speech impaired.

Hands on practice with agency TTY to ensure proficient use

Increase personnel awareness on recognition of TTY calls

List number of hours per topic

B) **NENA Conference** : Interpersonal Communications Seminar (1.5 hours)

Objectives:

Familiarize personnel with effective techniques for emergency call handling.

Briefly state objectives

C) **Review of PSAP Inquiry Forms**: (1 hour)

Objectives:

Disseminate and review new PSAP Inquiry form and associated procedures to ensure proper processing and timely corrections

D) **Quality Assurance Call Reviews**: (4 hours)

Objectives:

Ensure personnel are correctly utilizing the State of New Jersey EMD Guidecards.

Please advise as to OETS' approval of these program topics as soon as possible.

Sincerely,

Janet Jones

Janet Jones, 9-1-1 Coordinator