



GEORGIA EMERGENCY COMMUNICATIONS AUTHORITY
Pre-Approved Course List

Course Title	Organization
9-1-1 Center Consolidation: A Plan for Success	NENA
9-1-1 Center Culture: A Strategy for Personal and Organizational Success	NENA
9-1-1 Center Supervisor Program	NENA
9-1-1 Customer Service: Takes Seconds, Saves Minutes	NENA
911 Liability	PowerPhone
911 Supervision	PowerPhone
9-1-1: Hacked, Attacked and Where's That	Public Safety Group
9-1-1's Least Wanted	Public Safety Group
Active Assailant	Public Safety Group
Active Shooter Incidents for Public Safety Communications	APCO
Active Shooter Response	PowerPhone
Addressing for NG9-1-1	NENA
Advanced Fire & EMS Dispatching	NENA
Advanced Law Enforcement	Public Safety Group
Advanced Police Dispatching	NENA
Am I Just a Dispatcher	Public Safety Group
Building Excellence: Management and Leadership Tools for 9-1-1 Professionals	Public Safety Group
Building for Excellence - 3rd Edition	Public Safety Group
Bullying and Negativity in the Communications Center	APCO
Call Assessment	PowerPhone
Center Manager Certification Program	NENA
Center Training Officer Program	NENA
Certified Public-Safety Executive (CPE) Program	APCO
Challenging Callers: Communicating with Children, the Elderly, and the Mentally Impaired	Public Safety Group
Change Management in 9-1-1	NENA
Communication Center Liability	Public Safety Group
Communications Center Supervisor	APCO
Communications Supervisor Course	Public Safety Group
Communications Training Officer	APCO
Communications Training Officer (CTO)	Public Safety Group
Communications Training Officer, Instructor	APCO
Comprehensive Quality	APCO
Continuing Education Subscription	PowerPhone
Crimes in Progress	Public Safety Group
Crisis Communications Training	PowerPhone
Crisis Intervention	Public Safety Group
Critical Incident Stress	Public Safety Group
Critical Incidents - Total Disaster Response	Public Safety Group
CTO Illuminations	APCO
Cultural Diversity - Ripped from the Headlines	Public Safety Group



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Customer Service	Public Safety Group
Customer Service in Today's Public Safety Communications	APCO
Cybersecurity Awareness in the PSAP	NENA
Cybersecurity Fundamentals for the ECC	APCO
Disaster Operations and the Communications Center	APCO
Disaster Planning for the PSAP	NENA
Disasters and the Dispatcher	PowerPhone
ED-Q	IAED
EMD Illuminations	APCO
Emergency Fire Dispatcher (EFD)	IAED
Emergency Medical Dispatch	PowerPhone
Emergency Medical Dispatcher	APCO
Emergency Medical Dispatcher (EMD)	IAED
Emergency Medical Dispatcher, Instructor	APCO
Emergency Police Dispatcher	IAED
Enhanced Caller Management	NENA
ENP Certification	NENA
Fire Communications	Public Safety Group
Fire Service Communications	APCO
Fire Service Communications, Instructor	APCO
Fire Service Dispatch	PowerPhone
First Responder Round Table	Public Safety Group
Fundamentals of Tactical Dispatch	APCO
General Illuminations	APCO
Hiring Right for 9-1-1	Public Safety Group
Homeland Security for Telecommunicators	PowerPhone
Hostage Negotiation	Public Safety Group
Hostage Negotiations	PowerPhone
How to Save a Life, Yours!	Public Safety Group
Improving Service to Callers with Disabilities	NENA
Introduction to 9-1-1 Management	Public Safety Group
Law Enforcement Communications	APCO
Law Enforcement Communications, Instructor	APCO
Law Enforcement Dispatch	PowerPhone
Lead, Follow or Get Out of the Way	Public Safety Group
Leadership in the 9-1-1 Center	NENA
Liability Issues In the 9-1-1 Center	NENA
Non-Emergency Call Handling	PowerPhone
Preventing Telecommunicator Tunnel Vision	NENA
Protecting Emergency Responders	PowerPhone
PSAP Design	NENA



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Quality Assurance: Achieving QA/QI in the PSAP	NENA
Recruit, Hire, Retain, & Promote for Success	NENA
Registered Public-Safety Leader (RPL) Program	APCO
Serving Equally: Removing Bias-based Inequities from 9-1-1	NENA
Sexual and Domestic Violence on College Campuses	PowerPhone
SOP Development: Refining & Enhancing Your 9-1-1 Center	NENA
Stress Identification and Management	PowerPhone
Stress: It's All in Your Head	Public Safety Group
Suicide Intervention	PowerPhone
Suicide Intervention	Public Safety Group
Supervision	Public Safety Group
Survive & Thrive Comprehensive Stress Resilience	911 Training Institute
Survive & Thrive Core Stress Resilience	911 Training Institute
Surviving Stress	APCO
Tactical Dispatch for the Telecommunicator	NENA
Telecommunicator-CPR	PowerPhone
Terrorism and the Telecommunicator	Public Safety Group
The Certified 911 Peer Supporter	911 Training Institute
The Power of Peer Support	911 Training Institute
Virtual Academy Subscription	Virtual Academy
When High Profile Calls Have a Higher Impact!	Public Safety Group
You Could Have a Future Here	NENA