CERTIFICATION

AND RECERTIFICATION STANDARDS

International Academies of Emergency Dispatch®

INTERNATIONAL CERTIFICATION *through the* INTERNATIONAL ACADEMIES OF EMERGENCY DISPATCH

The Academy is a professional non-profit organization dedicated to promoting excellence in *emergency dispatching* by setting professional industry standards and recognizing the agencies and individuals who meet those standards.

The Academy provides independent certification registries and international forums for discussing issues and improving standards relating to the future of Emergency Dispatch, for the dual purposes of:

1. *Improving the Standard of Care and Practice*
2. *Maximizing the efficiency and safety of Public Safety systems*

In order to best accomplish these goals, the Academy has established a *College of Fellows* as its formal standard-setting body to conduct an ongoing review for the current standards of care and practice in Emergency Dispatch and to evaluate the tools and mechanisms used to meet or exceed those standards. Assisting the College are special expert groups including: the *Council of Standards, Council of Research, Board of Curriculum, Board of Accreditation, Board of Certification,* and the *Alliance Board.*

ACADEMY ETHICS AND CONDUCT POLICY

The Academy is dedicated to promoting *excellence* in emergency dispatch by setting professional industry standards and recognizing the agencies and individuals who meet those standards. This *recognition* includes both the public and the emergency service community and is communicated through public relations efforts, elegant diplomas and certificates, newspaper articles, research studies, a professional journal, and other publications and advertising.

The Academy encourages, advocates, and supports the proposition that *"The community relies on the sound application of Priority Dispatch and imposes on the certified Emergency Dispatcher an obligation to maintain professional standards of technical competence, morality, and integrity."* To accomplish this, the Academy's College of Fellows has unanimously adopted the following code:

ACADEMY CODE OF ETHICS

1. Academy-certified personnel should endeavor to put the *needs of the public* above their own.

2. Academy-certified personnel should continually seek to maintain and improve their professional *knowledge, skill,* and *competence* and should seek continuing education whenever available.

3. Academy-certified personnel should obey all *laws* and *regulations* and should avoid any conduct or activity that would cause unjust harm to the citizens they serve.

4. Academy-certified personnel should be *diligent and caring* in the performance of their *occupational duties*.

5. Academy-certified personnel should establish and maintain *honorable relationships* with their service peers and with all those who rely on their professional skill and judgment.

6. Academy-certified personnel should assist in improving the *public understanding* of emergency dispatching.

7. Academy-certified personnel should assist in the *operation* of and enhance the *performance* of their dispatch systems.

8. Academy-certified personnel should seek to maintain the highest standard of *personal practice* and also maintain the *integrity* of the International Academies of Emergency Dispatch by *exemplifying* this professional Code of Ethics.

ACADEMY CODE OF CONDUCT

1. Academy-certified personnel *shall not participate in, or publicly endorse*, any group or organization that demeans the goals, objectives, credibility, reputation, goodwill, or dignity of the Academy or the public safety profession.

2. Academy-certified personnel shall be *truthful and timely* in all forms of communication with the Academy and *shall not provide information that is false*, misleading, deceptive, or that creates unreasonable expectations. Academy-certified personnel shall *not sign any document* that the individual knows or should know contains false or misleading information.

3. Academy-certified personnel *shall notify* the Academy of *any and all occurrences* that could *call into question one's ability to perform* his or her duty as a dispatcher. Academy-certified personnel *must notify* the Academy immediately *if convicted of a felony or crime* involving moral turpitude. Crimes of moral turpitude include but are not limited to illegal pornography, fraud, embezzlement, illicit drug abuse or distribution, theft, bribery, kidnapping, or assault.

4. Academy-certified personnel *are prohibited from* using Academy *certification(s) for private or commercial gain*. Academy-certified personnel shall not compete in any way with the Academy or its contracted partners, including Priority Dispatch®, in regards to active or planned business activities without prior written authorization.

5. Academy-certified personnel shall *not violate patient privacy laws* and rights and shall always respect those rights.

6. Academy-certified personnel shall *not take calls or dispatch* while *under the influence* of alcohol, illicit drugs, or any other agent that would impair the ability to properly function in the dispatch setting.

7. Academy-certified personnel *shall not engage in conduct or perform an act* that would reasonably be regarded as disgraceful, dishonorable, or unprofessional.

8. Academy-certified personnel should *avoid practicing or facilitating discrimination* and strive to prevent discriminatory practices including but not limited to those relating to race, religion, color, gender, sexual orientation, national origin, age, or disability.

9. Academy-certified personnel understand *it is their personal responsibility to ensure they remain certified* by the Academy through CDE and similar Academy-approved programs and processes. Academy-certified personnel shall *follow their respective employer's policies and procedures*. In addition, they shall strive to always *follow the Academy's protocol*, including Key Questioning, Determinant Coding, Post-Dispatch Instructions, Critical ED Information, and Pre-Arrival Instructions.

10. Academy-certified personnel understand *it is their responsibility to remain current* to any and all protocol changes that can have an impact on the outcome, negative or positive, of the emergency for which the dispatcher is responsible.

CERTIFICATION REQUIREMENTS FOR CERTIFICATION PROGRAMS

ADVANCED EMERGENCY MEDICAL DISPATCH (EMD)

Certification

Applicant Must:

1. Be able to read and write at a high school graduate or GED level.

2. Successfully complete a 3-day (24-hour) EMD course, taught by an Academy-Certified Instructor, that meets the formal recommendations set forth by the Academy.

3. Complete the Academy's written Certification Exam with a score of at least 80%. If 80% is not achieved, retests are available for a fee of $30 (U.S. currency). Anyone scoring 66% through 78% will be eligible to retest. Retests will be conducted via telephone by an Academy-Certified Retest Instructor and must be passed with a score of at least 90%. If 90% is not achieved, another retest will be required, which must be passed with a score of 100%. If 100% is not achieved, a new 3-day (24-hour) certification course will be required. Anyone scoring 64% or lower on the original exam will not be eligible to retest and must complete a new 3-day (24-hour) certification course.

4. Agree to abide by the Academy's Code of Ethics, Code of Conduct, and professional practice standards.

5. Obtain CPR certification (or course completion)

that meets ARC, AHA, ERC, or DLS equivalent standards. We recommend this training be completed prior to attending the EMD course. However, CPR training certifications completed after the course date will be accepted. EMD Certification will not be issued until CPR is completed. CPR certification must be current at all times during the two-year EMD Certification period.

6. Submit the application fee of $50 (U.S. currency) with a completed certification application. This fee is usually included in the tuition for the course.

7. Successfully complete an additional two-hour computer-based training, the Advanced EMD Training Lesson, and submit the Advanced EMD completion printout with a score of at least 90% to the Academy.

Recertification

Every two years the member will be required to recertify. Recertification is the responsibility of each member; as such, members are responsible to track their own expiration dates and continuing dispatch education. Recertification submissions cannot be accepted more than 6 months before your recertification's expiration date.

The recertification test is an open-protocol exam and must be passed with a score of at least 80%. If 80% is not achieved, notification will be sent from the Academy with details for retesting.

Member Must:

1. Submit verification of required CDE (see description on pages 22–24) during the two-year recertification period.

2. Submit verification that CPR certification (or course completion) is still current.

3. Submit the recertification fee of $50 (U.S. currency), with the completed recertification application and exam. (Tuition paid to attend an Academy-approved refresher course or one day of an EMD certification course does not include the recertification fee, which must be paid separately.)

4. If not previously fulfilled, successfully complete the additional two-hour computer-based training, the Advanced EMD Training Lesson, and submit the Advanced EMD completion printout to the Academy. This is required to qualify for use of the current version of MPDS® and converts EMD certification to Advanced EMD.

Continuing Dispatch Education (CDE)★

To be effective, your agency's CDE program should be organized around the training and responsibilities of the dispatchers and meet the following specific topics and objectives:

TOPICS
- All MPDS Protocols
- Telecommunication Essentials
- Legal Issues
- Caller Management Techniques
- Quality Improvement
- Dispatch Life Support

OBJECTIVES
A. Developing a better understanding of telecommunication and EMD roles and responsibilities.
B. Enhancing on-line skills in all Dispatch Life Support instructions and all emergency telephone procedures within the practice of the EMD.
C. Improving skills in the use and application of all component parts of the MPDS, including interrogation and prioritization.
D. Providing opportunities for discussion, skill practice, and critique of skill performance.

At A Glance

- Recertify every 2 years
- $50 (U.S. currency) recertification fee (single discipline)★★
- 24 hours of CDE required (single discipline)★★
- Current CPR certification required

★See Academy CDE-Approved Categories on pages 22–24.
★★See Multiple Discipline Recertification Procedure on pages 24–25.

The EMD Advancement Series™ is the first computer-based continuing education program designed specifically for the EMD and the MPDS. For more information about this Academy-approved program, please contact Priority Dispatch Corp.™ at 800-363-9127 or www.prioritydispatch.net.

EMERGENCY FIRE DISPATCH (EFD)

Certification

Applicant Must:

1. Be able to read and write at a high school graduate or GED level.

2. Successfully complete a 3-day (24-hour) EFD course, taught by an Academy-Certified Instructor, that meets the formal recommendations set forth by the Academy.

3. Complete the Academy's written Certification Exam with a score of at least 80%. If 80% is not achieved, retests are available for a fee of $30 (U.S. currency). Anyone scoring 66% through 78% will be eligible to retest. Retests will be conducted via telephone by an Academy-Certified Retest Instructor and must be passed with a score of at least 90%. If 90% is not achieved, another retest will be required, which must be passed with a score of 100%. If 100% is not achieved, a new 3-day (24-hour) certification course will be required. Anyone scoring 64% or less on the original exam will not be eligible to retest and must complete a new 3-day (24-hour) certification course.

4. Agree to abide by the Academy's Code of Ethics, Code of Conduct, and professional practice standards.

5. Submit the application fee of $50 (U.S. currency) with a completed certification application. This fee is usually included in the tuition for the course.

Recertification

Every two years the member will be required to recertify. Recertification is the responsibility of each member; as such, members are responsible to track their own expiration dates and continuing dispatch education. Recertification submissions cannot be accepted more than 6 months before your recertification's expiration date.

The recertification test is an open-protocol exam and must be passed with a score of at least 80%. If 80% is not achieved, notification will be sent from the Academy with details for retesting.

Member Must:

1. Submit verification of required CDE (see description on pages 22–24) during the two-year recertification period.

2. Submit the recertification fee of $50 (U.S. currency), with the completed recertification application and exam. (Tuition paid to attend an Academy-approved refresher course or one day of an EFD certification course does not include the recertification fee, which must be paid separately.)

Continuing Dispatch Education (CDE)*

To be effective, your agency's CDE program should be organized around the training and responsibilities of the dispatchers and meet the following specific topics and objectives:

TOPICS
- All FPDS® Protocols
- Telecommunication Essentials
- Caller Management Techniques
- Legal Issues
- Quality Improvement
- Dispatch Stress
- Dispatch Principles
- Fire Operations

OBJECTIVES
A. Developing a better understanding of telecommunication and EFD roles and responsibilities.
B. Enhancing on-line skills in all Dispatch Life Support instructions and in all emergency telephone procedures within the practice of EFD.
C. Improving skills in the use and application of all component parts of the FPDS, including interrogation and prioritization.
D. Providing opportunities for discussion, skill practice, and critique of skill performance.

At A Glance

- Recertify every 2 years
- $50 (U.S. currency) recertification fee (single discipline)★★
- 24 hours of CDE required (single discipline)★★

See Academy CDE-Approved Categories on pages 22–24.
**See Multiple Discipline Recertification Procedure on pages 24–25.*

EMERGENCY POLICE DISPATCH (EPD)

Certification

Applicant Must:

1. Be able to read and write at a high school graduate or GED level.

2. Successfully complete a 3-day (24-hour) EPD course, taught by an Academy-Certified Instructor, that meets the formal recommendations set forth by the Academy.

3. Complete the Academy's written Certification Exam with a score of at least 80%. If 80% is not achieved, retests are available for a fee of $30 (U.S. currency). Anyone scoring 66% through 78% will be eligible to retest. Retests will be conducted via telephone by an Academy-Certified Retest Instructor and must be passed with a score of at least 90%. If 90% is not achieved, another retest will be required, which must be passed with a score of 100%. If 100% is not achieved, a new 3-day (24-hour) certification course will be required. Anyone scoring 64% or less on the original exam will not be eligible to retest and must complete a new 3-day (24-hour) certification course.

4. Agree to abide by the Academy's Code of Ethics, Code of Conduct, and professional practice standards.

5. Submit the application fee of $50 (U.S. currency) with a completed certification application. This fee is usually included in the tuition for the course.

Recertification

Every two years the member will be required to recertify. Recertification is the responsibility of each member; as such, members are responsible to track their own expiration dates and continuing dispatch education. Recertification submissions cannot be accepted more than 6 months before your recertification's expiration date.

The recertification test is an open-protocol exam and must be passed with a score of at least 80%. If 80% is not achieved, notification will be sent from the Academy with details for retesting.

Member Must:

1. Submit verification of required CDE (see description on pages 22–24) during the two-year recertification period.

2. Submit the recertification fee of $50 (U.S. currency), with the completed recertification application and exam. (Tuition paid to attend an Academy-approved refresher course or one day of an EPD certification course does not include the recertification fee, which must be paid separately.)

Continuing Dispatch Education (CDE)★

To be effective, your agency's CDE program should be organized around the training and responsibilities of the dispatchers and meet the following specific topics and objectives:

TOPICS
- All PPDS® Protocols
- Telecommunication Essentials
- Caller Management Techniques
- Legal Issues
- Quality Improvement
- Dispatch Stress

OBJECTIVES

A. Developing a better understanding of telecommunication and EPD roles and responsibilities.

B. Enhancing on-line skills in all Dispatch Life Support instructions and in all emergency telephone procedures within the practice of EPD.

C. Improving skills in the use and application of all component parts of the PPDS, including interrogation and prioritization.

D. Providing opportunities for discussion, skill practice, and critique of skill performance.

At A Glance

- Recertify every 2 years

- $50 (U.S. currency) recertification fee (single discipline)★★

- 24 hours of CDE required (single discipline)★★

See Academy CDE-Approved Categories on pages 22–24.
**See Multiple Discipline Recertification Procedure on pages 24–25.*

EMERGENCY TELECOMMUNICATOR COURSE (ETC)

Certification

Applicant Must:

1. Be able to read and write at a high school graduate or GED level.

2. Successfully complete an ETC course, taught by an Academy-Certified Instructor, that meets the formal recommendations set forth by the Academy, outlining the standard of care for ETC.

3. Complete the Academy's written Certification Exam with a score of at least 80%. If 80% is not achieved, retests are available for a fee of $30 (U.S. currency).

4. Agree to abide by the Academy's Code of Ethics, Code of Conduct, and professional practice standards.

5. Submit the completed application form found in the back of the ETC Course Manual. The certification application fee is included in the price of the course manual.

Recertification

Recertification as an ETC is required for those who have ETC certification only. When you certify or recertify as an EMD, EFD, or EPD, your ETC recertification is automatically renewed. If you are

not certified as an EMD, EFD, or EPD, you will need to recertify every two years by completing the recertification requirements described below.

Recertification is the responsibility of each member; as such, members are responsible to track their own expiration dates and continuing dispatch education. Recertification submissions cannot be accepted more than 6 months before your recertification's expiration date.

The recertification test is an online-only exam and must be passed with a score of at least 80%. If 80% is not achieved, notification will be sent from the Academy with details for retesting.

Member Must:

1. Submit verification (online only) of required CDE (see page 22–24) during the two-year recertification period.

2. Submit the $20 (U.S. currency) recertification fee online. Payment can be made with a credit card or purchase order.

Continuing Dispatch Education (CDE)

To be effective, your agency's CDE program should be organized around the training and responsibilities of the dispatchers and meet the following specific topics:

TOPICS
- Roles and Responsibilities of the Emergency Telecommunicator
- Technologies
- Interpersonal Communication
- Telephone Communication and Call Processing
- Call Classification
- Radio Broadcast Procedures
- Legal Aspects of Public Safety Communication
- Stress Management

ETC CDE–Approved Categories

1. CDE article and associated quiz in each issue of *The Journal of Emergency Dispatch*.
   MAX: 8 CREDIT HOURS

2. Workshops and seminars related to ETC.
   MAX: 16 CREDIT HOURS

3. Multimedia educational products that illustrate and review proper ETC procedures, like the EMD Advancement Series.
   MAX: 16 CREDIT HOURS

4. Quality assurance case review, planning, and analysis of issues or findings identified by the dispatch QA process, theoretically or in practice.
   MAX: 8 CREDIT HOURS

At A Glance

- Recertify online every 2 years (if not certified as EMD, EFD, or EPD)
- $20 (U.S. currency) recertification fee (ETC only)
- 12 hours of CDE required (ETC only)

EMERGENCY DISPATCH QUALITY ASSURANCE (ED-Q)

Certification

Applicant Must:

1. Be able to read and write at a high school graduate or GED level.

2. Have current certification as an EMD, EFD, or EPD depending on the discipline certifying in.

3. Successfully complete an ED-Q course, taught by an Academy-Certified Instructor, that meets the formal recommendations set forth by the Academy.

4. Complete the Academy's written Certification Exam with a score of at least 80%. If 80% is not achieved, retests are available for a fee of $30 (U.S. currency). Anyone scoring 66% through 78% will be eligible to retest. Retests will be conducted via telephone by an Academy-Certified Retest Instructor and must be passed with a score of at least 90%. If 90% is not achieved, another retest will be required, which must be passed with a score of 100%. If 100% is not achieved, a new 2-day (16-hour) ED-Q certification course will be required. Anyone scoring 64% or less on the original exam will not be eligible to retest and must complete a new 2-day (16-hour) ED-Q certification course.

5. Agree to abide by the Academy's Code of Ethics, Code of Conduct, and professional practice standards.

6. Submit the application fee of $50 (U.S. currency) with a completed certification application. This fee is usually included in the tuition for the course.

ED-Q Certification Course Prerequisites

1. Current IAED™ certification in the discipline you are obtaining ED-Q certification for:
   - EMD certification if seeking EMD-Q®
   - EFD certification if seeking EFD-Q™
   - EPD certification if seeking EPD-Q™

2. On-line dispatch experience as an Academy-certified dispatcher (EMD, EFD, EPD).

3. Current agency MPDS, FPDS, or PPDS licensure (cardsets and/or ProQA® software).

Recertification

Every two years the member will be required to recertify. Recertification is the responsibility of each member; as such, members are responsible to track their own expiration dates and continuing dispatch education. Recertification submissions cannot be accepted more than 6 months before your recertification's expiration date.

Member Must:

1. Demonstrate having read and understood all current ED-Q standards by completing the ED-Q recertification exam with a score of at least 80%. If 80% is not achieved, notification will be sent from the Academy with details for retesting.

2. Submit verification of employment doing EMD, EFD, or EPD case review (specific to discipline recertifying in) for at least 12 months out of the 24-month period **OR** verification of reviewing at least 50 cases.

3. Submit verification of 26 hours of CDE specific to the discipline you are recertifying in, plus 4 hours of quality assurance specific CDE, for a total of 30 CDE hours (This is a change from the previous requirement of 24 hours of CDE specific to the discipline you are recertifying in plus 6 hours of quality improvement-specific CDE).

4. Submit signed application form for ED-Q recertification, verifying agreement to abide by the Academy's Code of Ethics, Code of Conduct, and professional practice standards.

5. Submit verification that CPR certification (or course completion) is still current if recertifying EMD-Q.

6. Submit the recertification fee of $100 (U.S. currency). This fee covers the $50 for ED-Q and $50 for EMD, EFD, or EPD certification.

EMD, EFD, or EPD and ED-Q Recertification

Your ED-Q recertification will also meet all requirements for EMD, EFD, or EPD recertification as applicable. (i.e., EMD-Q meets all requirements for EMD; EFD-Q for EFD; and EPD-Q for EPD)

CDE-APPROVED CATEGORIES

1. **Official Academy–Created Educational Products and Programs.** Official Academy-created educational products and programs—specifically *The Journal of Emergency Dispatch* reading and quizzes, EMD Advancement Series, and approved attendance hours at NAVIGATOR—are not subject to the maximum hour per category limitations. For a sample of current and past articles and to learn more about *The Journal*, visit our website at www.iaedjournal.org.

2. **Workshops and Seminars.** Members may receive credit from learning more about emergency services and preferably the required skills of an EMD, EFD, or EPD (e.g., airway management, review of essential telecommunication skills, telephone scenarios, legal issues, computer-aided dispatch, stress reduction, and refresher courses). Tapes or CDs of previous NAVIGATOR classes can be used as well.
   MAX: 16 CREDIT HOURS

3. **Multimedia Educational Products.** Members may use multimedia educational products that illustrate and review proper emergency care, rescue, incident command systems, technical rescue theory and practice, hazardous materials recognition and identification, crisis intervention, hostage/barricaded subjects, and dispatch procedures. Titles are restricted to emergency services topics and are preferably dispatch related.
   MAX: 16 CREDIT HOURS

4. **Quality Assurance.** Members may provide quality assurance case review, planning, and analysis of issues or findings identified by dispatch, theoretically or in practice. For example, you may critique your own work to identify where you can make changes to improve your effectiveness.
   MAX: 8 CREDIT HOURS

5. **Meeting Attendance.** Members can attend local public safety planning and management meetings, including those organized to discuss planning major disasters, mass casualty, trauma, epidemics, Fire Association meetings, fire prevention events, and HAZMAT situations.
   MAX: 8 CREDIT HOURS

6. **Teaching.** Members qualify for CDE through teaching courses within the scope of Emergency Priority Dispatch System protocols to firefighters, paramedics, EMTs, police officers, the general

public, or any individual. The CDE application must include a written synopsis of the subjects taught.
MAX: 4 CREDIT HOURS

7. **Protocol Review of the Medical, Fire, and Police Protocols.** Members may formally review the revisions included in any of the protocol updates.
MAX: 4 CREDIT HOURS

8. **Miscellaneous.** This can include public safety ride-alongs; providing tours of your communications center; familiarization with fire apparatus, medical transport vehicles, police vehicles and/or fire prevention bureau; and on-duty work experience as an emergency medical technician, paramedic, firefighter, or police officer.
MAX: 4 CREDIT HOURS

MULTIPLE DISCIPLINE RECERTIFICATION PROCEDURE

When recertification is due for the first discipline, pay the entire reduced multi-discipline recertification fee and document a full 24 hours of CDE. An invoice showing the amount credited to your upcoming recertification(s) will be mailed from the Academy. When the next discipline comes up for recertification, document the invoice number as a form of payment and/or enclose a copy of the invoice and documentation of the additional required CDE hours. The multi-discipline reduced recertification procedure is not currently available for online recertifications.

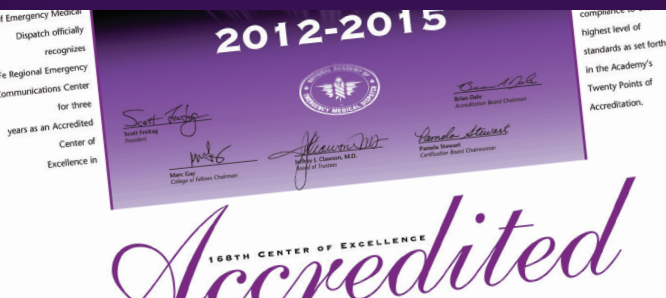| Discipline	CDE Hours*	Price
ETC only	12	$20
EMD, EFD, or EPD individually	24	$50
Combination of two (e.g., EMD + EFD)	36	$85
Combination of three (e.g., EMD + EFD + EPD)	48	$110
EMD-Q, EFD-Q, or EPD-Q individually	30	$100
Combination of two (e.g., EMD-Q + EFD-Q)	40	$160
Combination of three (e.g., EMD-Q + EFD-Q + EPD-Q)	50	$200

*CDE hour totals do not include CPR certification required for EMD and EMD-Q.

When recertifying multiple Q certifications, the following CDE requirements will apply:

• 26 hours of CDE specific to the 1st discipline + 4 hours specific to quality assurance = 30 hours total

• 6 additional hours of CDE specific to the 2nd discipline + 4 additional hours specific to quality assurance = 40 hours total

• 6 additional hours of CDE specific to the 3rd discipline + 4 additional hours specific to quality assurance = 50 hours total

For Example:

CDE Hours	Total Hours
26 EMD **+ 4** QA	30
30 Previous **+ 6** EPD **+ 4** QA	40
40 Previous **+ 6** EFD **+ 4** QA	50

WHY ACCREDITATION?

Accredited centers share a common goal of improving public care and service while maximizing the efficiency of emergency dispatch systems. The International Academies of Emergency Dispatch, through its College of Fellows, has established a high standard of excellence for emergency dispatch, providing the tools to achieve this high standard at both the dispatcher level through certification and at the communications center level through the accreditation program. Your center can join the growing number of Accredited Centers of Excellence around the world who provide superior, up-to-date public care and efficient resource utilization to achieve maximum results in emergency situations.

WHEN YOU'RE READY...

Accreditation requirements are presented as the standard for emergency dispatch centers and public safety agencies to become officially recognized as an Accredited Center of Excellence (ACE) by the International Academies of Emergency Dispatch.

To apply, an agency submits the appropriate ACE Application form along with a detailed, self-assessment document based on the Academy's Twenty Points of Excellence. The Academy's Accreditation Board will review the application and self-assessment document and arrange an on-site evaluation visit by an Academy accreditation representative.

You are also welcome to enroll in the Accreditation Maintenance Program, which will reduce the total reaccreditation fee once it is time to have your center reaccredited with the Academy. For inquiries, please contact an Academy accreditation representative.

Please feel free to call for more information or if you have questions about Academy standards, dispatcher training certification, or center accreditation.

For point-by-point application details, contact the Academy at:
800-960-6236 USA/Canada
801-359-6916 Int'l/Local

Or visit our website at:
www.emergencydispatch.org