

# NENA INSTITUTE BOARD

## ENP Policy & Procedure

ENP 9-1-1

### Certification for Affiliate Countries

Countries with whom NENA has an Affiliate relationship (Affiliates) are encouraged to develop an emergency number professional certification program equivalent to NENA's Emergency Number Professional (ENP) Certification. The NENA Institute Board, however, recognizes that there are significant differences in technology, operations, and policy between the United States/Canada and other countries that impact the manner in which emergency number service is provided to citizens of each respective country. Because of these differences, the NENA Institute Board believes that certifications developed in other countries, while emulating the ENP Certification in purpose and structure, should not be construed as equivalent to ENP Certification.

The following policies will apply to those countries with whom NENA has an Affiliate relationship:

- 1) The NENA Institute Board encourages Affiliates to develop the equivalent of ENP Certification in their respective countries. The NIB will provide updated copies of the Body of Knowledge (BOK), eligibility requirements to sit for the Examination, and Re-certification requirements to be used as a guideline for an equivalent program. One complimentary copy of the ENP Reference Manual will also be provided upon request by the Affiliate. This manual may not be copied. Additional copies may be purchased at [www.nena.org](http://www.nena.org).
- 2) Affiliates are encouraged to develop a Body of Knowledge that reflects the emergency number environment in their respective countries, and to develop a comprehensive examination based on questions consistent with the BOK.
- 3) The NENA Institute Board recommends that any Affiliate emergency number Examination be comprised of 50% Operations and 50% Management questions (Items).
- 4) Under no circumstances will the NENA Institute Board provide a NENA Affiliate with any of the questions from the ENP Examination Item Bank.
- 5) "Emergency Number Professional", "ENP", and the ENP logo are copyrighted by NENA, and are for the exclusive use by NENA, NENA Chapters and the NENA Institute in the U.S and Canada. Affiliates are encouraged to develop a logo consistent with the name of the certification program that they have chosen for their respective country. The NENA Institute Board must approve the program name and logo prior to use to ensure that there are no conflicts with ENP Certification.
- 6) Members of Affiliates are encouraged to sit for their respective certifications. They may also sit for NENA's ENP examination if they meet Eligibility Requirements.

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- 7) The NIB will utilize the requirements detailed in the Certification Development Process & Standards document to approve an Affiliate's program.
- 8) The NENA Institute Board requests the NENA Executive Board to provide a list of all Affiliates in good standing prior to the NIB Annual Meeting. The NIB reserves the right to review and audit any Affiliate's emergency number certification program to ensure that such program meets the standards set by the ENP Certification Program.

Failure to meet the standards defined in the Certification Development Process & Standards document will result in the NENA Institute Board ceasing to recognize the Affiliate's certification program. An annual review of all Affiliate certifications will be undertaken at the NIB Annual Meeting each year.

- 9) Upon request, the NENA Institute Board will provide a liaison to work with an Affiliate to ensure that the emergency number professional program developed by the Affiliate is in conformance with this policy.
- 10) The Affiliate country must use a third party to hold the questions and administer the examination in order to maintain the integrity of the exam.
- 11) The Affiliate must create a separate board to oversee the program. A description of the board and their responsibilities must be submitted to the NENA Institute Board. A current copy of the NENA Institute Board Policies and Procedures will be provided to Affiliates upon request.