Instructor Requirements & Selection*

**Instructor Responsibilities:**
- Prepare for course
- Instruct and deliver course content in its entirety
- Provide daily feedback to students regarding homework assignments
- Grade quizzes and final exam
- Maintain student roster and participation matrix
- Submit all required course documentation to NENA’s Education Director, or designee, within 5 business days of course completion.
- Make and pre-pay for all travel arrangements
- Meet and maintain all NENA Education & Training instructor requirements

**Minimum Qualifications:**
- NENA member in good standing (3 years active membership preferred).
- Five years’ experience in the field of Emergency Communications.
  - This includes non-supervisory positions of responsibility in the areas such as database, GIS, public education, training and human resources, and Public Safety Communications centers.
  - This also may include experience with the providers of emergency communications products and services.
- Prior presentations at state, regional or national conferences.
- A current Emergency Number Professional, or other relevant specialized/professional certification ex. GISP, CEM, CISSP, PMP, PhD.

**Preferred Qualifications:**
- Five years’ experience in Public Safety Communications holding a management, supervisory, or professional support role.
- NENA or 9-1-1 emergency services course development experience.
- Serve on current or previous NENA initiatives (committees, work groups, etc.).
- Instructor certification

**Application Process:**
Position openings are determined by course demand and/or the needs of NENA Education Advisory Board and the Education Director.

Qualified candidates should submit:
- A 10-minute video of themselves instructing a class involving teaching a concept.
- Three (3) formal letters of recommendation, at least one of which should be from a former student.
- A letter of support from their employer, if applicable.
A formal resume, including previous work experience, references, and personal contact information.

Selection Process:
Chosen applicants must successfully complete an interview with a committee established by the EAB.

Expectations and Evaluation:
• Certified instructors are expected to stay apprised of changes and revisions to the designated NENA course(s).
• The instructor is responsible for updating the Education Director with regard to their availability.
• Recertifications are the responsibility of the instructor.
• Random audits of the EAB instructors may occur without notice by a member(s) of the EAB, Executive Board, or the Education Director.
• Certified instructors are expected to maintain an acceptable evaluation rating as determined by the EAB and/or the Education Director.
• In order to maintain certification, instructors will be expected to:
  • Regularly present the designated NENA course as often as allowed by the NENA course schedule, and
  • Attend at least one National NENA event once every two years, and
  • Attend instructor in-service training as determined by the EAB.

Any NENA Instructor who fails to meet these expectations may have their instructor status denied, suspended, or revoked.

* This policy applies to all courses with the exception of the Center Manager Certification Program (CMCP). CMCP Instructors must meet additional requirements defined in the CMCP Instructor Requirements Policy.