

Center Manager Certification Program (CMCP)

PURPOSE OF COURSE

NENA's Center Manager Certification Program (CMCP) is designed to equip recently-hired, newly-promoted, and aspiring PSAP and 9-1-1 Authority Managers and Supervisors with the tools needed to manage their agency effectively through a rigorous 40-hour course of lecture and lab-based education. For more seasoned 9-1-1 professionals, the CMCP may serve to fill in some of the gaps and strengthen core competencies required in emergency communications center management.

COURSE OVERVIEW

The program serves as an affordable career advancement opportunity to anyone involved in public safety agency management, and provides education in subject areas that are critically important to anyone looking to forge a long and successful career path. The CMCP, unlike many other upper-level emergency communications training programs, utilizes a real-world, hands-on approach focused on topics encountered daily by managerial and supervisory personnel.

With a curriculum built by current and former 9-1-1 center managers with decades of combined supervisory and training experience, the program will provide you with knowledge and skills that can immediately and drastically improve your on-the-job effectiveness and enhance your agency's everyday operations.

COURSE GOALS

The goals of this course are to provide each student with an understanding of:

1. Roles and responsibilities of a center manager
2. Management vs. Leadership
3. Designing an organization structure
4. Business communications
5. Defining your agencies mission and culture
6. Proper recruiting, hiring, and promoting processes
7. PSAP consolidation
8. Organizational skills and tools
9. Legal issues in a 9-1-1 center
10. Proper policy and procedure development
11. Training and quality assurance processes
12. 9-1-1 center systems, technologies, and cybersecurity
13. Financial and procurement processes
14. Project management
15. Media relations
16. Industry standards and best practices
17. NENA staffing tools
18. Continuity of operations
19. Risk management

COURSE PREREQUISITES

Participation in this program is open to currently or previously titled PSAP or 9-1-1 Authority directors, managers, and supervisors.

For those individuals who are not currently in one of the above positions, we encourage you to take at least one of the following NENA Courses:

- Leadership in the 9-1-1 Center
- Caught in the Middle: A Guide to Middle Management
- Liability in the 9-1-1 Center
- SOP SOS

METHODS OF EVALUATION

Students are evaluated on their attendance and participation in class activities, exercises, group and individual presentations. Additionally, two short quizzes and a final exam administered through the week.

METHODS OF INSTRUCTION

This course uses the following methods of instruction:

- Lecture
- Individual and group exercises
- Homework assignments
- Individual and group presentations

The following materials are needed for course instruction and should be provided by the host agency:

- LCD Projector for Power Point® Presentations and screen.
- Dry Erase Board.
- Adequate power supply for the instructor and each participant.

COURSE REQUIREMENTS/GRADING POLICY

This course uses two quizzes & one final exam during the 5-day course. These quizzes are graded and scored. Scores will be totaled and averaged. A final passing course score shall be 75% or above. Also, participation in group and individual exercises and presentations is required for successful completion of the course.

ATTENDANCE POLICY

Attendance is critical. Therefore, no more than 10% or 4 hours, of class time may be missed. Students that miss any time should contact the instructor and make suitable arrangements to pick-up missed materials.

ACADEMIC INTEGRITY

The National Emergency Number Association (NENA) supports a strict policy on academic integrity. Students are responsible for their work, including preparation of papers, presentations, and taking any examinations that might be part of the course work. Cheating and plagiarism will not be tolerated, and certification will not be issued.

COURSE INSTRUCTION

	#	Units of Instruction	Hours
Day 1			
	1	Orientation and Introductions	1.5
	2	Defining a Center Manager	1
	3	Management vs. Leadership	1
	4	Designing an Organizational Structure	1
	5	PSAP Consolidation	1.5
	6	Defining Your Center's Culture	2
Day 2			
	7	Business Communications	2
	8	Right People in the Right Seats	2.5
	9	Getting Organized	1
		Quiz	.5
	10	Legal Issues in 9-1-1 Centers	1
Day 3			
	11	You Want Me to do What?: Policy & Procedure Development	1
	12	Training and Quality Assurance	1
	13	9-1-1 Systems, Technology & Security	2
	14	Finance & Procurement	2
Day 4			
	15	Project Management	1
	16	Media Relations	2.5
		Quiz	.5
	17	Industry Best Practices	2
	18	Center Report Card	1.5
Day 5			
	19	Center Staffing Tool	2
	20	Continuity of Operations	1
	21	Risk Management	1
	22	Individual & Group Presentations	1
		Final Exam	.5
		Wrap Up	.5