Policy Development:

Course Description
Where do you start when it comes to developing a standard operating procedures (SOP's) manual? What’s the difference between policies, procedures, and guidelines? Does what you use really make a difference? What information do industry standards-setting organizations provide that can help you get started? This hands-on course is designed to answer these questions and more, and provide guidance in this difficult and time-consuming task.

This course includes lecture and exercises that examine policies and procedures, accreditation, industry standards, and best practices that drive an agency’s needs. Students will engage in discussion and learn a step process to developing policies and obtaining buy-in. Time will be spent in groups for hands-on policy development and critique from the instructor and peers. Students are encouraged to bring policies or procedures with which they may need assistance. Students should take away an increased knowledge regarding policy development and be able to employ the steps once they return to their agency. Sample policies will be provided as reference material.

Course Objectives

- Understand the differences between policies, procedures, guidelines, protocols, and directives
- Identify standards resources and their importance to the industry
- Identify the step process when developing a new policy
- Identify the parts of a policy and their importance
- Be able to draft a sample SOP

Course Audience
This course is designed primarily for 9-1-1 Center Managers, Directors, and Supervisors, or QA/QC staff and telecommunicators that play an active role in reviewing calls for service where adherence to policy is necessary.

Course Prerequisites
None

Course Materials
- NENA provided course manual.
- Reference standards
- Sample policies
Student Expectations
All electronic devices are to be turned off or set to silent before the start of class. Students are expected to act in a professional manner, participating in the course, be courteous to the instructor(s) and your fellow participants. When applicable, students are expected to pass the final exam with a score of 73% or above.

Classroom Etiquette
The classroom is a forum for the exchange of ideas. During the course of the term, questions and/or statements may be made that can and will stimulate different points of view. Everyone has the right to express himself or herself and to be heard. Responses to varying opinions will be respectful and responsible. Class participants will treat their classmates with dignity and respect, both inside and outside the classroom.

Attendance Policy
NENA offers all participants certificates of completion for our courses. Attendance is critical. Therefore, no more than 10% of class time may be missed. It is strongly suggested that participants missing any time 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. Participants are responsible for their own 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 a certificate will not be issued.

Course Schedule

<table>
<thead>
<tr>
<th>#</th>
<th>Unit of Instruction</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Course Introductions and Objectives</td>
<td>.5</td>
</tr>
<tr>
<td>2</td>
<td>SOP Purposes and SMART</td>
<td>1.0</td>
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<tr>
<td>3</td>
<td>Standards and Accreditation Organizations</td>
<td>1.0</td>
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<tr>
<td>4</td>
<td>Governance, Manual Styles, and Organization</td>
<td>.5</td>
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<tr>
<td>5</td>
<td>Step Process</td>
<td>.5</td>
</tr>
<tr>
<td>6</td>
<td>Standards Review</td>
<td>1.0</td>
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<tr>
<td>7</td>
<td>Policy Reviews</td>
<td>.5</td>
</tr>
<tr>
<td>8</td>
<td>Individual and Group Exercises (throughout day)</td>
<td>2.5</td>
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<tr>
<td>9</td>
<td>Recap and Questions</td>
<td>.5</td>
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Total 8 hours