



NENA EDUCATION ADVISORY BOARD

POLICY & PROCEDURE MANUAL

Instructor Requirements & Selection

The following mandatory requirements for consideration as a NENA Education & Training instructor.

Instructor Responsibilities:

NENA Education & Training instructors are responsible to:

- Prepare for course
- Develop and deliver course materials
- Provide feedback to students regarding homework assignments on a daily basis (as necessary)
- Grade quizzes and final exam
- Maintain student roster and participation matrix
- Submit all final course documentation to NENA Education Director upon completion
- Make and pre-pay for all travel arrangements
- Meet and maintain all NENA Education & Training instructor requirements

Minimum Qualifications:

- 1) NENA member in good standing (3 years active membership preferred).
- 2) Five years' experience in the field of Emergency Communications.
 - a. 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.
 - b. This also may include experience with the providers of emergency communications products and services.
- 3) Two years teaching experience or instructor certification.
- 4) A current Emergency Number Professional, CMCP, or other relevant professional certification.

Preferred Qualifications:

- 1) Five years' experience in Public Safety Communications holding a management, supervisory, or professional support role.
- 2) Previous course development experience.
- 3) Prior or current service on NENA initiatives (committees, work groups, etc.).
- 4) Prior presentations at state, regional or national conferences.

Selection 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:

- 1) A 10-minute video of him/her instructing a class where they are teaching a concept.
- 2) Three (3) letters of formal recommendation.
- 3) A letter of support from their employer.



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- 4) A formal resume, including previous work experience, references and personal contact information.
- 5) Complete a meeting with a committee established by the EAB.

Certification and Evaluation:

- 1) Certified instructors are expected to keep up-to-date and apprised of changes and revisions to the designated NENA course.
- 2) Control of the instructor's teaching schedule, updating and recertification are the responsibility of the instructor.
- 3) Random audits of the EAB instructors may occur without notice by a member(s) of the EAB or the Education Director.
- 4) Maintain an acceptable evaluation rating as determined by the EAB and/or the Education Director
- 5) In order to maintain certification, instructors will be expected to:
 - a. Regularly present the designated NENA course as often as allowed by the NENA course schedule, and
 - b. Attend at least one National NENA event once every two years, and
 - c. Attend instructor in-service training as determined by the EAB.

Decertification:

The NENA EAB may review any causes or concerns with regard to any NENA Education and Training instructor, and with cause, may choose to deny, suspend, or revoke his/her certification.



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CMCP Instructor Requirements & Selection

The following requirements for consideration as a Center Manager Certification Program (CMCP) instructor.

Instructor Responsibilities:

CMCP instructors are responsible to:

- Deliver the entire 40 hours of course instruction.
- Prepare for course including, resume review, group assignments, and course coordination.
- Transport the CMCP instructor case to and from course assignments.
- Provide feedback to students regarding homework assignments on a daily basis.
- Grade quizzes and final exam.
- Maintain student roster and participation matrix.
- Submit all final course documentation to NENA Education Direction upon completion.
- Meet and maintain all NENA Education & Training instructor requirements.

Minimum Qualifications:

- 1) A graduate of the CMCP course.
- 2) A current Emergency Number Professional.
- 3) Must have Executive level (director, manager, etc.) experience at a 9-1-1 center.
- 4) Are currently or have been a NENA instructor.
- 5) The ability to actively participate in the CMCP instructor cadre, including regular conference calls for course updates, scheduling and delivery review, which may include nights and weekends.
- 6) Meet and maintain all NENA Education & Training instructor requirements.

Preferred Qualifications:

- 1) Previous course development experience, preferably a NENA course.
- 2) Prior experience instructing multi-day courses.
- 3) Prior or current service on NENA initiatives (committees, work groups, etc.).
- 4) Prior presentations at state, regional or national conferences.
- 5) Experience at more than one 9-1-1 center.

Selection Process:

Qualified candidates should submit a letter of interest, resume and three references to the NENA Education Director for review. Position openings are determined by course demand.