




911 Communication and Operations Public Safety Telecommunications Disclosure National Certification Information

Richmond Community College

April 2026 Update

Students who successfully complete the 911 Communications and Operations Program will be prepared to sit for the following national certification exams from International Academies of Emergency Dispatch (IAED):

Certification	Certification Information
<p>Emergency Telecommunicator (ETC)</p> <p>The Emergency Telecommunicator (ETC) is designed to train new employees unfamiliar with emergency communication centers, emergency telecommunication technology, interpersonal communication, legal issues, and job stress factors.</p>	<p>Website:</p> <p>https://www.emergencydispatch.org/what-we-do/courses-and-training?tab=etc-tab</p> 
<p>Emergency Medical Dispatcher (EMD)</p> <p>The Emergency Medical Dispatcher (EMD) has been recognized as an essential component of effective EMS systems. Proper and timely training as well as a sound Medical Protocol are what help EMDs deliver quality care to the public with emergency medical needs. Participants who complete the 3-day course will be eligible for certification through the International Academy of EMD. To be EMD-certified, the applicant must also be CPR-certified through the National Safety Council, American Heart Association, American Red Cross, European Resuscitation Council, or equivalent. We recommend this training be completed prior to attending the EMD course.</p>	<p>Website:</p> <p>https://www.emergencydispatch.org/what-we-do/courses-and-training?tab=medical-tab</p> 

<p>Emergency Fire Dispatcher (EFD)</p> <p>The Emergency Fire Dispatcher (EFD) through the use of the FPDS(R) brings the science of structured call processing to the fire-rescue field. Completion of this course provides students with confidence to begin using the protocols even in the busiest of communication centers.</p>	<p>Website:</p> <p>https://www.emergencydispatch.org/what-we-do/courses-and-training?tab=fire-tab</p> 
<p>Emergency Policy Dispatcher (EPD)</p> <p>The PPDS(R) brings the science of structured call processing to the world of law enforcement. Completion of this course provides students with confidence to begin using the online protocol in the busiest of communication centers.</p>	<p>Website:</p> <p>https://www.emergencydispatch.org/what-we-do/courses-and-training?tab=police-tab</p> 