

## Alabama Association of 9-1-1 Districts



By Mail: Complete the registration form and mail it along with the course fee(s) to: Jacksonville State University, Office of Continuing Education, JSU McClellan, 100 Gamecock Drive, Anniston, AL 36205.



By Phone: We accept Visa, Discover Card or MasterCard. With a purchase order, we will be glad to invoice your organization. Simply call 1-800-634-7199.



By Fax: Complete the registration form to include credit card or purchase order information and dial (256) 782-5983.



Online: You can register immediately by going to [www.jsu.coned.edu](http://www.jsu.coned.edu) and following the instructions. You may pay with credit card or ask to be invoiced. You will receive a confirmation of your registration from the Office of Continuing Education.

### Please Print

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Social Security #: \_\_\_\_\_

County: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip: \_\_\_\_\_

Office Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

### Method Of Payment

Cost: \$155.00 Per Person

- Invoice/P.O.       Personal Check  
 Visa                       MasterCard       Discover Card

Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Signature: \_\_\_\_\_

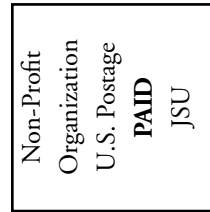
### Testing

Each course concludes with a brief exam. Participants will be notified in writing of results, and those testing poorly will be informed of the next course offerings and the opportunity to re-test.

### Course Cancellations

Courses are subject to cancellation if there is insufficient enrollment. In the event that a course is cancelled, a registrant has the option of applying the fees paid to another course or receiving a complete refund.

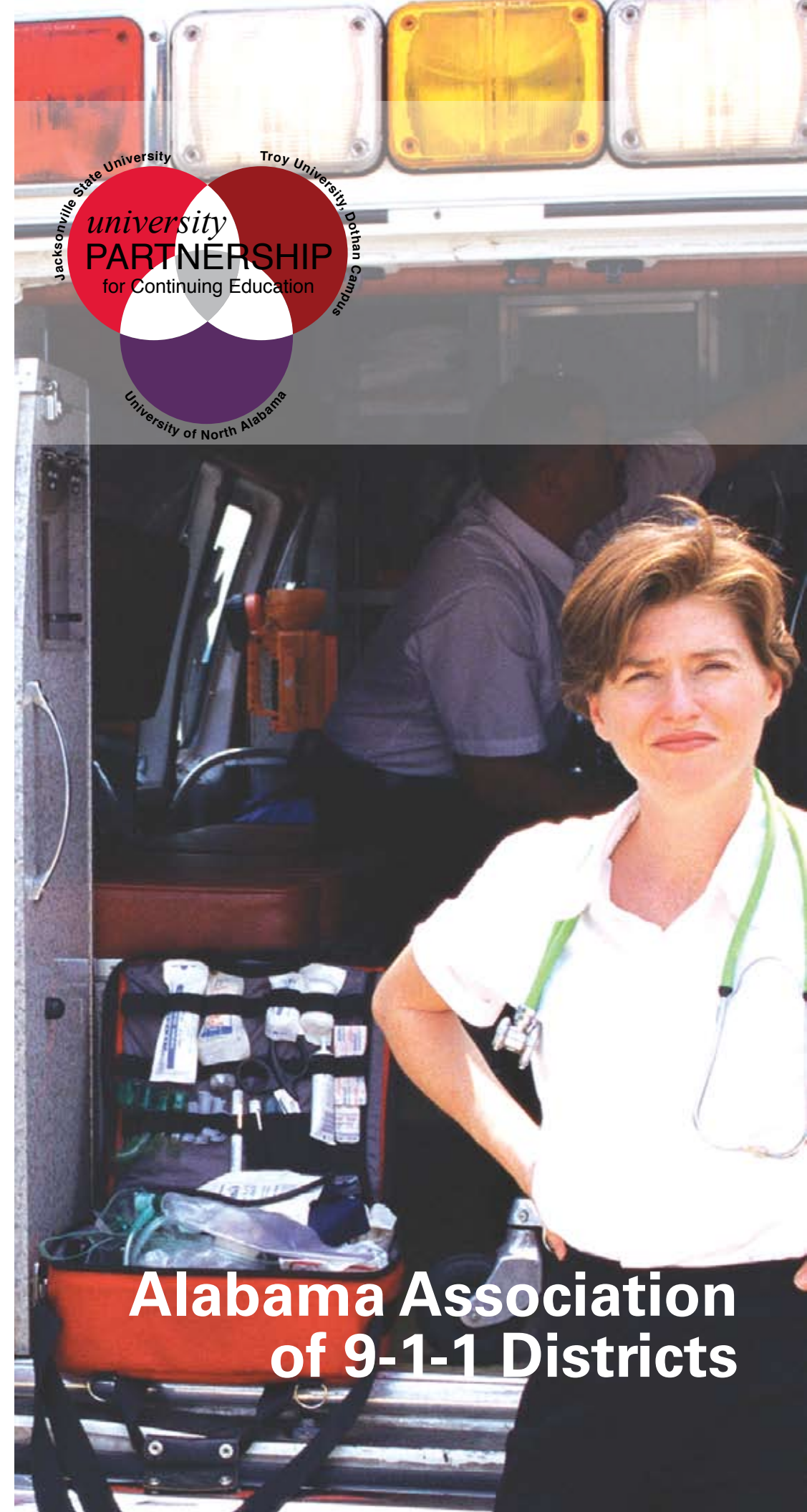
*Jacksonville State University, Troy University, Dothan Campus, and University of North Alabama are affirmative action/equal opportunity institutions.*



13-07 University Publications 10/07

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The University Education and Certificate Program for  
Alabama 9-1-1 District Directors  
2008



**Alabama Association  
of 9-1-1 Districts**



## THE UNIVERSITY PARTNERSHIP

Jacksonville State University University of North Alabama  
Troy University, Dothan Campus

Three Alabama Universities have forged a partnership with the Alabama Association of 9-1-1 Districts to provide on-going education and training programs leading to a certification as a 9-1-1 Administrative Professional.

### PLEASE CONTACT:

- Jacksonville State University  
Belinda Blackburn 1-800-634-7199
- The University of North Alabama  
Lavonne Gatlin 1-800-825-5862, Ext. 5987
- Troy University, Dothan Campus  
Mary Davis 334-983-0005

### Certification Program For The Alabama Association Of 9-1-1 Districts

This educational program has been designed specifically for the directors of the Alabama Association of 9-1-1 Districts through a cooperative program between the Alabama Association of 9-1-1 Districts and the University Partnership for Alabama Continuing Education.

The total education program includes seven courses of 12 hours each. A total of 84 hours (or seven courses) will be required to complete the certificate program. Participants must complete two required courses and five of the seven elective courses.

### Required Courses

These courses cover the statutes that are specific to the operation of the 9-1-1 districts, federal regulations and procedures, the technical skills necessary to conduct an effective 9-1-1 district, and the specific financial and accounting information necessary for 9-1-1 directors.

They are as follows:

- » Fundamentals of Emergency Communication District Administration I
- » Fundamentals of Emergency Communication District Administration II

### Elective Courses

The educational program includes the following seven courses that are currently offered as part of the educational program for county engineers and administrators. In order to successfully complete the program, participants must complete five (5) of the courses listed below:

- » Orientation and Overview of County Government
- » Personnel Management, Policies and Procedures
- » Ethics for Public Officials and Employees
- » General Management and Supervision I
- » General Management and Supervision II
- » Legislative and Governmental Relations
- » Disaster Preparedness and Response

## Course Descriptions

### FUNDAMENTALS OF EMERGENCY COMMUNICATION DISTRICT ADMINISTRATION I January 23-24, 2008 in Montgomery

This course will include valuable personnel management information that is tailored to meet the needs of 9-1-1 District Administrators. Personnel laws included are ADA Standards, the American Family Leave Act, and the Open Meetings law. Other human resource issues will be included, such as hiring and interviewing prospective employees, employee evaluations, and alcohol and drug policies. Relationships with elected officials, long-range planning and quality assurance issues will also be addressed.

### FUNDAMENTALS OF EMERGENCY COMMUNICATION DISTRICT ADMINISTRATION II February 6-7, 2008 in Montgomery

This course will include the fundamentals of managing the 9-1-1 department. Topics will be budget preparation and development, managing expenditures, workplace safety, internal controls, general accounting, audit preparation and records retention. The Competitive Bid Law and Public Works will also be included.

### GENERAL MANAGEMENT AND SUPERVISION I June 18-19, 2008 in Dothan

In today's workplace the 9-1-1 administrator wears many hats: a leader, a manager and a supervisor. This course teaches the basic skills necessary to supervise employees and how to apply many tried-and-tested management techniques that will help improve the performance of employees and the functioning of the unit.

### GENERAL MANAGEMENT AND SUPERVISION II (Choice) July 9-10, 2008 in Montgomery

A successful Emergency Communication District Administrator not only supervises his staff, but also manages and coordinates county functions and programs while articulating his vision for the county's future. This course provides some of the critical skills necessary to plan, organize and direct the operations of county government under the guidance of the commission. Administrators of 9-1-1 departments will learn how to set an inspired vision with clear goals and motivate and empower people to their best performance.

### DISASTER PREPAREDNESS AND RESPONSE (Choice) July 9-10, 2008 in Montgomery

This course details the critical role of the 9-1-1 staff in disaster mitigation planning and response. It describes the appropriate pre-disaster planning, what is expected during the disaster, and post-disaster follow-up and documentation. Panelists review an actual disaster and discuss the actions taken.

### LEGISLATIVE AND GOVERNMENTAL RELATIONS October 15-16, 2008 in Montgomery

Public officials work in a political environment dependent upon sound, personal relationships with the people and programs of state and federal governments. This course offers a broad overview of the unique relationship between counties and state governments and its impact on how county government operates. It includes the process for achieving success with local legislation and an introduction to some of the key players in county and state policymaking.

### COMMUNICATION AND MEDIA RELATIONS November 12-13, 2008 in Montgomery

Participants learn the importance of effective communication in the workplace, the arenas and factors that foster poor communication, and the elements needed to make a good communicator. Understanding how to communicate with different personality types, give and receive constructive criticism, use effective listening skills, and verbal and nonverbal communication are topics in this course. Participants will also learn how to more effectively deal with the media, and when and what type of response is needed for specific situations. Words to use, and words never to be used, will be discussed.

### PERSONNEL MANAGEMENT, POLICIES AND PROCEDURES December 9-10, 2008 in Hoover (In conjunction with ACCA's Legislative Conference)

County government, like every workplace today, is subject to a myriad of federal and state laws that outline what is considered appropriate treatment of employees. This course reviews the major federal and state workplace laws and the obligations they place on counties. Included are such significant laws as those covering workers compensation, sexual harassment, and equal employment opportunity. Also included are recommended practices regarding hiring, firing, compensation and benefits, and other major human resource issues.

