



## Dispatch Improvement Training

Equature's Learning Management program is a state-of-the-art online, interactive learning platform designed to deliver world-class, best practice training content to public safety professionals. Using 20-45 minute video slices with summaries, documents and interactive quizzes, it teaches key communications strategies and command and control dispatch operational methodology that increases citizen safety and first responder security. Through our structured training modules, you and your team can benefit from our hands-on experience working with over 1,500 PSAPs to improve operational excellence.

- ✓ 50+ courses available
- ✓ Knowledgeable and experienced instructors
- ✓ Interactive and engaging videos
- ✓ Short videos to improve retention
- ✓ Quizzes to prove comprehension
- ✓ Certificate upon completion



## 5 Types of Courses

- 01** Mentor Performance Suite  
5 Years
- 02** Elite Performance Suite  
5 Years
- 03** Dispatch Master Courses  
16 Hours
- 04** Dispatch Core Competency Courses  
8 Hours
- 05** Minis  
1 Hour

## Elite

Elite Performance Suite is a 5 year program of content that is constantly evolving to address the needs of the dispatch center. Annually, we produce at least four webinars on current topics, and transform those webinars into new courses. Pricing is based on dispatch center staffing numbers, and is fully transferable.

- 64 hours of continuing education over the five year period
- Improved safety of the public and officers
- Continuous review of call taker and dispatcher necessary education
- Continued development of skills: authority, clarity, communication skills, and efficiency

## Mentor

Mentor Performance Suite is a 5-year curriculum developed for supervisors, leads and CTO's. This comprehensive mentor modality will provide education and skills necessary for team training, leading, and mentoring to ensure the best team possible.

- 104 hours of continuing education over the 5-year period
- Build, manage, and enhance high performance teams
- Establish solid interpersonal negotiations and problem solving skills
- Lead with confidence, integrity, determination, and authority

## Individual Courses

Available on an as-needed basis, all of our Equature Apprentice courses can be purchased separately or we can build a custom curriculum. Telecommunicators can then take the courses on their own schedule.

## Our Curriculum

Each course is divided into sections that include a 20-40 minute video, quizzes, conclusions, and printable resources. Monitoring each telecommunicator's progress is simple, intuitive, and includes built-in, exportable reports.



### Amy Justus - City of Franklin PD, VA

"Having the ability to take courses online is great without all of the related expenses to attend offsite. Also, the instructor with his experience made a huge difference in taking the Equature Apprentice courses."



### Rita Shull - Redrocks Community College, CO

"The Equature training courses allow our employees the time they need to fit it in their schedules, anytime of day or night. We can pull up the training and learn at our own pace."

## Contact Us

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