

ONLINE UNIVERSAL TELECOMMUNICATION ESSENTIALS COURSE **FAQs**

COURSE INFORMATION

- Q:** If we were to have a combo EMD/EFD Course, how many days would that consist of?
- A:** The OUTEK curriculum takes the place of the familiar Universal material, and now the Advanced EMD portion is included in the instructor-led EMD training. The EMD cert course will still be 3 days, and the EFD and EPD courses will still be 2 days each.
- Q:** How long are you anticipating the course to take? Typically, we allow 2 hours for our employees to complete the Advanced EMD CD-Rom after attending their protocol courses. Will that be enough time or should we allow more?
- A:** Because OUTEK is a self-paced course, completion time may be different for different students. However, most students are able to complete OUTEK in 3 hours.
- Q:** Are all three of these classes going virtual with everything done online or can you still have a classroom setting?
- A:** We have both **remote** and onsite training courses available, both at the same cost.
- Q:** What if I don't take the courses in succession as a combined course. Does that change the number of training days?
- A:** No. EMD is 3 days. EFD is 2 days. EPD is 2 days. Regardless of when you take the courses, as long as you've completed OUTEK.
- Q:** Is there a time frame for which they need to complete EMD/EFD/EPD after completing OUTEK? Can they take OUTEK and EMD in 2020 and then in 2021, take a 2-day EFD or EPD course, and the OUTEK completion from 2020 still counts?
- A:** Additional disciplines can be added within one year of taking OUTEK. After one year, they will need to take OUTEK again. For example, if OUTEK and EMD are completed on Dec. 17, 2020; EFD and/or EPD can be added until Dec. 17, 2021. To add EFD or EPD after Dec. 17, 2021, OUTEK will need to be taken again.

ETC

- Q:** Is it mandatory for all of our new telecommunicators to complete the ETC certification prior to completing any other certification course?
- A:** No. ETC exceeds the requirements of OUTEK, and OUTEK is not required if ETC has been successfully completed.
- Q:** I am an ETC instructor, Is this course intended to replace the Emergency Telecommunicator Course? Will I need to continue my registration as an Instructor or does this course replace it completely? Is there more information on the content available? I will have a class of 4 dispatchers who will require ETC certification in the coming months.
- A:** OUTEK is not replacing ETC. OUTEK only covers the Universal material from the protocol courses. As noted above, ETC exceeds the requirements for OUTEK and will continue.
- Q:** If I understand correctly, after July 2021, OUTEK will be required in order to receive the EMD certification (the requirement for our department). My question is, since we are a DoD agency, the DoD HazMat, Telecommunicator I and II is required for Dispatcher certification. If I understand, your Universal Telecommunication Essentials Course will also be required. How is your essentials course different from the DoD Telecommunicator I and II course?
- A:** OUTEK is a short introduction to the field of Emergency Telecommunications. Although it covers some of the same topics as the Telecommunicator I and II courses, it does not go into nearly as much depth. The IAED Emergency Telecommunicator Course (ETC) is a 40-hour course that is much more similar to Telecommunicator I and II. It is important to understand that OUTEK and ETC are not the same course. OUTEK will be required; ETC will not be. OUTEK pulls from the Universal content that has been part of the EMD, EFD, and EPD Certification Courses for years. This means that the content covered will be similar to what has been covered in the past. What is changing is simply the method used to teach this content.

GENERAL INFORMATION

Q: Is this something that will have to be taken in addition to EMD/EFD/EPD certification courses or will it replace those?

A: OUTEK is a supplement to the existing Protocol courses. It takes the existing Universal content from all of them and makes it a stand-alone session that can be completed online. As noted in the email, this enables us to reduce the EFD and EPD courses to two days (keeping in mind that the completion of OUTEK meets the Universal day requirement). It also enables us to be able to move the Advanced EMD material that currently must be completed after the EMD Course into the instructor-led portion of the course.

Q: I am trying to locate additional information pertaining to this but could not locate it on the IAED website.

A: As this was the initial announcement, we don't have anything up on the web pages yet, but it should be coming soon. Our goal is to have all information out by the December 1ST Go Live. For information, here's the outline for [OUTEK](#).

Q: Is there a charge for taking OUTEK?

A: There are two OUTEK possibilities; OUTEK with a protocol is included in the current cost of the course. If you want someone to take OUTEK as a stand-alone course, the cost is \$149.

Q: Is this something that you would grant medical directors access to preview what is being taught? I still think it would be great to have a medical directors' course specific to dispatch.

A: We can grant a medical director access to this. It is simply the universal content from all three protocol courses (Fire, Medical, and Police). You can view the OUTEK outline [here](#).

Q: Does OUTEK eliminate the need for the Advanced EMD CD-Rom and the need for the extra Universal Day?

A: Correct. All Universal content is included in OUTEK. EMD is 3 days. EFD is 2 days. EPD is 2 days. These are the lengths regardless of when you take the courses, as long as you've completed OUTEK.

Q: So, if anyone needs to certify, they simply attend that protocol certification day, then take the course online either before or after the protocol class?

A: OUTEK must be completed before or after the Protocol Course in order to certify **until** June 30, 2021, when OUTEK will become a mandatory **prerequisite** to the EMD, EFD, and EPD certification courses.

TAKING OUTEK

Q: We're in the process of getting all of our staff thru the certification courses for a Go Live date in December.

A: If your employees are already scheduled in certifications courses, rest assured they are learning the same material from the instructor that is presented in OUTEK.

Q: What is the Academies' take on the value of the new OUTEK training?

A: As the time investment of any required training is always an agency management and instructor concern, we have created OUTEK to somewhat compress this part of the certification courses while making sure everything is consistently covered—while also making it interesting and even fun.

We think the novel imbedding of the "Dispatch Danger Zones" throughout the lesson is a great improvement, not to mention the engaging way the Instructional Design Department has accomplished it.