

Certification/Recertification Frequently Asked Questions

Question:

Both “CPR Pro” and “CPR Basic” are taught by the American Red Cross. Which one do I need for my recertification?

Answer:

Either will meet the requirement; however CPR Basic is the minimum requirement.

Question:

Can CDE quizzes from *The Journal of Emergency Dispatch* be used for any discipline or are they used for the specific discipline?

Answer:

CDE Quizzes are discipline specific unless the quiz indicates it can be used for all disciplines.

Question:

Can “CPR Instructor Recertification” be used towards the required 24 CDE hours?

Answer:

Only if it is under an applicable category and fits within the maximum allowed hours for that category.

Question:

Can I reprint my Advanced EMD certificate?

Answer:

If you clicked on the Save button to save the certificate as a JPG image, you can open that file and print that. If you did not save the certificate image, you will need to take the test again.

Question:

I am seeking information on becoming an instructor for the EMD course. What are the pre-requisites, qualifications, instructor certification/training, and what it will take to become an on-site instructor?

Answer:

Qualifications to become a certified EMD/EFD/EPD Instructor can be found on the Academy website: <http://www.emergencydispatch.org/InstructorOverview>



Instructor applicants must be associated with an Accredited Center of Excellence or an accredited higher education facility (University, College, or VoTech). Once an application is received and approved, you are required to attend our Instructor Academy, which is held twice per year.

Question:

What can we use as CDE approved hours?

Answer:

Your agency's CDE Program should be organized around the training and responsibilities of the dispatchers and meet the following specific objectives:

1. Developing a better understanding of telecommunications and the emergency dispatcher's roles and responsibilities
2. Enhancing on-line skills in Pre-arrival Instructions and in all emergency telephone procedures within the practice of emergency dispatch
3. Improving skills in the use and application of all component parts of the Priority Dispatch System® (PDS) including interrogation and prioritization
4. Providing opportunities for discussion, skill practice, and critique of skill performance

CDE-approved categories:

1. **Official Academy created educational product/program** - Official Academy-created educational products and programs (specifically *The Journal of Emergency Dispatch* reading and quizzes, the EMD Advancement Series, and approved attendance hours at Navigator) are not subject to the maximum hour per category limitations. For a sample of current and past articles and to learn more about *The Journal*, visit our website at www.emergencydispatch.org.
2. **Workshops and Seminars** - Members may receive credit from learning more about emergency dispatch services, and preferably to the required skills of an EMD, EFD, or EPD (i.e. airway management, review of essential telecommunication skills, telephone scenarios, legal issues, computer-aided dispatch, stress reduction, and refresher courses). Tapes or CDs of previous Navigator classes can be used as well.
Max: 16 credit hours
3. **Multimedia Educational Products** – Members may use multimedia education products that illustrate and review proper emergency care, rescue, incident command topics, technical rescue theory and practice, hazardous materials recognition and identification, and dispatch procedures. Titles are restricted to emergency service topics and are preferably dispatch-related.

Max: 16 credit hours

4. **Quality Assurance** - Members may provide quality assurance case review, planning and analysis of issues or findings identified by dispatch, theoretically or in practice. For example, you may critique your own work to identify where you can make changes to improve your effectiveness.

Max: 8 credit hours

5. **Meeting Attendance** - Members can attend local public safety planning and management meetings, including those organized to discuss planning major disasters, mass casualty, trauma, epidemics, Fire Association meetings, fire prevention events and HAZMAT situations.

Max: 8 credit hours

6. **Teaching** - Members qualify for CDE through teaching courses within the scope of Emergency Priority Dispatch System protocols to the fire stations, fire departments, police stations, general public or any individual. The CDE application must include a written synopsis of the subjects taught.

Max: 4 credit hours

7. **Protocol Review of the Medical, Fire and Police Protocols** - Members may formally review revisions included in any of the protocol updates.

Max: 4 credit hours

8. **Miscellaneous** - This can include public safety ride-alongs, providing tours of your communication center, Fire Apparatus, Fire Inspections, Fire Prevention Bureau and on-duty work experience as an emergency medical technician, paramedic, firefighter, or police officer.

Max: 4 credit hours

This is also on our website: <http://www.emergencydispatch.org/CDE>

Question:

I just took an EFD course. Can I count that for continuing education credit for my EMD recertification under “Workshops and Seminars”?

Answer:

EFD Certification can count towards 8 hours of CDE for EMD or EPD.

Question:

Can we use ACLS for CDE credits?

Answer:

ACLS (Advanced Cardiovascular Life Support) can count towards 4 hours in the “Miscellaneous” category.

Question:

If my agency has an annual expiration date, wouldn't all employee expiration dates land on the same month day and year?

Answer:

No, we only change the month, not the year, of the expiration date. Agency's taking advantage of the annual expiration will always be the last day of the month that is chosen, with February expiration dates being the 28th.

Question:

A couple of my employees' certifications have expired. They are going to a 3 day certification course as soon as possible, but they are still taking 911 calls. Agency management now wants to know where they stand legally.

Answer:

The Academy's standard is that all emergency calls are only processed by NAED certified personnel, and that employees are removed from their calltaking duties if their certification is expired, suspended or revoked. The Academy does grant a 90 day grace period, so if they are less than 90 days expired they are still okay. If the agency must step outside of the Academy standard, that would be solely at their discretion and not recommend by the Academy.

Question:

Can I recertify my EMDQ, EFDQ and/or EPDQ online?

Answer:

At this time, Q-recertification is not available online. You will need to recertify using the paper exams.

Question:

Why are my CDE hours pending when I know they were submitted with my exam?

Answer:

Before you send in your CDEs, make sure they are documented correctly. This means listing a brief description for each training, a date, and the amount of hours of training that took place. Please ensure that the maximum amounts of the categories have not been exceeded.

** Note: We cannot accept CPR certification or recertification for EMD or EMD-Q CDE since CPR is required for EMD/EMD-Q.

** Note: Dates must include the month and year - **anything less will not be accepted.**

Question:

My online recertification account is showing that I have expired but I know that I am not. How can I fix this?

Answer:

Contact the Academy to let them know your account needs to be updated. They can be reached at info@emergencydispatch.org or at 1-800-960-6236 Monday thru Friday, 8:00 am to 5:00 pm Mountain Time.

Question:

I am an EMT/Paramedic/Nurse/Doctor/Police Officer/Fire Fighter and just completed a course/refresher course for that certification/license. Can I use those hours toward my EMD/EFD/EPD/Q recertification CDE?

Answer:

Yes, we will accept EMT/Paramedic/Nurse/Doctor/Police Officer/Fire Fighter training/refresher courses in the Miscellaneous category, which has a maximum of 4 hours.

Question:

How many CDE hours, if any, can a member use from the CCM Course to recertify and what discipline can it be used for?

Answer:

The CCM course is our Communication Center Manager Course. It is held in Kansas City, Missouri. For more information on it you can check out our website at <http://www.emergencydispatch.org/CertCCMCourse>. We will accept 8 hours for CDE in the “Workshops and Seminars” category. The CCM Course is not specific to one discipline, so the hours can be used towards EMD, EFD and/or EPD.

Question:

I want to recognize my certified dispatchers by having all of our certifications framed and hung on a wall. Can I get duplicate certificates from the Academy?

Answer:

We are happy to provide duplicate certificates at the request of an agency. There is a \$5.00 per certificate charge.

Question:

Is First Aid required as part of the CPR certification requirement?

Answer:

No. However, CPR certification must include the “hands on” portion.