

## Call Assessment and Call Assessment SA

PowerPhone's Total Response Call Assessment and Call Assessment SA courses empower students by providing them with the tools and skills to perform ongoing call assessment. This course emphasizes the methods and tools needed to use call assessment to support the PSAP's standard of care and continuous efforts to deliver quality service.

### Goals

Upon completion of this course, the student will be able to demonstrate the following skills.

1. Define call assessment and its role as part of a larger quality assurance program.
2. Explain the process of assessing a call for service including methodology, items needed by the assessor, and providing feedback.
3. Perform call assessment using the Assessor Module.
4. Analyze the results of ongoing call assessments.

### Overview

- Module 1 Introduction to Call Assessment
- Module 2 Performing Call Assessment/Call Assessment Activities
- Module 3 Next Steps
- Final Quiz

### Requirements

This self-paced, online course is part of an ongoing effort by PowerPhone to provide timely and essential learning to telecommunicators on new advisories and procedures important to the PSAP community. After completing all sections of this class, you will need to score a minimum of 75% on the final quiz to earn 8.0 CEUs.

- Desktop, laptop or mobile device
- Speakers / Headphones
- High-speed Internet access
- Internet Browser (Google Chrome preferred)