ENP **9-1-1**

NATIONAL EMERGENCY
NUMBER ASSOCIATION

EMERGENCY
NUMBER
PROFESSIONAL

CERTIFICATION EXAMINATION

2004
APPLICATION
HANDBOOK

PURPOSE OF THIS CERTIFICATION APPLICATION HANDBOOK

The purpose of this handbook is to provide complete information about application requirements and procedures for the Emergency Number Professional (ENP) Certification Examination. Read this entire handbook carefully before filling out your application for the examination. You must adhere to all procedures and deadlines outlined in this handbook. If you have any questions about the Certification Examination or application process, contact NENA Headquarters at:

National Emergency Number Association
NENA Institute
4350 North Fairfax Drive, Suite 750
Arlington, VA 22203
1-800-332-3911

This handbook should not be considered the sole source of information regarding the actual content of the ENP Certification Examination. Resources to help you study for the examination can be ordered through NENA, or you may want to review other outside sources depending on your own knowledge needs.

THE NATIONAL EMERGENCY NUMBER ASSOCIATION

The National Emergency Number Association is a not-for-profit corporation whose goal is "One Nation – One Number." NENA's mission is to foster the technological advancement, availability and implementation of a universal emergency telephone number system. In carrying out its mission, NENA promotes research, planning, training and education. The protection of human life, the preservation of property, and the maintenance of general community security are among NENA's objectives.

THE NENA INSTITUTE

The NENA Institute is an affiliate of the National Emergency Number Association (NENA). This Institute was created by NENA with the purpose of developing and maintaining the professional standards of the ENP Program. To accomplish this purpose, the NENA Institute oversees the ENP Certification process, including:

- the establishment of minimal experience requirements for professional development
- the definition and updating of the ENP Body of Knowledge Content Outline
- the recognition and credentialing of individuals who have met the experience requirements and demonstrated mastery of the ENP body of knowledge
- the examination
- recertification

The NENA Institute is governed by a Board of Directors composed of individuals involved in the emergency number management field, who volunteer their time and effort to advance emergency number professionalism.

PROFESSIONAL TESTING CORPORATION

The Emergency Number Professional Certification Program is sponsored by the National Emergency Number Association. NENA created the NENA Institute to administer the ENP Certification Program. The Certification Examination is administered for the NENA Institute by the Professional Testing Corporation (PTC), 1350 Broadway – 17th Floor, New York, NY 10018, (212) 356-0660.

SECTION 1

INTRODUCTION

PURPOSE OF CERTIFICATION

Certification is a tool of a professional association to establish the benchmarks of performance that will signify a broad-based competence in the professional field. By successfully completing this certification program, you will:

- demonstrate a mastery of the comprehensive knowledge base required for emergency number program management
- help raise industry standards and increase the respect and prestige of those involved in 9-1-1
- confirm your commitment to the 9-1-1 profession by showing you are a leader in public safety and pledging you will stay aware of current issues and developments in the field

GOALS OF CERTIFICATION

The NENA Executive Board first formed a Certification Committee in 1992 to explore the development of a certification program for individuals involved in 9-1-1 program management. After a thorough review of the certification process, the Executive Board approved the Committee's recommendation to go forward with the establishment of an Emergency Number Professional Certification Program. This recommendation included several goals:

- to establish the comprehensive body of knowledge for Emergency Number Professionals
- to promote a standard of competence for Emergency Number Professionals that will be recognized and accepted by the 9-1-1 profession, governmental agencies, the business community, and the general public
- to ensure an awareness of current issues and developments in the 9-1-1 profession
- to provide formal recognition of individuals for professional achievement
- to encourage professional growth and enhance the self-esteem of Emergency Number Professionals

Certification will be granted to those individuals who meet the eligibility requirements for admission to the examination outlined in this handbook and who successfully pass the examination.

USE OF EMERGENCY NUMBER PROFESSIONAL CERTIFICATION

Successfully completing the Emergency Number Professional Certification Program gives you the authority to use the official ENP designation on letterhead, business cards, and all forms of address. Furthermore, you will receive a handsome certificate attesting to your achievement as an Emergency Number Professional.

Participation in the ENP Certification Program is purely voluntary and certification is conferred by NENA solely for the purpose of achieving those goals stated in the above sections. The use of the ENP certification as a condition for employment or advancement is a choice to be made by individual organizations as deemed appropriate.

DENIAL AND REVOCATION OF CERTIFICATION

The Emergency Number Professional Certification will be denied or revoked for any of the following reasons:

1. Falsification of the Certification Application
2. Misrepresentation of certification status
3. Violation of examination procedures
4. Failure to pass the certification examination
5. Failure to meet recertification requirements

NENA has developed a procedure for reconsideration and appeal for candidates who have had certification denied or revoked on the basis of falsification of the certification application, misrepresentation of certification status, violation of examination procedures, or failure to meet recertification requirements. NO appeal will be heard on the basis of failure to pass the certification examination.

RECERTIFICATION

Emergency Number Professional Certification is recognized for a period of four years. To retain certification status, the candidate must accumulate 24 points over the four-year period or pass the ENP Examination prior to the recertification deadline.

CONTENT OF THE EMERGENCY NUMBER PROFESSIONAL CERTIFICATION EXAMINATION

The questions on the Emergency Number Professional Examination will test for knowledge of the following content areas. The percentages given after each content area indicate the approximate percentage of questions for that content area on the examination.

E9-1-1 Operations (50%)
　Telecommunications Operations (35%)
　Information Systems (10%)
　Legislation (5%)
E9-1-1 Management (50%)
　Management of Organization (20%)
　Management of Employees (25%)
　Legislation (5%)

FORMAT OF THE EMERGENCY NUMBER PROFESSIONAL CERTIFICATION EXAMINATION

1. The Emergency Number Professional Certification Examination includes 150 multiple-choice questions representing the major knowledge content areas outlined in the above section. Following each question, four choices will be listed including one correct or best answer and three plausible, but wrong answers. The answer to any one question will not depend on the answer to any other question on the examination.

2. The examination questions have been written and reviewed by current professionals working in the 9-1-1 field to ensure all questions on the examination represent the knowledge required by Emergency Number Profes sionals. Questions have also been reviewed by the Professional Testing Corporation to ensure uniform construction, accuracy, and appropriateness.

3. For each new examination date, the examination will be modified and updated to reflect any new developments or current issues facing Emergency Number Professionals.

4. Total examination time is three (3) hours.

DETERMINATION OF THE PASSING SCORE

The passing score for the Emergency Number Professional Certification Examination is set by the NENA Institute using a method called the modified-Angoff approach. This method asks each individual to make a judgment about the probability that a minimally competent candidate who meets the eligibility requirements would answer the questions correctly. The overall passing score is computed as the average of the estimated probabilities for each question.

The passing score that is set by the NENA Institute represents a level of competency that must be demonstrated to pass the examination.

DEVELOPMENT OF THE EXAMINATION

The Emergency Number Professional Certification Examination has been developed in compliance with generally accepted testing guidelines and standards. Examination questions are written by current 9-1-1 professionals active in the field. Professional Testing Corporation then reviews and edits all questions submitted for correct grammar, format, and consistency. The questions are then reviewed and edited by current 9-1-1 professionals to ensure relevance and accuracy. Approved questions are added to the examination bank, from which questions for future examinations will be selected.

Section II

APPLYING FOR THE CERTIFICATION EXAMINATION

ELIGIBILITY CRITERIA

The following eligibility criteria have been established by the NENA Executive Board for determining if an individual is qualified to take the Emergency Number Professional Certification Examination.

EXPERIENCE CRITERIA

In order to sit for the ENP Certification Exam, a candidate must meet the following experience criteria:

A. Three years experience in a management or supervisory role in Emergency Communications Management. This also includes non-supervisory positions of responsibility in areas such as database, GIS, public education, training and human resources.

OR

B. Three years experience with a commercial provider of Emergency Communications Management products and services.

OR

C. Three years experience in Emergency Communications Service as a Sworn Personnel holding a management or supervisory role.

POINT ACCUMULATION

Having satisfied the three-year minimum experience criterion, each candidate must accumulate a total of 10 points as follows:

EXPERIENCE

Each additional year of experience (full-time equivalent) in Emergency Communications will count for 2 points, with a maximum of 10 points being granted.

EDUCATION

College degrees will earn points as noted below:

Associate Degree	2 points
Bachelor Degree	4 points
Graduate Degree	6 points

PROFESSIONAL DEVELOPMENT AND SERVICE

- NENA education courses completed (9-1-1 Puzzle, Data Base, Managing the 9-1-1 Center, Introduction to 9-1-1 Technology, 9-1-1 Public Education, Consolidated or Co-located PSAP Design, Introduction to PSAP Technology, Disaster Planning for PSAPs, Introduction to Wireless for PSAPs, Understanding GIS for PSAPs, Liability Issues in the 9-1-1 Center) will earn 1 point each. EducationLine courses will earn 0.25 points each. A maximum of 4 points will be granted.
- Holding an office in NENA at the chapter or national level will earn 1 point, with a maximum of 1 point being granted.
- Other professional certifications (e.g. CEM) will earn 1 point, with a maximum of 1 point being granted.

ENP TESTING CENTERS, DATES, AND APPLICATION DEADLINES

ENP testing centers, dates, and application deadlines are listed on NENA's web site at www.nena9-1-1.org. NENA Headquarters must receive your application packet on or before the application deadline.

REQUESTS FOR SPECIAL TESTING CENTERS

Groups of five or more candidates may request an additional testing center PROVIDED all candidates' applications and fees are sent in one group at least 6 weeks before the examination date.

SUNDAY EXAMINATION ADMINISTRATION

Sunday testing is permitted ONLY for those candidates submitting satisfactory evidence that their religious convictions prevent them from taking the examination on Saturday. Requests for Sunday examinations must be made in writing at the time the Application is submitted, and must be received 8 weeks before the examination date.

TESTING FOR SPECIAL NEEDS INDIVIDUALS

Special testing center arrangements may be made for special needs individuals submitting an Application, examination fee, and a letter describing the nature of the disability and the accommodations needed for testing. Requests from special needs individuals must be received at least 8 weeks before the examination date.

EXAMINATION FEES

Each of the following fees includes a $ 40 nonrefundable Application Processing Fee:

NENA Members ....$ 295 (U.S.)
Non-members ....$ 375 (U.S.)
Re-certification ....$ 175 (U.S.)
Re-examination ....$ 95 (U.S.)

APPLICATION PROCEDURE

1. Obtain a Certification Application Handbook for the Emergency Number Professional Certification Examination by calling or writing NENA Headquarters.

2. Fill out both applications provided in the Certification Application Handbook and return these applications, along with any other special requests, to NENA Headquarters at:

To ensure quick and accurate processing of your application, all materials must be properly filled out and received by NENA in one envelope. **If your application packet is incomplete, illegible, or does not include the correct fee, the entire packet will be returned to you with a letter of explanation for the return. You may make any corrections and/or additions to your packet and resubmit the application as long as the packet is received by NENA Headquarters on or before the due date on the letter of explanation. If you do not choose to resubmit your packet, you will receive a refund minus the $ 40 application processing fee.**

3. All fees MUST be submitted with applications. Fees submitted with your application may be charged to your Visa, MasterCard, or American Express account, or may be paid by money order, cashier's check, organizational check, or personal check. **DO NOT SEND CASH.**

   Your name must appear on your money order, cashier's check, or organizational check. If fees for more than one individual are being paid by a single organizational check, you must also include a list of those candidates along with their application materials.

INSTRUCTIONS FOR COMPLETING THE CERTIFICATION EXAMINATION APPLICATION

The ENP Certification Application consists of two separate application forms. The first form is titled "NENA Eligibility Application for ENP Certification." The information on this application will be used by NENA Headquarters for cashiering and records management purposes. The second form is the computer-scannable application titled "Testing Center Application for Emergency Number Professional Certification Examination." This form will be sent to the Professional Testing Corporation to be used for the purposes of examination administration and analysis.

NENA Eligibility Application for ENP Certification

Completely fill in as appropriate ALL information requested on the form.

Payment: Please indicate the method of payment you will be using.

Background Information: Completely fill in the information requested, including your name, address, phone number, fax number, and status of your NENA membership.

Please carefully fill out the requested information in this section. This section is very important because the information provided will be used to determine your eligibility to sit for the examination.

Experience–Under the experience section, please indicate the number of years you have in one of the three experience categories and the total number of experience points accumulated beyond the minimum requirement of three years experience.

Education–Please indicate the highest level of education you have received and the appropriate point value for this level.

Professional Development and Service–Please identify in the appropriate spaces any NENA educational courses you have taken, state or national NENA offices you have held, and any other professional certifications you hold. In addition, please identify the appropriate point values for each professional development activity you have listed.

Total Eligibility Points–Please add up all the points from each section and fill in your total number of eligibility points. You must have ten points to be eligible for the examination.

Testing Center Application for Emergency Number Professional Certification Exam

Using a **NUMBER 2 pencil**, complete or fill in as appropriate ALL information requested on the form. See side 2 of the Application for marking sample and exact marking directions. Do NOT use a Number 3 pencil, ball-point pen, colored lead pencil, or any other type of writing instrument. Use ONLY a Number 2 pencil. Mark only one response unless otherwise indicated.

Name: Starting at the arrow in the upper left corner of side 1 of the Testing Center Application, print your name in the row of empty boxes and grid each letter as shown in the marking sample. Be certain to fill in ovals completely. Do NOT make x's, dots, circles, or checks, but fill in the ovals completely.

Testing Center Information: From the list of cities under "Testing Centers" on page 4 of this handbook, enter the city and state where you wish to take the examination. Then enter the number in the boxes to the right of the arrow under "Testing Center Number" and fill in the appropriate ovals below. Answer questions A through L that appear on side 1. Blacken the appropriate ovals for each, and complete any relevant information requested. Blacken only one oval for each question. All questions must be answered. When you have answered these questions, turn the form to side 2.

Address: Print your mailing address in the row of empty boxes and grid each letter as shown in the marking sample.

Optional: The information requested at the bottom of the form relating to race, gender, and age is optional. It is requested to assist in complying with equal opportunity guidelines and will be used only in statistical summaries. Such information will in no way affect your examination results.

Signature: When you have completed all required information, turn the form to side 1 and date and sign the form in the space provided in the lower center.

Section III

AFTER APPLYING FOR YOUR EXAMINATION

Admission Notice

The Professional Testing Corporation will notify candidates approximately three weeks before the date of final assignments for examination testing centers by means of an Admission Notice showing exact address to which candidates should report. A candidate not receiving an Admission Notice at least one week before the examination date should contact the Professional Testing Corporation by telephone at (212) 356-0660.

Change of Testing Center

Change in assignments to testing centers can NOT be made later than four weeks before the examination date. Requests for changes in a testing center location should be made to the Professional Testing Corporation.

Cancel l ation and Refunds

If a candidate cancels, in writing, at least 8 weeks prior to the examination date, the examination fee less a $ 40 processing fee will be refunded. Following the receipt of the Application packet and examination fee, a candidate who does not take the examination may receive a partial refund of $100 if a request is received in writing within 30 days after the examination date. Requests for refunds will NOT be honored after 30 days. Written requests for cancellation or refunds must be sent to:

National Emergency Number Association
NENA Institute
4350 North Fairfax Drive, Suite 750
Arlington, VA 22203

Reschedul e

If a candidate chooses to reschedule to a later examination date, NENA must be notified of the change in writing at least 8 weeks prior to the examination date. If a request to reschedule is received in writing less than 8 weeks prior to the examination date, a $65 fee will be charged for the new date.

If a candidate does not show up for the examination on the scheduled date, a rescheduling fee of $95 will be charged should the candidate wish to reschedule.

section 3

Section IV

AT THE TESTING CENTER

Admission for Examination

The Admission Notice plus one other form of personal identification (preferably photo ID) must be presented in order to gain admission to the testing center.

Examination Day Schedul e

The following schedule is usually observed at all testing centers. There are, however, exceptions to this schedule at some testing centers. Each candidate should confirm the location, date, and time of examination.

> 12:30 P.M. Report to testing center assigned
> 1:00 P.M. Examination begins
> 4:00 P.M. Examination ends (approximate)

All candidates should report to their assigned testing centers one-half hour prior to the beginning of the examination. Latecomers may be admitted to the examination at the discretion of the examiner but will NOT be permitted to write beyond the time scheduled for completion of the examination.

Examination Rul es

1. Candidates must bring several sharpened Number 2 pencils with erasers with them to the testing center.

2. Hand-held battery or solar operated calculators are permitted.

3. No signaling devices, including pagers and alarms, may be operative during the examination.

4. No books or other reference materials may be taken into the examination room.

5. No examination materials, documents, or memoranda of any sort are to be taken from the examination room.

6. The examination will be held only on the day and time scheduled.

7. No questions concerning content of the examination may be asked during the examination period. The candidate should listen carefully to the instructions given by the Examiner and should carefully read all directions in the examination booklet.

Section V

AFTER THE EXAMINATION

Failure to Sit for Your Examination

Candidates who fail to sit for the examination may receive a partial refund if a written request is received by the NENA Institute within 30 days of the examination date. See the above section on refunds for more details.

If a candidate is still interested in taking the ENP Certification Exam, a new application and rescheduling fee, specifying a new examination date and testing center must be submitted to NENA Headquarters.

Report of Results

Candidates will be notified within six weeks whether they have passed the examination. Scores on the major content areas of the examination and on the total examination will be reported.

Notification of Certification

Successful candidates will receive a letter confirming certification and an official Emergency Number Professional certificate from the NENA Institute within 8 weeks of the examination date.

Duplicate Score Reports

Candidates who require a duplicate score report should send a signed request with name of examination, candidate name, and date of testing to:

Professional Testing Corporation
1350 Broadway – 17th Floor
New York, NY 10018

There will be no additional fee for a duplicate score report.

Re-examination

The Emergency Number Professional Certification Examination may be taken as often as desired upon filing of a new Application and fee. There is no limit to the number of times the examination may be taken. The re-examination fee is $95.

Confidentiality

1. The NENA Institute will release the individual examination scores ONLY to the individual candidates.
2. Any questions concerning examination results should be referred to the NENA Institute or Professional Testing Corporation.

Appeal Procedures

Reconsideration and appeal is available for candidates who have had certification denied or revoked on the basis of falsification of the examination application, misrepresentation of certification status, violation of examination procedures, or failure to meet certification requirements. NO appeal will be heard on the basis of failure to pass the certification examination.

Requests for reconsideration or appeal should be made in writing to the NENA Institute within 30 days of receiving notice of denial or revocation of certification. Individuals with questions concerning reconsideration or appeal procedures should contact NENA Headquarters.

Appendix A

content outline of the enp body of knowledge

E9-1-1 OPERATIONS (50%)

I. TELECOMMUNICATIONS OPERATIONS (35%)
- A. PRINCIPLES OF TELECOMMUNICATIONS
  1. Radio Communications
     a. Trunked
     b. VHF/UHF
     c. Mobiles/Portables
     d. Repeater Systems
     e. Satellite
  2. Network Design and Architecture
     a. Transport Classification
        1. Local Exchange Carrier (LEC)
        2. Competitive Local Exchange Carrier (CLEC)
        3. Interexchange Carrier
        4. Local Loop
        5. Area Code Overlay/Split
        6. N-1-1
     b. Transport Media
        1. Copper
        2. Fiber optic
        3. Microwave
        4. Coaxial Cable
  3. Network Configurations
     a. Trunking Requirements
     b. Switching
        1. Direct Trunked
        2. Tandem (Analog vs. Digital)
        3. End Office Routing
     c. Alternate Routing Considerations
     d. Grade of Service/Blocking Probabilities
     e. Wireless/PCS Call Routing and Interconnects
     f. PBX/PS ALI Routing and Interconnects
  4. Signaling/Transport
     a. Feature Group D
     b. CAMA
     c. Tandem Connections
     d. Trunk Concentration
     e. Dual Tone Multi-Frequency (DTMF)
     f. Intelligent Networks
        1. ISDN/SS7
        2. Voice Over I/P
        3. Frame Relay
        4. Asynchronous Transfer Mode (ATM)
  5. Transmission Systems
     a. SXS
     b. Crossbar
     c. Analog
     d. Digital
- B. TYPES AND FEATURES OF 9-1-1 SYSTEMS
  1. Key Systems
     a. Hybrid
     b. Electronic
     c. Mechanical
     d. Digital
  2. Types of 9-1-1 Systems
     a. Basic
     b. ANI Only
     c. ANI/ALI
     d. Enhanced
  3. Features of 9-1-1 Systems
     a. Selective Routing
     b. Alternate Routing
     c. Default Routing
     d. Call Transferring
     e. ANI Resend
     f. Router to Router Transfer
- C. PUBLIC SAFETY ANSWERING POINT (PSAP)
  1. Types of PSAPs
     a. Primary/Secondary
     b. Single Jurisdiction/Multiple Jurisdiction
     c. Consolidated
  2. 9-1-1 Equipment
     a. ANI Controller
     b. ALI Controller
     c. System Controllers
     d. Power Supply
     e. ANI Displays
     f. ALI Displays
     g. ACD
     h. Intelligent Workstations/ Computer Telephony Integration (CTI)
     i. PS ALI/PBX
  3. Other PSAP Equipment
     a. Dispatch
     b. Recording
     c. Electrical
     d. CAD System
     e. Records Management System
     f. Mobile Data Terminal
     g. Automatic Vehicle Location
     h. Telecommunications Device for the Deaf (TDD)/TTY
     i. Master Clock
- D. PBX/PSP
  1. Caller Location Identification
     a. ANI from PS
     b. Information Transport
     c. PSEUDO ALI
     d. Routing Issues
- E. WIRELESS
  1. Cellular/PCS
     a. Network Routing
     b. Methods for 9-1-1 Call Routing
     c. Location Information
     d. Interconnection Standards

II. INFORMATION SYSTEMS (10%)
- A. DATA BASES IN SUPPORT OF 9-1-1
  1. Types of Data Bases
     a. CRIS
     b. SAG
     c. MSAG and ESN
     d. ALI Records
     e. Selective Routing System (SRS) Records
     f. TN Records

g. Geographic Information Systems (GIS)
   1. Latitude/Longitude Based
   2. Relationship to Location Determination Technologies
   3. Geographic Positioning Systems (GPS)
2. Data Base Relationships
   a. Interfacing
   b. Data Stream

B. DATA BASE DEVELOPMENT, IMPLEMENTATION, MAINTENANCE
   1. Location of Data Base
      a. Telco
      b. Self-Maintained at PSAP
      c. Stand Alone at PSAP via Telco
      d. Individual Provided/Maintained
   2. ESZ/MSAG DEVELOPMENT
      a. Initial Creation
      b. Finalization
      c. Error Correction
      d. Maintenance
      e. 3rd Party

C. NENA RECOMMENDED TECHNICAL STANDARDS
   1. Technical Standards Administration
   2. Technical Data
   3. Technical Network
   4. Technical PSAP
   5. (Reserved)
   6. Technical ALEC & Private Switch

D. NON-TRADITIONAL ISSUES
   1. Phase II Wireless
   2. Number Portability
   3. Automatic Crash Notification (ACN)

E. INFORMATION NETWORKS
   1. Internet
   2. Intranet
   3. Local Area Networks
   4. Wide Area Networks

III. LEGISLATION (5%)

A. FUNDING AND ENABLING LEGISLATION
   1. Mechanisms and Sources
      a. Telephone Service Surcharge and Levies
      b. Wireless Surcharges
      c. Taxes
      d. Government Funding
      e. Grants
   2. Factors to Consider
      a. Limitation on Use of Funds
      b. Collection and Distribution Methods
      c. Governing Board Requirements
      d. Standards for Call Takers/Dispatchers/EMD
      e. Standards for Equipment
      f. Standards for Addressing and Mapping

B. TELECOMMUNICATIONS REGULATORY ENVIRONMENT
   1. Federal, State, Provincial, Municipal
      a. Telecommunications Act of 1996
      b. Wireless Communication and Public Safety Act of 1995
   2. FCC/CRTC (Canada)
      a. N11
      b. Wireless
      c. PS ALI/PBX
      d. CLEC
   3. Bidding and Purchasing Laws
   4. Sovereign Immunity
   5. TSP (Telecommunications Services Priority)
   6. Confidentiality/Public Information Laws/Privacy Laws

   7. Liability
   8. Public Utilities Commission Requirements
      a. Tariffs
      b. Unbundling
      c. Political Issues
      d. Public Safety Entities
   9. Radio Communications Act (Canada)

C. SPECIAL LEGISLATIVE AREAS
   1. PBX/ANI
   2. TDD-TTY Protocols
   3. Cellular, PCS
   4. Accessibility
   5. Emergency Medical Dispatching
   6. Nuisance/False Alarms
   7. Automatic Alarm Systems
   8. Industry Canada (Canada)
   9. Emergency Preparedness Canada (Canada)
   10. Access to Information Act (Canada)
   11. Emergency Notification Systems (ENS) (Reverse 9-1-1)
   12. Open Records Legislation
   13. Telecommunicator Standards/Legislation

E9-1-1 Management (50%)
I. MANAGEMENT OF ORGANIZATION (20%)

A. MANAGEMENT FUNCTIONS
   1. Budgeting
   2. Purchasing
      a. Writing Bid Specs for RFP
      b. Vendor ID Process
      c. Vendor Analysis
      d. Vendor Selection
      e. Vendor Contracting
   3. Decision Making
      a. Political Issues
      b. Technological Issues
      c. Human Resource Issues
      d. Operational Issues
      e. Financial Issues
      f. Legislative Issues

B. CONTINGENCY AND DISASTER PLANNING
   1. Types of Disasters
      a. Localized
      b. Regional
      c. PSAP Only
      d. Network Facilities
   2. Phases of Emergency Management
      a. Mitigation
         1. Resource Management
         2. Interagency Cooperation
         3. Security
      b. Preparedness
         1. Redundancy
         2. Relocation/Back-up Site
         3. Mutual Aid Agreement
         4. Testing
         5. Training
         6. Notification Plans (Employees and Families)
         7. Supplies
      c. Response
         1. Transportation of Employees/Equipment
         2. Food/Water/Toilets
         3. Procedures and Policies
      d. Recovery
         1. Transportation of Employees/Equipment
         2. Restoration of Services

C. HEALTH AND SAFETY
1. Environment Factors
    a. Human Factors
        Engineering/Ergonomics
    b. Job-related Illnesses and Injuries
2. Critical Incident Stress Management
3. Employee Assistance Programs (EAP)
D. PUBLIC RELATIONS AND EDUCATION
1. Research
2. Action Plan (Preventive vs. Remedial)
3. Information Delivery
4. Evaluation
5. Media Relations

II. MANAGEMENT OF EMPLOYEES (25%)

A. DEVELOPMENT OF POLICIES AND PROCEDURES
B. SCHEDULING OF EMPLOYEE TIME
C. QUALITY AND PERFORMANCE MANAGEMENT
1. Performance Planning: Identification of Goals and Desirable Behaviors
2. Setting and Communicating Performance Standards
3. Employee Attitudes, Opinions, and Satisfaction
4. Measuring Results and Feedback
5. Implementation of Performance Improvement Strategies
6. Evaluation of Results
D. SELECTION AND PLACEMENT
1. Recruiting
    a. Determining Needs
    b. Identifying Selection Criteria
    c. Internal Sourcing
    d. External Sourcing
    e. Evaluation of Recruitment Effectiveness
2. Selection Strategies
3. Retention of Employees
E. TRAINING AND DEVELOPMENT
1. Training Needs Analysis
2. Development of Training Curriculum
3. Training Methods
4. Ongoing/Long Term Training
5. Evaluation of Training
6. Career Planning and Development
F. COMPENSATION AND BENEFITS
1. Philosophies and Strategies
2. Job Analysis and Job Descriptions
3. Setting Pay Rates
4. Types
5. Philosophies and Strategies
6. Economic Factors
7. Pay Adjustments and Increases
G. EMPLOYEE RELATIONS AND LABOR RELATIONS
1. Policies and Practices
2. Employment Rights and Privacy
    a. Harassment Legislation
    b. Affirmative Action Plans
    c. Workers Compensation Laws/Regulations
    d. Unemployment Compensation Laws/Regulations
    e. Social Security
    f. Canada Labour Relations Board (Canada)

3. Labor/Management Relations
    a. Union Representation of Employees
    b. Collective Bargaining
    c. Employer Unfair Labor Practices
    d. Union Unfair Labor Practices
    e. Strikes
    f. Boycotts

III. Legislation (5%)

A. EMPLOYMENT LAWS AND REGULATIONS
1. Title VII of the Civil Rights Act (1964) as amended (1972, 1991)
2. Age Discrimination in Employment Act (1967) as amended
3. Pregnancy Discrimination in Employment Act (1978)
4. Uniform Guidelines on Employee Selection Procedures
5. Occupational Safety and Health Act (1971)
6. Americans with Disabilities Act
7. Family Medical Leave Act
8. Canadian Charter of Rights and Freedoms (Canada)
9. Canadian Human Rights Act (Canada)
10. Canadian Centre for Occupational Health and Safety Act (Canada)
11. Constitution Act (Canada)
B. COMPENSATION LAWS AND REGULATIONS
1. Fair Labor Standards Act (1938) as amended (Wage and Hour)
2. Equal Pay Act (1963)
3. COBRA (Consolidated Omnibus Reconciliation Act) (1990)
4. Social Security Act (as amended)

Appendix B

Sample Test Questions

1. A consolidated Public Safety Answering Point (PSAP) provides communications services for

    1. more than one area code.
    2. a local government entity.
    3. more than one agency or department.
    4. one Emergency Service (EMS) provider.

2. Automatic Number Identification (ANI) is designed to provide

    1. an address.
    2. a telephone number.
    3. a caller's home number.
    4. the number of calls that have been received by a phone number.

3. The primary advantage of a TRUNKED radio system is

    1. all equipment is compatible with all other systems.
    2. many users can independently share the same radio systems.
    3. channel allocation is independent of computer control.
    4. only one radio channel is used for the entire system.

4. Under the Americans with Disabilities Act (ADA), a Public Safety Answering Point (PSAP) is required to have equipment capable of handling

    1. ISDN
    2. ASCII
    3. Baudot
    4. Single Side Band

5. When an Employee Safety Complaint is filed under Occupational Safety and Health Administrative (OSHA) regulations against an employer, the following is most likely to occur

    1. employer site must be inspected.
    2. name of the complaintant is revealed.
    3. complaint is posted for employee review.
    4. employer must contact OSHA within 48 hours.

6. Which of the following best describes airtime for Public Service Announcements?

    1. is regulated by the FCC.
    2. is promoted only on state level.
    3. is paid for by initiating agency.
    4. can be specified by the PSAP manager.

7. The federal regulation which governs the number of hours a full-time non-exempt employees may work is the

    1. ADA
    2. Overtime Act (Labor Dept.)
    3. FLSA
    4. OSHA

8. Rewards designed to encourage and reimburse employees for efforts beyond normal performance expectations are called

    1. status.
    2. benefits.
    3. incentives.
    4. positive reinforcements.

9. A common pay practice of giving employees percentage increases for economic inflation is best described as

    1. seniority or time increase.
    2. time and merit adjustment.
    3. merit or performance increase.
    4. standard or cost of living adjustment.

10. A systematic investigation of the tasks, duties, and responsibilities of a job is a job

    1. analysis
    2. evaluation
    3. description
    4. specification

Answers: 1-3; 2-2; 3-2; 4-3; 5-3; 6-1; 7-3; 8-3; 9-4; 10-1.

appendix

b

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Eligibility Application For ENP Certification

Please fill in the following information as indicated.

❑ NENA Member $295 ❑ Non-Member $375 ❑ Re-Certification $175 ❑ Re-Examination $95

Type of payment included:
Check enclosed – Made payable to: National Emergency Number Association (U.S. funds only)
❑ Cashiers Check/Money Order ❑ Organizational Check ❑ Personal Check

Credit Card Payment
❑ Visa ❑ MasterCard ❑ American Express

Acct. # _____
Exp. Date _____
Signature _____

Background Information

Name_____

Address_____

_____

Phone_____

Fax_____

Type of NENA Membership:

❑ Active ❑ Commercial ❑ Non-Member

Eligibility Requirements

You must have a minimum of three (3) years experience in one of the following:

- A management or supervisory role in Emergency Communications. This includes non-supervisory positions of responsibility in areas such as database, GIS, public education, training and human resources.

- Experience with a commercial provider of Emergency Communications products and services.

- A Sworn Personnel holding a management or supervisory role in Emergency Communications.

Section 1. EXPERIENCE

Having satisfied the three year minimum experience criterion, each year of additional experience will count for two points, with a maximum of 10 points being granted.

TOTAL EXPERIENCE POINTS _____

Section 2. EDUCATION ATTAINMENT

Please indicate your level of education:

High School Degree	0 Points
Associate Degree	2 Points
Bachelor Degree	4 Points
Graduate Degree	6 Points

Section 3. PROFESSIONAL DEVELOPMENT AND SERVICE

Please indicate the number and title of NENA education courses completed. Each full-day course will earn 1 point. Each EducationLine course will earn .25 points. A maximum of 4 points will be granted.

Course _____Pts._____
Course _____Pts._____
Course _____Pts._____
Course _____Pts._____
Course _____Pts._____

The title of the state or national NENA office(s) you have held. One (1) point will be granted for holding a chapter or national NENA office, with a maximum of 1 point being granted.

Title of Office _____State____Pts._____

The names of other professional certifications (e.g. CEM) that you hold. A certification will earn 1 point with a maximum of 1 point.

Name of Professional Certification _____
_____Pts. _____

TOTAL PROFESSIONAL DEVELOPMENT AND SERVICE POINTS_____

TOTAL ELIGIBILITY POINTS (10 points required)
Section 1. (Maximum of 10) _____
Section 2. (Maximum of 6) _____
Section 3. (Maximum of 6) _____

GRAND TOTAL _____

Complete this application and the
TESTING CENTER APPLICATION and:

☑ **Mail check payments or payments accompanied by application to:**
NENA
4350 North Fairfax Drive
Suite 750
Arlington, VA 22203

☑ **Send credit card payments, accompanied by application to:**
NENA
4350 North Fairfax Drive, Suite 750
Arlington, VA 22203

Credit card payments may also be faxed to NENA at 703-812-4675
Questions? Please call NENA at 1-800-332-3911.

ENP 9-1-1

Testing Center Application for

Emergency Number Professional Certification Examination

MARKING INSTRUCTIONS: This form will be scanned by computer, so please make your marks heavy and dark, filling the circles completely. Please print uppercase letters and avoid contact with the edge of the box. See example provided. ➡

A	B	C	D	E	F	1	2	3	4	5	6
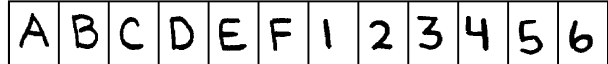
Candidate Information

Print your LAST NAME then FIRST NAME then MIDDLE INITIAL

Number and Street   Apartment Number

City   State/Province   Zip/Postal Code

Daytime Phone   Evening Phone

E-mail Address

Testing Center Number (See Handbook)

City: _____   State: _____

Which edition of the exam do you wish to take?
○ U.S.   ○ Canadian

Eligibility and Background Information

Darken only one choice for each question unless otherwise directed.

A. CURRENT POSITION/ROLE IN EMERGENCY COMMUNICATIONS MANAGEMENT:
- ○ Manager
- ○ Supervisor
- ○ Commercial provider of products and services
- ○ Sworn Personnel
- ○ Other

B. YEARS IN CURRENT POSITION/ROLE IN EMERGENCY COMMUNICATIONS MANAGEMENT:
- ○ Less than 3 years   ○ 6 - 8 years
- ○ 3 - 5 years   ○ 9 or more years

C. PREVIOUS POSITIONS/ROLES IN EMERGENCY COMMUNICATIONS MANAGEMENT:
- ○ Manager
- ○ Supervisor
- ○ Commercial provider of products and services
- ○ Sworn Personnel
- ○ Other

D. YEARS IN PREVIOUS POSITIONS/ROLES IN EMERGENCY COMMUNICATIONS MANAGEMENT:
- ○ Less than 3 years   ○ 6 - 8 years
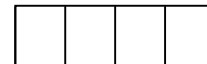- ○ 3 - 5 years   ○ 9 or more years

E. CURRENT EMPLOYER CATEGORY: *(Darken only one response.)*
- ○ 9-1-1 Board   ○ Consultant Services
- ○ 9-1-1 Agency   ○ Equipment Vendor/Distributor
- ○ Police Department   ○ Equipment Manufacturer/Developer
- ○ Fire Department   ○ Telecommunications Company
- ○ EMS   ○ Other
- ○ Independent System Provider

F. JOB CLASSIFICATION: *(Darken only one response.)*
- ○ Director, Agency Head, Supervisor
- ○ Police/Fire/EMS Manager
- ○ Project Engineer/System Designer
- ○ Database Manager/DB Developer/Addressing
- ○ Emergency Responder, Service Provider
- ○ 9-1-1 Coordinator
- ○ 9-1-1 Product Manager
- ○ City/County Elected Official
- ○ Vendor Sales/Marketing
- ○ Other   *(Continue on page 2)*

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ENP 9-1-1

Testing Center Application for

Emergency Number Professional Certification Examination

Eligibility and Background Information

G. TOTAL YEARS OF EXPERIENCE IN ALL EMERGENCY COMMUNICATIONS:

○ Less than 3 years ○ 6 - 8 years

○ 3 - 5 years ○ 9 or more years

H. ARE YOU CURRENTLY CERTIFIED AS AN EMERGENCY NUMBER PROFESSIONAL?

○ No ○ Yes

If yes, indicate month/year of expiration: _____/_____

I. ARE YOU CURRENTLY A MEMBER OF NENA?

○ No ○ Yes

If yes, indicate type of membership:

○ Active ○ Commercial

NOTE: Membership is not required.

J. HAVE YOU TAKEN THIS EXAMINATION BEFORE?

○ No ○ Yes

If yes, when and under what name?
Date: _____
Name: _____

K. HIGHEST ACADEMIC LEVEL:

○ Some High School

○ High School Graduate or Equivalent

○ Some College

○ Associate Degree

○ Bachelor's Degree

○ Master's Degree

○ Doctoral Degree

○ Other

Optional Information

Note: Information related to race, age, and gender is optional and is requested only to assist in complying with general guidelines pertaining to equal opportunity. Such data will be used only in statistical summaries and in no way will affect your recertification.

Race:

○ African American ○ Native American
○ Asian ○ White
○ Hispanic ○ No Response

Age Range:

○ Under 25 ○ 40 to 49
○ 25 to 29 ○ 50 to 59
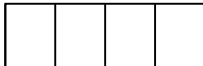○ 30 to 39 ○ 60+

Gender:

○ Male
○ Female

Candidate Signature

I have read the Application Handbook and understand I am responsible for knowing its contents. I certify that the information given in this Application is in accordance with Handbook instructions and is accurate, correct, and complete.

CANDIDATE SIGNATURE: _____ ***DATE:*** _____

Office Use
① ① ① ①
② ② ② ②
③ ③ ③ ③
④ ④ ④ ④
⑤ ⑤ ⑤ ⑤
⑥ ⑥ ⑥ ⑥
⑦ ⑦ ⑦ ⑦
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