ENP **9-1-1**

NATIONAL EMERGENCY
NUMBER ASSOCIATION

EMERGENCY NUMBER PROFESSIONAL

CERTIFICATION EXAMINATION

2004

STUDY GUIDE

PURPOSE OF THE TEST PREPARATION STUDY GUIDE

The purpose of this study guide is to provide individuals interested in taking the Emergency Number Professional (ENP) Certification Examination with relevant information about ENP Certification program development and administration, various methods and resources that can be used to prepare for the ENP Certification Examination, and a copy of the ENP Body of Knowledge Content Outline.

This handbook should not be considered the sole source of information regarding the actual content of the ENP Certification Examination. Individuals may feel certain concerns about taking the ENP Certification Examination, including not knowing what to study and uncertainty about their knowledge in the various content areas. Such fears may keep many capable individuals from demonstrating their professional competency through the ENP Certification Examination. This handbook may be used as a reference tool to help alleviate some of these concerns and guide individual self-development and group study efforts.

THE NATIONAL EMERGENCY NUMBER ASSOCIATION (NENA)

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.

ACKNOWLEDGMENTS

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SECTION 1

INTRODUCTION

EMERGENCY NUMBER PROFESSIONALISM

The Department of Labor has asserted that a profession is separated from other pursuits of endeavor by five distinct characteristics. These characteristics include a:

- national organization that can speak as a unified voice for its members
- code of ethics for the profession
- program to promote research to develop the field
- defined body of knowledge
- process of credentialing that recognizes professional standards of experience and knowledge in the field

NENA and the NENA Institute have been working since early 1992 to meet all these requirements for establishing emergency number program management as a profession. Both organizations recognize that the emergency number profession is still developing, and will continue to grow and change over the years. Setting high standards and requirements for the profession at this point in time will establish program credibility today and provide challenge for the future.

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

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.

ELIGIBILITY

The NENA Institute will grant certification to those individuals who meet the eligibility requirements for admission to the examination and who successfully pass the examination. The following eligibility criteria have been established by the NENA Institute 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 educational 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 the PSAPs, Introduction to Wireless for PSAPs, Understanding GIS for the PSAP, 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 chpater 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.

HOW TO APPLY

The *Emergency Number Certification Application Handbook* gives you information about the certification and application process. The *Application Handbook* includes the necessary application forms to take the examination, includes examination dates and locations, and examination fees. The *Emergency Number Certification Application Handbook* can be obtained by contacting NENA Headquarters at:

National Emergency Number Association
NENA Institute
4350 North Fairfax Drive, Suite 750
Arlington, VA 22203
1-800-332-3911
Fax 703-812-4675

Section II

The ENP Body of Knowledge Content Outline

EMERGENCY NUMBER PROFESSIONAL BODY OF KNOWLEDGE

The development of the Emergency Number Professional Body of Knowledge essentially answers the question, "What knowledge, skills and abilities should every person in emergency number program management have to be successful on the job?" The NENA Institute began the process to answer this question by conducting a national job analysis in compliance with generally accepted job analysis guidelines and standards. This national job analysis was designed to specifically define the body of knowledge of an Emergency Number Professional.

The body of knowledge developed from the job analysis is the foundation upon which NENA's entire certification program is built. From this body of knowledge, the Content Outline was developed. The Content Outline serves as the test blueprint for examination construction. The examination is constructed to test knowledge of the material contained in the Content Outline.

The key to the success of any job analysis process is the involvement of individuals actually performing at the job. To be a successful ENP, an individual needs a diverse knowledge base. The challenge of the ENP job analysis was that no one job encompasses all the knowledge needed to be a successful ENP. Added to this challenge is the fact that the profession is dynamic and continually changing as new technology develops and new legislation is implemented. To meet these challenges, the NENA Institute surveyed the **entire NENA membership** to collect as much information as possible about what 9-1-1 professionals are doing on their jobs and the knowledge needed for successful job performance. The goal of the job analysis was to identify the shared knowledge base among 9-1-1 professionals across the U.S. and Canada. Developed from the survey results, the following Body of Knowledge Content Outline reflects the critical knowledge NENA members reported needing for success on the job.

The Content Outline is dynamic. New developments and changes in the ENP field require continual revisions to the outline, including systematically conducting periodic full-scale national job analyses to verify the accuracy of the knowledge being reflected in the outline. The NENA Institute is fully aware of these requirements and has taken steps to ensure that the Content Outline remains current and accurate.

CONTENT OUTLINE OF THE ENP BODY OF KNOWLEDGE

The ENP Content Outline is divided into two functional areas, with each functional area being subdivided as necessary to reflect the required knowledge of that functional area. Each functional area and subdivision is weighted based on its relative importance to the knowledge requirements of an ENP. The percentages in parentheses represent these importance ratings and indicate the percentage of questions on an examination reflecting that functional area or subdivision.

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. FUTURE ISSUES
1. Phase II Wireless
2. Number Portability
3. Automatic Crash Notification (ACN)

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)

NENA Abbreviations

These acronyms will not be spelled out on the ENP exam. Please familiarize yourself with these acronyms and what they represent.

ALEC – Alternative Local Exchange Carrier

ALI – Automatic Location Identification

ANI – Automatic Number Identification

ASCII – American Standard Code for Information Interchange

CAD – Computer Aided Dispatch

DTMF – Dual Tone Multi-Frequency

EMS – Emergency Medical Services

EMT – Emergency Medical Technician

FCC – Federal Communications Commission

FEMA – Federal Emergency Management Agency

HAZMAT – Hazardous Materials

LAN – Local Area Network

LEC – Local Exchange Carrier

MSAG – Master Street Address Guide

PCS – Personal Communication Services

PSAP – Public Safety Answering Point

RF – Radio Frequency

RMS – Root Mean Square

SAG – Street Address Guide

TDD/TTY – Telecommunication Device for the Deaf
(Do not use TDD alone)

UPS – Uninterruptible Power Supply

VOX – Voice Operated Relay

These terms are frequently used in the public safety industry, but will appear both ways on the examination: spelled out and as an acronym (if applicable).

9-1-1

3-1-1

ACD – Automatic Call Distributor

ADA – Americans with Disabilities Act
(Do not use ADA)

AVL – Automatic Vehicle Location

Basic 9-1-1

Call-back (with hyphen)

Call-taker (with hyphen)

CAMA – Centralized Automatic Message Accounting

CLEC – Competitive Local Exchange Carrier

COBRA – Consolidated Omnibus Budget Reconciliation Act

CPE – Customer Premises Equipment

CRIS – Customer Record Information System

CRTC – Canadian Radio/Television and Telecommunications Commission

CTIA – Cellular Telecommunications and Internet Association

Data base (two words)

DBMS – Data Base Management Systems

DID – Direct Inward Dialing

DNIS – Dialed Number Identification Service

DSO – Daily Service Order

DSU – Data Service Unit

E9-1-1 or **Enhanced 9-1-1**

ELT – Essential Line Treatment

Equal Pay Act of 1963

EMD – Emergency Medical Dispatch

ESN – Emergency Service Number

ESP – Essential Service Protection

ESRD – Emergency Service Routing Digit / pANI

ESRK – Emergency Service Routing Key / pANI

ESZ – Emergency Service Zone

FLSA – Fair Labor Standards Act
            (Do not use FLSA)

FMLA – Family and Medical Leave Act
            (Do not use FMLA)

GIS – Geographic Information System

GPS – Global Positioning System

ILEC – Incumbent Local Exchange Carrier

ISDN – Integrated Services Digital Network

LLC – Line Load Control

LNP – Local Number Portability

LRP – Local Restoration Plan

MDT – Mobile Data Terminals

MF – Multi-Frequency

Non-emergency

NPD – Number Plan Digit

NTIA – National Telecommunications Information Assistant

OPX – Off-Premises Extension

PBX – Private Branch Exchange

PSDS – Public Switched Digital Service

PSTN – Public Switched Telephone Network

RFP – Request For Proposal

SS7 – Signaling System 7

SSR – Selective Service Routing

TCP/IP – Transmission Control Protocol / Internet Protocol

TDOA – Time Distance Of Arrival

Telco – Telephone Company

TN – Telephone Number

TSP – Telecommunications Service Priority

SECTION III

PREPARATION FOR THE CERTIFICATION EXAMINATION

Methods

A variety of methods are available for preparation for the ENP Certification Examination. An individual interested in taking the ENP Certification Examination must select the method most appropriate based on knowledge requirements, study preferences and life-style. Preparation methods range from informal individual self-study to structured courses and workshops.

The selection of a method of preparation for the ENP Certification Examination must be made with care. Then ENP Certification Examination measures one's competence of the application of the ENP Body of Knowledge, making teaching or training specifically to the examination impossible. Instead, preparation requires that an individual understand the ENP knowledge requirements and how to apply these factors for successful job performance. The selection of a method must suit the individual, but the key to any method is flexibility.

Self-Study: At the individual level, a person can study at his/her own pace and give more attention to the knowledge requirements that may be lacking. By choosing self-study, an individual commits to a high degree of self-discipline. A personal strategy and schedule must be developed for preparation and followed closely.

Group-Study: At the group level, regular meetings must be scheduled whereby group members are able to provide assistance to each other and share lively exchanges of ideas and information. Group study offers certain advantages over individual or paired self-study in that the camaraderie and support of the group can be of great assistance during preparation. Members are able to share information and discuss key concepts together, offering each other valuable insights and clarification. In putting together a study group, certain key points should be considered:

- Convenient meeting times and locations should be established
- An agreed upon study format and schedule should be developed including individual assignments
- Multiple resources should be used
- Group discussions should be encouraged

NENA Chapters are excellent starting points for recruiting group members. If you are interested in organizing a study group for the ENP Certification Examination, please contact NENA Headquarters at 1-800-332-3911. Advertisements for study groups can be placed on the NENA website to help individuals prepare for the ENP Certification Exam, however NENA will not be in charge of administrating the study groups.

NENA Education Courses: NENA offers a variety of education courses that are presented at national and regional conferences around the country. These courses have been designed with the ENP Body of Knowledge in mind, with each course covering a portion of the body of knowledge required by an ENP. While these courses are not designed to teach to the test, they are an excellent resource for preparation for those individuals needing an in-depth introduction to or a thorough review of critical knowledge areas.

STRATEGIES

Any of the methods used to prepare for the ENP Certification Examination require that an individual develop a strategy that will allow mental and physical preparation for the day of the examination. Strategy development requires that an individual:

- accurately assess qualifications and experiences as an ENP.
- systematically structure the time before the examination to maximize examination preparation.
- ensure mental and physical preparation for the examination.
- deals honestly with post examination emotions.

Self-Assessment: Each individual taking the ENP Certification Examination will bring a different set of work experiences, qualifications, and background knowledge to the examination. As a result, each individual must be able to identify how these experiences and qualifications match the knowledge requirements of the ENP Body of Knowledge Content Outline.

One strategy for conducting an accurate self-assessment is to compare the education and work experience background in your résumé with the ENP Content Outline. During this comparison process, you can identify those areas that have already given you a strong knowledge base, and those areas where you may need additional work. To summarize this step, make a list of your knowledge strengths and weaknesses. Those areas that are listed as weaknesses should receive greater coverage during your preparation for the examination.

Structure Time: Once an accurate and honest self-assessment has been performed, an individual needs to map out an approach that will maximize the preparation time before the certification examination. How one structures the preparation time will be different depending on the results of the self-assessment and the time available. The best strategy is to literally map out the content outline onto a calendar, keeping in mind your list of strengths and weaknesses. More time should be allotted to those areas listed under weaknesses, but ALL areas should be reviewed. If you find that you have quite a few content areas listed under weaknesses, you might begin preparation 10 weeks before the examination instead of 8 weeks, or you might devote a greater number of hours to each scheduled study session. Maximizing preparation time is directly related to examination performance.

Mental and Physical Preparedness: The greatest key to structuring time is, once time has been scheduled for preparation, to STICK WITH THE SCHEDULE. Every study session missed will increase the pressure as the examination time grows closer.

A common mistake is to attempt to cram the week or night before an examination. Such a strategy may only hurt performance. The best approach both mentally and physically is to space out preparation over an extended period of time.

Physically, performance on the ENP Certification Examination will be best if you arrive at the examination location with a clear head and logical thought processes. The ENP Certification Examination has been designed to be intellectually challenging and may be mentally and physically fatiguing. Arriving at the examination location already fatigued from last minute cramming will not help examination performance. Instead, begin your preparation early and relax the night before. Go out to eat or to a movie the night before the examination and get a good night's sleep. You will perform at your best if you arrive at the examination location relaxed and alert.

Post Examination Emotions: Any individual who has ever sat for a mastery of a body of knowledge examination will report that two common emotions will be prevalent after you have completed the examination. First, you will feel frustrated because you do not know how well you performed on the examination and you will not receive your results for several weeks. Second, you will feel frustrated because you will not know what you could have done to perform any better on the examination. Both of these frustrations are quite normal after sitting for this type of examination. Realize that these frustrations are normal so you will be better able to deal with them after the examination.

RESOURCES

One key to successful examination performance is to use a variety of resources during preparation. Several written resources available are listed below, however, do not discount the valuable resources surrounding you. For example, coworkers and other NENA members will often be able to provide valuable insight and knowledge. Do not hesitate to ask for clarification and other information from people who might have a greater understanding of certain   knowledge content areas. The key, again, is variety because using a variety of resources will ensure the most comprehensive exposure to the ENP Body of Knowledge.

The references listed below do not constitute a comprehensive list of all resources available for preparation for the ENP Certification Examination, but these references are a good starting point.

NENA PUBLICATIONS

Addressing Systems by William M. Lucy
E9-1-1 Data Base Guide by Beth Ozanich
Managing the 9-1-1 Center by Eric Parry
The 9-1-1 Puzzle: Putting All the Pieces Together by Sue Pivetta
Public Education for 9-1-1 by Jim Blackmore
Human Resource Management for 9-1-1 by Carol McKnight and Bill Munn
NENA News - current issues
NENA News Reprints - previous year's articles
NENA Standards - see www.nena9-1-1.org

LEGISLATION (U.S.)

Equal Pay Act (1963)
Title VII, Civil Rights Act (1964)
Executive Orders 11246 and 11375 (1965, 1967)
Age Discrimination in Employment Act (1967, as amended in 1978 and 1986)
Executive Order 11478 (1969)
Vocational Rehabilitation Act (1973) and Rehabilitation Act of 1974
Vietnam-Era Veterans Readjustment Act (1974)
Pregnancy Discrimination Act (1978)
Immigration Reform & Control Act (1986, 1990)
Americans with Disabilities Act (1990)
Older Workers Benefit Protection Act of 1990
Civil Rights Act of 1991
Family Leave Medical Act of 1993

LEGISLATION (CANADA)

Canadian Centre for Occupational Health and Safety
Canadian Charter of Rights and Freedoms
Canadian Human Rights Act

Note: Your examination will contain questions on LEGISLATION that are appropriate to your country.

SECTION IV

THE ENP CERTIFICATION EXAMINATION

The ENP Certification Examination is administered at least twice a year at a variety of locations around the United States and Canada. Each examination consists of 150 multiple-choice questions each with four possible answers. Four hours are allotted to complete the examination. The passing score of the examination has been determined using the expert judgment of the NENA Institute Board of Directors.

The ENP Certification Examination is designed to test an individual's competence of the ENP Body of Knowledge. Each examination will cover the same content, but will contain different questions. The best preparation for the examination is to understand each element of the ENP Body of Knowledge. The four-option, multiple-choice examination format has been chosen by the NENA Institute for a number of reasons including the flexibility and adaptability of the format, the reliability of the format, the ease of scoring, and the wide variety of knowledge, skills and abilities that can be measured using this format.

The format of a multiple-choice question consists of three parts:

Stem:	The stem states the problem or question to be answered.
Correct Answer:	The correct answer is one of four potential options and represents the only correct response or the best correct response.
Distracters:	Three distracters serve as incorrect responses. These distracters are plausible, yet wrong, or not the best possible response.

The following is an example of the parts of a multiple-choice question:

Stem: A consolidated Public Safety Answering Point (PSAP) provides communication services for:

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

Questions used on the ENP Certification Examination are developed by NENA members who meet the certification eligibility requirements and who volunteer their services. These individuals received detailed training and specific guidelines for writing acceptable questions.

All questions submitted go through a rigorous review process to ensure accuracy, validity, and grammatical accuracy. Furthermore, a final review of each assembled examination is conducted by the Institute's Board of Directors before administration. Each examination is administered by Professional Testing Corporation (PTC) to protect the integrity and security of the examination. PTC provides guidance and expertise in examination design and construction as well as conducting all examination scoring and analysis.

Example 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

section 4

EXAM TAKING SKILLS

To be anxious or nervous approaching any examination is quite common and natural. Below are some standard examination-taking suggestions that may aid in maximizing your performance.

1. **Mark on the test booklet**. The test booklet provided to you during the examination is for your use. You are free to make any marks, short notes, underline key phrases or compute simple calculations as needed. One strategy is to place an "x" by implausible answers, and putting a "?" by questions you do not know the answer to the first time through so that you will remember to go back and answer the question later.

2. **Go through the examination in order the first time through**. The best strategy is to be systematic about answering examination questions. Do not skip around the examination because you might waste valuable time. Work through the examination in order the first time through, marking those questions you are unsure of to go back to later.

3. **Length of an answer is a false clue**. The questions used on the ENP Certification Examination have been carefully constructed using generally accepted question writing principles. Do not be fooled into thinking that the longer answer is always the correct answer. Writing the distracters is often more difficult than writing a correct answer. The length of a distracter may be longer than the correct answer.

4. **Identify your answer before reading the choices**. Each question stem has been written such that you should be able to answer the question without looking at the choices given. After reading the question, try to identify what you think is the correct answer before reading the choices. By doing this, the correct answer will more likely stand out.

5. **Trust your first impression**. There is a correct answer to each question. Often your first impression of the correct answer will be the best choice.

6. **Eliminate obvious distracters**. If you have a good grasp on the ENP body of knowledge, several distracters for most questions will appear to be incorrect. When first reading a question, eliminate the distracters that are obviously incorrect. If you cannot decide between the remaining choices, move on to the next question and return to the unanswered question later.

7. **Avoid over analyzing**. Do not read too much into the question or any of the answers.

8. **Use "educated guesses"**. Upon returning to an unanswered question later, if you still feel you cannot choose between the remaining choices, make a selection anyway. There is no penalty for guessing on the examination.

9. **Don't stop**. If you are completely stumped by a question, continue on to the next question so you do not lose valuable time. You should read every question on the examination at least once.

10. **Do not worry about what you do not know**. If you feel stumped by a question, do not waste valuable time or energy fretting over it. Move on to the next question with a positive attitude.

11. **There are no answer patterns**. The ENP Certification Examination has been developed according to generally accepted testing principles, and the answers to the questions do not fall into any type of pattern. For example, the answer "3" will not necessarily be the most frequent answer.

12. **Review your answers**. After going through the entire examination, go back and work on any unanswered questions left blank the first time through. Finally, go back through the entire examination and make sure you have marked the appropriate answer for each question on your answer sheet.

13. **Do not rush**. There are no awards for finishing the examination first; use the time allowed for the examination. Working systematically and carefully will give you the time to read each question and review your answers at the end.

14. **Positive Attitude**. Maintain a positive attitude throughout the examination. Even when you do not know the answer to one question, always approach the next question with a positive attitude.

15. **Do not worry after the test**. After finishing the examination you will probably feel drained and unsure about your performance. These are common feelings and do not reflect on your performance on the examination.

LAST MINUTE REMINDERS

1. Get a good night of sleep. Go out to eat or to a movie and arrive at the examination location well rested, relaxed and alert.
2. Do not cram the night before; this strategy will only hinder performance.
3. Make sure you are familiar with the examination location and parking facilities. You do not want to waste valuable time looking for the location the day of the examination.
4. Remember to bring the proper materials to the examination, including your examination admission notice, a picture ID, a watch, calculator, and several Number 2 pencils with erasers. Reference material is not permitted.
5. Maintain a positive attitude before, during, and after the examination.

SECTION V

FREQUENTLY ASKED QUESTIONS

Application for Examination

Q. **How can I get an application for the ENP Certification Examination?**

A. The *Emergency Number Certification Application Handbook* can be printed from the NENA web site, or may be obtained by contacting NENA Headquarters at:

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National Emergency Number Association
NENA Institute
4350 North Farifax Drive, Suite 750
Arlington, VA 22203
1-800-332-3911
Fax (703) 812-4675
www.nena9-1-1.org

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Q. **I understand that some ENP Certification Examination Applications may be returned or rejected. Why?**

A. The most frequent reasons for returning ENP Certification Examination Applications are:
  • No signature on the form
  • Not including a method of payment with the application
  • Leaving blank important parts of the form
The most frequent reasons for rejecting ENP Certification Examination Applications are:
  • Receiving an application after the application deadline
  • Not possessing the required eligibility requirements

Q. **Why do the ENP eligibility requirements include only management-level experience?**

A. The ENP Certification Examination has been designed to test the competence of the body of knowledge of emergency number program management. Individuals who have not held a management or supervisory position in emergency communications, or have not had major responsibility for areas supporting emergency communications (e.g. database, GIS, public education), will not possess or be able to apply the knowledge being measured by the ENP examination.

Preparation for the Examination

Q. **What is the best way to prepare?**

A. There is no one universal method for preparing for the ENP Certification Examination. Depending on your previous education, experience and learning style, a variety of methods are available from which to select. Select a preparation method that is best suited to you as an individual.

Q. **How do I know if I am ready to sit for the ENP Certification Examination?**

A. Upon reviewing the ENP Body of Knowledge Content Outline, if you can say you know something about each of the topics listed, you are probably in pretty good shape for the examination. Be sure to be completely honest in assessing your knowledge, however.

ENP Body of Knowledge

Q. **Why is the ENP Body of Knowledge so important?**

A. The ENP Body of Knowledge essentially defines the profession and serves as the blueprint for examination construction. The weightings on the Content Outline, developed from the Body of Knowledge, correspond to representation on the examination. Questions will only be developed from the topics listed in the Content Outline.

Q. How is the ENP Certification Examination validated?

A. The ENP Certification Examination is validated using a content validation model for development. The blueprint for examination construction comes from the Body of Knowledge developed from a national job analysis using established job analysis principles. Only questions that correspond to the topics listed in the Content Outline are utilized in the examinations. Finally, individuals who are practicing in the field and meet the eligibility requirements write the actual examination questions. All of these steps follow generally accepted testing practices and principles for the development of a valid examination.

Q. What is the best predictor of success on the ENP Certification Examination?

A. Education and experience in emergency number program management are the best predictors of success on the ENP Certification Examination.

Q. Are different forms of the ENP Certification Examination easier or more difficult from one administration to another?

A. The answer is no. The Professional Testing Corporation uses statistical procedures to correct for any differences in difficulty between different examination forms.

Q. Are different content areas on the ENP Content Outline easier or more difficult than others?

A. Yes and No. The answer to this discussion depends on the education and experience you bring to the examination. For example, if you have never worked on an addressing project before, you might find this area of the Content Outline much more difficult than another area where you have extensive experience.

Q. Do I have to memorize what year a law was passed?

A. No! The ENP Certification Examination is not designed to test trivia. You must, however, be able to identify the implication this law has for 9-1-1 program management.

Q. If I don't know an answer to a question, should I leave it blank?

A. Absolutely not! Scoring is based on the number of correct answers. There is no penalty for guessing and a guess is better than no answer at all.

Examination Administration

Q. What happens if there is inclement weather on the day of the examination?

A. Notify Professional Testing Corporation the first working day following the testing date to be eligible for a refund or to reschedule.

Q. I have a disability. Can accommodations be made for me at the examination location?

A. The NENA Certification Examination Program complies with the Americans with Disabilities Act regulations covering both facilities and administration. If you need special accommodations, submit a request with supporting documentation to NENA with your application. The Application Handbook includes these procedures.

NENA Headquarters
NENA Institute
4350 North Fairfax Drive, Suite 750
Arlington, VA 22203

Q. My religion precludes me from Saturday testing, what should I do?

A. There are special procedures for non-Saturday testing. The Application Handbook outlines these procedures.

Q. Am I allowed to bring a calculator to the examination?

A. Calculators are allowed during the examination.

Q. What should I do if I fail?

A. First, carefully review your score report to identify those areas in which you had the most difficulty. Once you have identified those areas, begin preparing for the examination again, paying careful attention to those areas giving you the most difficulty.

Q. Can I have my examination rescored if I do not pass?

A. To ensure accuracy of scoring, examination scores that fall on either side of the passing score are automatically rescored by hand. If your examination score was not close to the passing score, but you still want to have your examination rescored, this procedure can be arranged.

Q. Can I have a copy of the test booklet or the questions I missed?

A. In order to protect the security of the examination, test booklets and questions are not available for review. If you have questions regarding the examination you took, you should direct them in writing to Professional Testing Corporation.

Q. When do I recertify?

A. Your ENP Certification is valid for a period of four years. At that time you will need to become recertified.

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1-800-332-3911

www.nena9-1-1.org

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