The Kentucky State Police Telecommunications Academy is happy to announce that we will be the first Telecommunications Training Agency in the state to conduct a new method of delivering quality in-service training during the pandemic. This new method should prove to be convenient and beneficial for both the agency and personnel alike. With the COVID-19 pandemic going on, we have been working on developing creative new ways to deliver Telecommunicators with valuable training. While we have received the approval to begin scheduling and delivering in-person courses, we have to ensure we are maintaining applicable social distancing requirements. With that being said, we will have to limit the number of attendees, thus creating a hardship for personnel to meet the requirements for annual training.

Due to these conditions, we are excited to announce that we will be offering our courses via Zoom and in-person. This will provide everyone with the chance to get our valuable training even if our in-person class is full. We hope this helps you and your agency receive the training you need to be the best that you can be in a very important profession.

In order to participate in the Zoom version of the course, attendees will have to follow the below listed guidelines to enroll and receive credit for the course.

-In-person classes must fill up before the zoom option is available.

-Upon an offered class reaching maximum capacity, you can get on the waitlist and will receive further instructions before the class on details of the zoom training.

-Before the start of the class that you are waitlisted for, you will receive a link for the zoom training to log in.

-During the zoom training your camera must be on at all times and you must be attentive, or credit will not be given. This will be monitored by other staff members.

-You can participate and are encouraged to ask questions as you would in class with the raise your hand button on zoom. A staff member will call on you as soon as we can.

-Microphones will be muted unless unmuted by the instructor to get feedback from a student.

-Before class and after each break, the student must put their name and agency in the chat box to ensure everybody is present before the class starts and to ensure everybody is back after each break.

-At the end of the class we will send out a class critique form to all online students to fill out. In-person students will fill one out in class.

-After the class critique is completed, we will send a link to our online testing system for attendees to test out. This can be done on a computer, phone or tablet.

Once the testing is complete and submitted, the course will be considered completed upon receiving a passing grade. We will receive instant results from our testing site upon submission. We hope this will give the entire state the ability to get their trainings in a convenient method. This service will be limited to classroom only courses as classes such as Advanced Fire Dispatch are hands-on and cannot be administered effectively online.

\*\*Special notice to those that are already signed up for an in-person class. Attendees currently registered cannot cancel to register for the zoom class instead. The only exception to this, is an exigent circumstance that would require attendees to submit written direction from their agency head. It would need to state why they are unable to attend the in-person course that they were previously registered for and need to cancel that registration to register for the Zoom course.\*\*

We are very excited to embark on this new adventure and lead Telecommunications Training into the future and hope you are too. Please be patient with us as this is all new and as we are all too familiar, technology can be your enemy when you expect it to do what you need. Please let us know if you have any questions or concerns.

KSP Telecommunications Academy