

# Law Enforcement Dispatch Recertification



Training • Tools • Accreditation

Online Program Price: \$129 per student

## POWERPHONE® MAKES IT EASIER THAN EVER TO KEEP YOUR CERTIFICATIONS VALID!

PowerPhone offers a convenient and powerful way to maintain your valuable Total Response® LED Certification with an internet-based recertification program that lets you renew your Law Enforcement Dispatch certification using only your web browser. It's the most convenient way to stay on top of the latest public safety trends and retain your valuable LED certification. It's easy to use and an exciting way to learn and keep your skills fresh!

### BENEFITS:

- Training can be conducted at your agency on your time schedule.
- No more scheduling headaches to cover shifts for those attending training.
- Significant cost savings over classroom programs.
- Online program does it all for you – no need to send in test results.

## DON'T LET YOUR VALUABLE CERTIFICATION EXPIRE!

If you don't renew your certification before it expires, you will no longer be covered by the PowerPhone Guarantee — which provides our students with valuable liability protection!

## THE POWERPHONE GUARANTEE

Should any PowerPhone graduate become involved in litigation due to a miscommunication or negligent act, PowerPhone will provide documentation regarding the training program, its history and development, instructor credentials and student proficiency. PowerPhone will also testify upon request regarding the student's endeavor to train in light of a recognized need.

## TOPICS COVERED INCLUDE:

- Active listening skills
- Barriers to good listening
- Protecting officers
- Youth violence
- AMBER Alerts
- Hostage negotiation
- Anonymous callers
- Suicide intervention
- Domestic violence
- Forensic audiology
- Plus special lessons on wireless technologies and homeland security

## SYSTEM REQUIREMENTS

- Microsoft Internet Explorer 6.0 or higher
- Flash® plug-in installed
- Sound card and speakers
- Recommended minimum screen resolution of 1024 x 768

## IT'S EASY TO RENEW!

- 1 Order our EMD Online Recertification program and receive a personalized access code.
- 2 Go through the program at your own pace, anywhere you'd like.
- 3 Pass the built-in test and we'll automatically renew your certification!

That's it...your certification will be renewed for another two years! You won't have to send in your test results or fill out any paperwork.

**Total Response offers more than just protocols.  
It offers the assurance that every call gets it all.**

Contact your account manager or visit  
[Total-Response.com](http://Total-Response.com) today to learn more.

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RESPONSE