Multiple training options give dispatchers choice & control
“Great instructor who knows how to make an impact, open minds, and educate students like no other!”

“This was a great learning experience in an online course because it is affordable training that is critically important.”

“Well covered course! Instructor has excellent background & experience. Nice job and made me think about my future response.”
PowerPhone leverages people, processes and technology in a way that empowers public safety.
## Table of Contents

*DispatchU provides the best of online and traditional classroom-based learning*

- **Total Response® Certification Courses** ................................................................. 6
- **Total Response® Recertification Courses** ............................................................. 7

- **Continuing Education (ConEd) Courses** ............................................................ 8
- **Just in Time Training (JITT) Courses** .................................................................. 11

- **DispatchU Course Information** ........................................................................... 15
- **PowerPhone Training Program Leaders** ............................................................ 19

Certification and recertification courses are only available to those who have the PowerPhone Total Response call-handling system.
About DispatchU

DispatchU seeks to raise the national standards of education for dispatchers and to encourage the development of professional learning communities. As the teaching arm of PowerPhone, it offers a wide range of courses via convenient delivery methods where students can go for all of their training needs. DispatchU provides the best of online and traditional classroom-based learning that allows public safety professionals to realize their career-advancing opportunities while continuing to work and save lives.

DispatchU Course Options

DispatchU courses are delivered to give dispatchers choice and control. The symbols above the course listing provide the delivery methods. These symbols indicate course availability. They are displayed on each of the course listing pages.

👩‍💻 Online | 🗣️ Classroom
Total Response® Certification Courses

Flexible Options
Total Response certification courses are provided online and traditional classroom-based learning. The content covered is the same for either format. The online courses differ only in how they are presented. The online courses include the PowerPhone “Any Call” philosophy, plus separate content-specific classes to cover Emergency Medical Dispatch (EMD), Fire Service Dispatch (FSD), Law Enforcement Dispatch (LED) or Call Assessment (CA) and a practicum. In the practicum, you will have a live PowerPhone instructor actively engage you in real-life scenarios through a web-conference (GoToTraining) requiring you to use the PowerPhone Total Response system. All students are required to complete at least one certification class (EMD, FSD, LED or CA) including the foundation and a practicum. If you happen to be certifying in multiple disciplines, the good news is you will only be required to complete the foundation once. The certification course will be graded as follows:

- Final quiz = 50% of the grade
- Practicum = 50% of grade.

What are equivalent hours?
The content in each of these classes is the same as in the classroom courses. The online version consists of a foundation, plus a discipline along with a practicum. The time is the equivalent of a classroom course. It is done more efficiently on your own schedule, wherever you have internet connection, and revisited whenever you want within the time allotted for the course which is usually measured in weeks.

What is a practicum?
The practicum is an instructor led web-conference using GoToTraining by Citrix. The practicum provides an opportunity for you to demonstrate the skills learned in the online portions of this course. At the beginning of the practicum, the instructor will review the call handling process. This will be followed by practice role-playing exercises, in which the instructor will play the role of a caller in distress. The student will respond as the call handler using the PowerPhone Total Response system.

Once the review process is completed, the instructor will ask you by name if you are ready for the graded assessment portion of the practicum. The instructor will then lead you through a scenario where you will be expected to conduct the full dispatch process from receiving the call, conducting the initial survey, establishing the appropriate chief complaint, asking the primary questions, dispatching resources, asking secondary questions, giving pre-arrival instructions, and relaying any important information to responders and closing the call when appropriate.
Total Response® Certification Course Listing

- **Emergency Medical Dispatch (EMD) Certification Course: $399/student** (24 hours equivalent)
  EMD will provide communication techniques that will enable the dispatcher to have a direct impact on the successful outcome of a medical emergency and to provide an overview of medically-proven methods of gathering the most pertinent information in the least amount of time, while determining the severity and urgency of the call for medical assistance.

- **Fire Service Dispatch (FSD) Certification Course: $359/student** (16 hours equivalent)
  FSD will emphasize the role of the dispatcher in answering calls related to fire rescue emergencies and the dispatch of appropriate human and physical resources to the incident, and improve communications and dispatcher activities in regards to fire department dispatch functions, including fires, hazardous materials incidents, disasters, rescue and extrication situations.

- **Law Enforcement Dispatch (LED) Certification Course: $359/student** (16 hours equivalent)
  LED class will emphasize the role of the dispatcher in answering calls related to law enforcement emergencies and improve communications and dispatcher activities in regards to law enforcement call-handler functions, including, burglaries, robberies, domestic violence, crisis interventions, and more.

- **Call Assessment Certification Class: $229/student** (8 hours equivalent)
  The CA course is designed to build your knowledge on maintaining a quality system, and provide you with the skills you need to conduct call assessment reviews of your call-handlers. The information contained in this class serves as the building block to your success as a highly-trained call assessment reviewer.
Total Response Recertification Course Listing

All courses are $129 per student

Online

Recertification must take place every two years in the discipline(s) you have been certified in: Emergency Medical Dispatch (EMD), Fire Service Dispatch (FSD), Law Enforcement Dispatch (LED) and Call Assessment (CA). If you are certified in multiple disciplines, you will only be required to take foundation once.

- **Emergency Medical Dispatch (EMD) Recertification Course**
  Students are updated on the latest processes, techniques and guidelines related to EMD, with an emphasis on Total Response protocol review for medical emergencies, including strokes, AEDS and pediatrics.

- **Fire Service Dispatch (FSD) Recertification Course**
  This course will examine some of the most critical situations in fire service dispatch, the basic principles that guide firefighters across the country, and the crucial role of the dispatcher in communicating with both callers and responders.

- **Law Enforcement Dispatch (LED) Recertification Class**
  Examination and application of critical topics in law enforcement dispatch includes hostage negotiations, suicide intervention, and protecting officers and will expand on the skills garnered from students’ original Total Response LED course.
**Continuing Education (ConEd) Course Listing**

*All courses are $229 per student and 8 hours equivalent unless noted*

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Online</td>
<td><em>Classroom</em></td>
</tr>
</tbody>
</table>

**Continuing Education Courses**

PowerPhone’s DispatchU continuing education courses provide the most current trends in emergency communications, as well as popular topics regularly impacting public safety. ConEd courses provide the tools and techniques call takers need to improve the standard of care offered to both callers and responders.

- **911 Liability**
  
  Every time you handle an emergency call, you are creating a log and journal that's admissible in court, just like a police report. This acclaimed course will show you how to protect yourself and your agency from costly legal actions.

- **911 Supervision**
  
  PowerPhone's 911 Supervision helps you build the skills to lead and confidence to handle both day-to-day operations and critical situations.

- **Active Shooting Response**
  
  Learn about the mentality and motivations of the active shooter and build a solid knowledge base that will help you when handling these incidents.

- **Disasters and the Dispatcher**
  
  Disaster response training for before, during and after a catastrophe. This class will train you in the very best pre-arrival survival instructions to use during the most intense calls you may ever experience.

- **Dispatch Judo™— $399 per student  *Classroom only* - 16 hours**
  
  PowerPhone's exclusive Dispatch Judo program has been specially-tailored after Verbal Judo techniques, will train participants how to take responsibility for and manage their individual communication style.

- **Domestic Violence Intervention**
  
  Make a difference on the next domestic violence call you handle. PowerPhone’s bestselling Domestic Violence Intervention workshop arms telecommunicators with the latest tactics for handling these incredibly volatile and complex incidents.
Continuing Education (ConEd) Course Listing continued

All courses are $229 per student and 8 hours equivalent unless noted

- Homeland Security for Telecommunicators
  In the new age of safety and security, the job of the emergency telecommunicator is even more demanding. Threats to national security are at an all-time high. And America’s leaders have told citizens to serve as the eyes and ears to help prevent terrorist attacks. Where will they turn if they think there’s the possibility of a terrorist threat? There’s no question – it will be 911.

- Hostage Negotiations
  Learn about the latest techniques and tactics for defusing hostage situations. With workplace violence, school violence and domestic disturbances all on the rise, chances are you’ll be handling a hostage situation in your communications center. If a call comes in from a hostage taker or a captive, it’s up to you as an emergency telecommunicator – literally the first person on the scene – to act quickly and confidently to save lives.

- Non-Emergency Call Handling
  Explore how to handle non-emergency calls efficiently while maintaining professionalism. Whether it’s 911 or 311, your call center will receive non-emergency calls. How your call takers respond to citizens is crucial to building a successful image for your agency. You don’t need to look further than today’s news headlines to see what happens when callers are dismissed or handled unprofessionally. Loss of public confidence is the result – not to mention lawsuits in cases where a “non-emergency call” actually turns out to be a serious incident. This class prepares your team to professionally respond to all types of calls from your citizens – while reinforcing and refining essential communication skills that have proven effective in call centers around the world for almost 30 years.

- Protecting Law Enforcement Responders
  With high-risk law enforcement-related 911 calls on the rise and officer deaths up 42 percent in 2010, the focus on officer safety has never been more critical. Protect those who protect and serve. As a 911 dispatcher, you are a vital link in the emergency response chain. You are also the lifeline to responding officers. Consequently, you must educate yourself about the dangers they might face and how to best minimize those risks.
Continuing Education (ConEd) Course Listing continued

- **Stress Identification & Management**
  Make a small investment that can reduce burnout and turnover in the 911 center. As an emergency telecommunicator, you help save lives every day. When was the last time you did something to improve the quality of your life? Stress from your job can lead to increased absenteeism and burnout. And if you’re a supervisor or a communications center manager, you know how it impacts job turnover at your agency. This course will help you combat stress both inside and outside the communications center. Get started on improving the quality of your life today.

- **Suicide Intervention**
  Be prepared for one of the toughest calls you’ll ever receive. Fifty percent of call takers will face a suicide call during their careers. That’s because many victims call 911 as a last resort. Are you prepared to guide a suicidal caller to safety? This program shows you how to think quickly, spot key warning signs and act with confidence when you have a suicidal caller on the line.
Just in Time Training (JITT) Subscription Course Listing
All courses are one CEU and $109 per student

What is Just in Time Training (JITT)? What do we mean by Just in Time Training, or JITT? Without getting too far astray, the concept of JITT started as an inventory management strategy, Just in Time (JITT), which means having “the right material, at the right time, at the right place, and in the exact amount.” But for the online educator, it means having the right material [training resource], at the right time [when the skill is needed], at the right place [ideally online, but not always] and in the exact amount [a focused, specific resource targeted to one skill].

So we have created and continue to create a series of Just in Time Training online classes that each take from 30-90 minutes to complete. The content reflects the current and important informational and training needs of the call-handler for EMD, FSD, LED and CA disciplines. The courses come fully developed with professionally narrated and animated slides, brainteasers, and printable certificates. A new course is released at the middle of each month. The following list includes courses that have been prepared but may not have yet been made visible on our DispatchU site.

- **Active Shooting Response: What Your Center Needs to Know**
  Be prepared and earn what your center needs to know to enact the best response in the event of an active shooter.

- **Alzheimer’s Patients: The Endangered Missing Person**
  Calls related to Alzheimer’s patients by establishing guidelines, caller interrogation techniques, and criteria to improve positive outcomes in Endangered Missing Person situations from wandering Alzheimer’s patients.

- **Aspirin Advisory**
  An aspirin advisory has been formulated by PowerPhone in response to requests from medical advisors from PSAP agencies who see a need for their call handlers to offer this as pre-arrival advice to potential heart attack victims.

- **Chemical Suicide**
  Chemical suicide is a newly emerging phenomenon in the US and presents significant threats to good Samaritans, responders, and building occupants. This course provides awareness to call-handlers of the threat, and the steps to alert potential victims of the threat and minimize risk from chemical injury.
Just in Time Training (JITT) Subscription Course Listing continued

- **Choking Protocol**
  This class will train communications personnel related to their role in recognizing caller-supplied symptoms requiring choking intervention or cardiopulmonary resuscitation (CPR) and providing pre-arrival advice on how to conduct the Heimlich maneuver or CPR according to the latest American Heart Association (AHA) guidelines.

- **CPR Revisited**
  Knowledge of what CPR instructions to give and when to give them is known to help save lives. Every dispatcher should be able to react quickly and effectively, and this class will help.

- **Health Effects of Sitting**
  Dispatchers spend the majority of their time at work sitting down, often for hours at a time. This class will discuss how sitting for long periods of time can be detrimental to a dispatcher’s health and ways to improve your health and avoid the dangers of extended sitting.

- **Hearing Disorders and Call Handling Etiquette**
  Persons with hearing loss may have significant difficulty in communicating their emergency to 911 and may also experience insensitivity by some call handlers. This class addresses these issues.

- **Human GPS: Where Are You?**
  Learn how to help locate a person in trouble when they don’t know where they are located.

- **Interacting with Persons Who Have Mental Illness**
  Severe mental illness affects many individuals over the course of their lives and can collaterally affect family members, friends, and loved ones. Severe mental illness can be associated with significant levels of distress and impairment, and in some cases, the person may be a threat to him or herself, or to someone around them. This training reviews symptoms of some the more severe forms of psychopathology that you might encounter as a 911 telecommunicator, including Bipolar Disorder, Schizophrenia, and severe Depression. It focuses on some things that you should avoid while on the phone with someone who you suspect may be suffering from one of these disorders, as well as some tips for things that you should do. Some common misconceptions regarding psychopathology are also addressed.
Just in Time Training (JITT) Subscription Course Listing continued

- **Language Barriers**
  How can you communicate with a 911 caller that does not speak the same language as you or is unable to communicate normally?

- **Mayday: A Dispatcher’s Critical Role in Protecting Firefighters**
  This course will instruct you on the critical role you have as a dispatcher in protecting firefighters during a Mayday, and the procedures you should follow.

- **Prepare for the Special Challenge: Autism**
  Be prepared for the challenge of dealing with callers who have special needs related to autism in a way that protects responders and the autistic person.

- **Mass Casualty Incidents (MCI)**
  Understanding processes that occurs during a mass casualty incident. This includes an overview of the specific roles of an MCI from the paramedics on scene to the medical personnel at the hospital during an MCI; and how the dispatcher’s responsibilities play a role during an MCI situation.

- **PTSD and the Call Handler**
  Recognize and deal with both critical incident stress and PTSD in the communications center.

- **Recognizing Stroke: A Dispatcher Resource**
  Studies have shown that many dispatchers do not recognize the signs of stroke from a first or second party caller, costing precious time and possibly lives.

- **Railway Emergencies**
  Awareness of railway equipment and emergency situations that can involve railways. This class will focus on identifying the various emergencies that can occur, appropriate responses to those emergencies, and insuring the safety of responding personnel to those situations.
Just in Time Training (JITT) Subscription Course Listing continued

• **Submerged/Sinking Vehicle Advisory**
  A submerged-sinking vehicle advisory has been formulated by PowerPhone in response to an increasing frequency and need for call handlers to offer this as pre-arrival advice to those victims reporting their predicament by cell phone.

• **The Role of the 911 Supervisor**
  This class will train communication center supervisors regarding various challenges and topics related to supervision of communication personnel.
Course Policies
DispatchU is the educational component of PowerPhone that features highly interactive classroom instruction, web-based on-line learning, and features a blended or hybrid learning approach with hosting online courses on MOODLE. MOODLE is an open-source system Learning Management System (LMS) that allows us to provide high quality interactive education for users including live chat rooms, forums, web-conferencing, interactive calendar of events, live polling, checkpoints, and much more. Online courses at DispatchU allow students to adapt their course work to their own schedule and to take classes anytime-anyplace. However, online courses are not for everyone. First, they require certain equipment, such as a high speed internet connection and some level of computer competence. Second, they call for a high level of initiative and self-discipline on the part of the student.

An email account is necessary for registration in DispatchU and enrollment into courses. Email may also be required for communication with the instructor, other students, and for submitting written work.

Online courses require the use of a Web browser, such as the latest versions of Internet Explorer, Safari, or Mozilla Firefox, compatible with your existing operating system in order to access course materials.

Students may need a word processing program to prepare written course work. The supported standard at DispatchU is Microsoft Word. Students who are not using Microsoft Word should determine how to convert their files to Word format (.doc or .doxc) or to Rich Text Format (.rtf). This can usually be done easily from within any word processor using the Save As option under the File menu.

The courses will be accessible for most PC and MacOS systems. This course is not completely compatible with iOS devices (iPad) because some components of the course may require Flash Player.

Online courses require the use of basic computer skills. Although issues directly related to carrying out course-related tasks are supported by DispatchU technical support, DispatchU cannot assume responsibility for basic technical support for students. For technical issues related to the use of DispatchU, contact dispatchu@powerphone.com. As time allows, tech support may be able to teach how to attach files to email messages or how to convert non-Word documents to Word or Rich Text Format. Support time is limited and students cannot assume that they will receive support for general computer issues.
DISPATCHU Information continued

Adobe PDF format may be used to distribute some files. The free Adobe Acrobat reader can be obtained from Adobe’s site as shown below.


Use of Cookies and Plug-ins

Some pages of www.dispatchu.com use “cookies,” which are small files that the site places on your hard drive for identification purposes. These files are used for site registration and customization during your visit to this website. You should note that cookies cannot read data off your hard drive and PowerPhone, Inc. does not collect any personal information regarding your computer system without your consent. Your web browser may allow you to be notified when you are receiving a cookie, giving you the choice to accept it or not. By not accepting cookies, some pages may not fully function, and you may not be able to access certain information on this site. You will need to have cookies enabled, as well as JavaScript enabled in your browser, in order to fully access some features on this site and within the DispatchU course management system.

Personal Requirements

There are also personal requirements beyond the technical requirements. Because of the flexibility online courses may allow, they place more responsibility on the student for meeting the requirements and accomplishing the goals of the course.

Students must be realistic about what they can actually accomplish and must commit adequate time to complete the course work. Students must have the discipline to keep working on the course in order to finish the work within the allotted time. Students sometimes find it hard to get started. It is best to jump right in and do one’s best. It is also important to keep momentum. It is always harder to catch up than to work at a steady, even pace. While courses vary in the pace and pacing they require, problems should be reported to PowerPhone. Regardless of the course’s pace, students must be able to meet the deadlines established in the course syllabus. These will be clearly specified for each course. There is open enrollment for some courses, meaning that you can enroll in the course at any time, but there are end dates for each course. You will receive an automated email detailing the expiration. If you fail to complete the course on time, you will have to request and extension.
DISPATCHU Information continued

All students taking courses at DispatchU will receive a grade for all assignments. Grades in all DispatchU courses may include assessments on participation activities, as well as grades on projects (if assigned) and quizzes. Every course will provide directions for assignments to assist students in their completion; however, final grades are up to the discretion of the instructor. If you have a problem with grading or wish to discuss a grade with an administrator, please contact DispatchU@powerphone.com.

Academic Integrity
Whether participants are enrolled in DispatchU courses to fulfill an employment requirement, or for personal professional development, adherence to academic standards is expected. Written work, including but not limited to: discussion postings, essays, reflections, designs, and critiques should be a product of the participant’s efforts and not copied from a colleague, Internet materials, books, journal articles, or other sources.

Behavior
To be consistent with the PowerPhone Code of Conduct Practice of Respect, we consider hateful, flaming, and person-directed derogatory comments to be unacceptable behavior in PowerPhone courses. Parties involved in such behavior may be immediately removed from the course at the discretion of the instructor. Depending on the nature of the incident, the individual may be barred from future participation in PowerPhone courses at the discretion of the PowerPhone staff. This determination is made on a case-by-case basis and PowerPhone reserves the right to change its policy at any given time without prior notification.

General Course Approach
Each course takes 20-90 minutes to complete. You will begin by clicking on the Course Modules in order. The notes for each module may be printed out and saved for future reference. The Final Checkpoint (Quiz) consists of 10-25 multiple-choice and True/False questions that are randomized for each student and each time the quiz is accessed. You will have 20-60 minutes to complete the quiz depending on the length of the quiz. Be sure to SAVE and then SUBMIT your completed quiz. You must achieve at least 75% to pass. Failure to pass will require you to re-take the exam after 24 hours have elapsed to give you time to review the material. You will only have two attempts to successfully pass the exam. You will also need to complete the Course Evaluation; however, your answers will not be scored as part of the course examination.

Be sure to post any questions you have to the Question and Answer Forum. A certified PowerPhone instructor will answer your question within 24-48 hours.
DISPATCHU Information continued

Privacy Policies
We understand that many people enjoy some level of anonymity in their online courses. Beyond your name and a short background bio statement as an orientation exercise, you are not required to divulge anything that you do not wish to divulge while taking a DispatchU course.

Disclosure to Third Parties
All personal information collected on the PowerPhone website is considered confidential and is not disclosed to third parties. PowerPhone adheres to all FERPA* requirements. Written and signed consent must be obtained by the student before any student records can be released except to their administrator.

DispatchU courses cannot be audited. Participation is an expectation in all courses.

Copyright and Academic Integrity Policies
Participants in DispatchU courses retain copyright of all assignments and posts completed by that individual; however, all materials may be used for educational purposes within the given course. In group projects, only the portion of the work completed by that individual is copyrighted by that individual. PowerPhone, Inc. may request that your materials be shared with future courses, but such sharing will only be done with your consent. The information that you submit during a course may, however, be used for the purposes of administrative data collection and research. No personal information is retained without the student’s consent.

Everything on this site and within DispatchU courses is copyrighted by PowerPhone, unless expressly stated otherwise. The copyrights of all non-student work are owned by PowerPhone, except in cases where the original creator retains copyright of the material. Copyrights to external links are owned and/or the responsibility of those external sites. You are free to view and print material from this site as long as:

- The material is used for information only.
- The material is used for non-commercial purposes only.
- Copies of any material include the respective copyright notice.

These materials may not be mirrored, de-privatized, or reproduced on non-PowerPhone websites without the expressed written permission of PowerPhone, Inc.

*The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records.
PowerPhone Training Program Leaders

Gary Moore, Dr. PH
Director of Training

Dr. Gary Moore is an Emeritus Professor at the University of Massachusetts, Amherst, and Clinical Associate Professor at the UMass Medical School. He has also had appointments at the Harvard and Yale Schools of Public Health. He developed the first major initiative for online program development at the University of Massachusetts, Amherst. Dr. Moore wrote and received a major grant to begin this work. This has resulted in an ongoing multimillion dollar campus-wide profit center that is growing every year. Consequently, he was selected for the UMass President’s Public Service Award for 2001 as a pioneer in the development of online learning and in promoting online teaching. He wrote two highly successful books for instructing faculty and students how to either teach or to learn online. Gary created the first major online curriculum development for the UMass Worcester Medical School which has resulted in ongoing primary care physician workshops available. Gary developed an online capacity for the Harvard School of Public Health Center for Public Health Preparedness (HSPH-CPHP) for the training of public health and medical professionals in Massachusetts and Maine. He also developed an online capacity for the Yale School of Public Health Center for the training of public health and medical professionals in Connecticut and Rhode Island and secured Federal funding to create and advance the online programs across these states.
PowerPhone Training Program Leaders

Dr. Patrick Lanzetta, MD  
Medical Director

Possessing over 20 years of hands-on experience in emergency medicine and EMS, Dr. Lanzetta is a practicing, board certified Emergency Physician. He is a Diplomate of the American Board of Emergency Medicine and a Fellow of the American College of Emergency Physicians (FACEP). A Review Physician for the Commission on Accreditation of Ambulance Services (CASS) and an appointee to the New Hampshire State Legislative Committee on Trauma, Dr. Lanzetta is recognized for establishing the first and only emergency department based ALS service in Northern New England. He is a Lieutenant Colonel in the United States Army Reserve and has served as a Field Surgeon and Emergency Physician with units around the world. As Medical Director for PowerPhone, Dr. Lanzetta is responsible for overseeing the PowerPhone Emergency Medical Dispatch curriculum and training corps, as well as acting as liaison with EMS officials on the local, state, regional and national levels.
PowerPhone Training Program Leaders

Heather Pierce
Professional Standards Manager

Heather Pierce specializes in the development of the standards and instructional content that are core to the Total Response System. She is also responsible for the management of the Accreditation Program. Heather has been a researcher with Northern Illinois University as well as a ten year veteran in public safety. She is the author of innovative psychological research regarding Posttraumatic Stress Disorder and 911 telecommunicators. Heather’s work has been featured in international media outlets such as *Time Magazine*, *NPR*, and *ABC News Good Morning America*. 
PowerPhone Training Program Leaders

April Acker
Technical Assistant

April has years of solid experience in a functional training role with emphasis on the PSAP process training development and design. She has a proven track record in developing original and innovative technical and related process training programs, workshops and demonstrations: experience in developing instructor-led training materials and self-paced learning content. April has been working with e-learning and blended learning programs, web-based training development, and asynchronous learning content. She has a foundation knowledge and understanding of learning theory and instructional design techniques and provides excellent written and verbal English skills for the purpose of documentation development, curriculum development, editing and communication.
For more information email us at learn@powerphone.com or call us at 800.537.6937.