TMA Recertification Bundle Descriptions

1. Operations

- **Level 1 - Module 4: The Monitoring Process**
  In this key module, the student will learn leading industry practices in the monitoring process. The operator is introduced to updated terminology and current best practices, services and technology for today's professional monitoring center operators. The course will cover the common "go-to" resources for event handling and how the monitoring process works from start to finish. Included is an explanation of the procedures for alerting customers or other contacts about alarm system activations. The student will review and practice the top 5 event classifications and associated response methods. The module concludes with information about how to stay in compliance with industry rules and regulations.

  Learning Objectives
  - The common "go-to" resources for event handling
  - How the monitoring process works from start to finish
  - Explain procedures for alerting customers or other contacts about alarm system activations.
  - The top 6 event classifications and how response methods differ
  - How to stay in compliance with rules and regulations

- **Level 1 - Module 6: Industry Readiness and Monitoring Center Security**
  In this module, the operator will discover the importance of monitoring center security and readiness. The student will learn about the different types of events that could impact monitoring center operations and the part operators play in responding to issues and maintaining operations to preserve business continuity.

  Learning Objectives
  - Discover the types of events (man-made and environmental) that impact monitoring center operations
  - Learn about the types of best-practice behaviors associated with internal processes to maintain monitoring center security (from cybersecurity to responding to equipment failures)
  - Understand the role of the operator in identifying and responding to issues in order to maintain continuity

- **Level 2 - Module 4: Industry Standards: The Fundamental Building Blocks of Professional Monitoring**

  Standards are an important tool in the professional monitoring industry to help achieve efficiency, cost savings and consistency of products and services. Compliance to standards ensure product functionality and compatibility for products and services that support public safety. Established protocols for how we implement technology and cybersecurity help ensure a level of reliability throughout the alarm monitoring business. The information contained in this module will expand the operator's knowledge about each individual's role in the compliance process and why understanding and tracking industry standards is so important.

  Learning Objectives
  - Understand the basic history of standards and their purpose
  - Recognize why compliance to these standards is important to the professional monitoring industry
  - Gain a basic understanding of how standards are created, managed and enforced
  - Recognize what role Nationally Recognized Testing Labs have with standards and how they control what goes on in a Monitoring Center
  - Understand compliance requirements for handling alarm signals that are subject to standards

- **Level 1 - Module 7: Monitoring Center Operator Code of Excellence**

  The Monitoring Center Operator Code of Excellence is our industry's commitment to promote and maintain the highest standards of professional and personal behavior in this very important role – the professional monitoring center operator. This module introduces operators to important attributes and core values that will prepare them for success, and explain how their role is at the heart of, and fundamental to, the professional monitoring industry.

  Learning Objectives
  - Overview of the nine key principles associated with the Monitoring Center Operator's Code of Excellence
  - How personal and professional behavior relate to professionalism in the workplace
  - To identify traits associated with personal behavior

2. Technology

- **Level 1 - Module 2: Technology and the Monitoring Center**

  This module introduces the new operator to the need-to-know basics of how technology works in the professional monitoring industry. The student will discover how communications systems support effective monitoring and will be introduced to the main components of an alarm system and how sensors, detectors and video work together at a protected location to save lives and property. The student will gain an appreciation of the importance of technology to the advances in monitoring services.

Learning Objectives
- Understand the basics of how technology works in the monitoring center
- Understand how communication systems support effective monitoring
- Recognize the main components of an alarm system
- Describe how sensors, detectors and video are used to protect lives and property

- **Level 2 - Module 5: Telecommunications and Enhanced Technology**
  Across our industry, advancements in technology are being made at a staggering rate. New technologies are enhancing or replacing the technology used by older devices. This module will review how technology advancements have improved telecommunications, video, audio and PERS monitoring solutions. Because life safety and protection of property are essential to the role of professional monitoring, the industry closely tracks technology that will improve the accuracy and efficiency of monitoring systems that protect homes and businesses. This module provides an overview of current and emerging technology and its impact on the monitoring industry.

  Learning Objectives
  - Understand the Impact of the technology evolution on the monitoring industry
  - Identify how the expansion of telecommunications paths influence monitoring and secure transmissions
  - Understand how receivers and automation systems benefit from evolving technology
  - Identify surveillance and video security game-changers
  - Identify personal emergency response system applications
  - Emerging technology and its impact on operators

- **Level 2 - Module 6: Cybersecurity in the Monitoring Center**
  Every person in the monitoring center is key to reducing the risk of cybercrime. Operator vigilance can make a difference and everyone's cooperation is essential. This module will help students understand how they can minimize the risk of an attack on their monitoring center by understanding more about cybersecurity threats, how common attacks work, when and where individuals and companies are vulnerable to attacks, and what they can do to defend their organization. Cybersecurity is not just an IT responsibility–it is everyone's responsibility.

  Learning Objectives
  - Recognize the impact of cybersecurity threats to your monitoring center
  - Identify the different types of cybersecurity risks
  - Recognize common cybersecurity attacks
  - Determine ways to identify and defend against cybercrime
  - Identify cybersecurity best practices for employees within the monitoring center
  - Use best practices to minimize your risk if you suspect you have been targeted

- **Module 7: Monitoring Center Operator Code of Excellence**
  The Monitoring Center Operator Code of Excellence is our industry's commitment to promote and maintain the highest standards of professional and personal behavior in this very important

role – the professional monitoring center operator. This module introduces operators to important attributes and core values that will prepare them for success, and explain how their role is at the heart of, and fundamental to, the professional monitoring industry.

Learning Objectives
- Overview of the nine key principles associated with the Monitoring Center Operator's Code of Excellence
- How personal and professional behavior relate to professionalism in the workplace
- To identify traits associated with personal behavior

3. Customer Service

- **Level 1 - Module 3: Effective Communication**
  The operator will learn about the critical role communication skills play in the monitoring center. We will begin with defining communication methods and apply them to speaking with customers, PSAPs and your team in the monitoring center. The operator will also learn how to manage difficult and emotional interactions. We will examine customer services best practices and the importance of effective communication in the monitoring center.

  Learning Objectives
  - Understanding the Communication Cycle
  - Applications of effective communication in the monitoring center
  - How to speak with customers, PSAPs and your team
  - How to identify and manage difficult interactions
  - Your role in providing high-quality customer service

- **Level 2 - Module 2: Conflict Resolution Using Effective Team Communications**
  Conflict in the work environment is common. Just as in families, people who work together and spend a lot of time together will experience conflict. As a leader, and a member of a team, understanding how to manage yourself and your team during times of conflict will improve how you communicate with each other to resolve your differences and maximize your performance. This module provides the operator with tools to identify the five main styles of conflicts. By understanding conflict preferences, or default styles, the student will gain a better understanding of constructive ways to resolve conflict and improve the health and productivity of a team.

  Learning Objectives
  - Understand how to view conflict as an opportunity in your role as leader
  - Recognize the essential parts of the Communications Process
  - Use Leadership Roles to impact positive team environments
  - Understand the five main styles of conflict and how to apply them to resolve conflict in the workplace

- Learn how to adjust your behavior and conflict style to handle conflict more effectively
- Create a mediation environment that is conducive to healthy conflict resolution
- Appreciate the link between successful conflict resolution, effective communication, and stakeholders to reinforce accountability in the workplace

- **Level 2 - Module 3: Strategies for Advanced Call Handling in the Monitoring Center**
  Customer Care is a fundamental component of the monitoring center and an important aspect of every operator's role when handling a call. Often our communication will extend beyond the basic operator interaction into a more involved dialogue that requires advanced skills and attention. This module will provide strategies to prepare the operator for advanced call handling. Our primary concern is always the safety and protection of our customer's lives and property. The operator's professionalism and dedication to handling each call is critical when lives and property are at stake. This module also provides guidance on self-care after critical events.

  Learning Objectives
  - Recognize best practices for customer care and call handling
  - Identify strategies for effective problem solving for improved customer care
  - Identify tips for handling escalated calls in the monitoring center
  - Understand the impact of operator response during critical events
  - Identify tips for operator self-care after critical events
  - Recognize the importance of effective notetaking and customer follow up

- **Module 7: Monitoring Center Operator Code of Excellence**
  The Monitoring Center Operator Code of Excellence is our industry's commitment to promote and maintain the highest standards of professional and personal behavior in this very important role – the professional monitoring center operator. This module introduces operators to important attributes and core values that will prepare them for success, and explain how their role is at the heart of, and fundamental to, the professional monitoring industry.

  Learning Objectives
  - Overview of the nine key principles associated with the Monitoring Center Operator's Code of Excellence
  - How personal and professional behavior relate to professionalism in the workplace
  - To identify traits associated with personal behavior

For additional information, please contact education@tma.us or visit https://tma.us/education/online-training/

Thank you for your support of TMA operator training!