

TMA-AVS-01 Course Summary for Training Managers

Developed by The Monitoring Association's Standards Committee, AVS-01 (Alarm Validation Scoring) is a collaboration between the alarm industry and public safety. This voluntary standard establishes a consistent and standardized way of communicating alarm information by classifying alarm data into different levels. The goal of AVS-01 is to improve alarm notifications and enhance alarm information.

To assist training managers, TMA is offering on-line training for participating companies. This course is available free of charge for all monitoring centers that wish to implement the standard into their Standard Operating Procedures. Below is an overview of the course.

There are three Modules:

Module 1: Introduction for Monitoring Center Operators (20-30 minutes-16 Slides)

Module 2: Understanding Category Definitions (25-35 minutes-15 Slides)

Module 3: Call Handling Scoring Process (30 – 40 minutes-15 Slides)

The estimated time for students to complete all three modules depends on the operators' learning style and time taken for Student Exercises, quizzes, and the final assessment. Each module has a substantial amount of information to cover. The total estimated time to complete all three modules could range from approximately 75 to 105 minutes. This time frame also accounts for listening to the narration, understanding the examples, and potentially taking some notes.

Keep in mind that individual learning styles and comprehension speeds can vary, so some operators might take longer or shorter times to complete the modules. It's also a good practice to allow some additional time for review and follow-up questions with the training manager in your monitoring center.

The main takeaways for the operator from the AVS-01 training are:

1. **Alarm Level Classification:** Understanding the five levels of alarm classification (Level 0 to Level 4) based on the severity of the intrusion event.
2. **Enhanced Call Confirmation:** The importance of the enhanced call confirmation process in confirming alarm events and avoiding unnecessary Calls for Service.
3. **Situational Awareness:** Contributing to situational awareness by providing the ECC with actionable information to help law enforcement allocate resources effectively.
4. **Escalation and De-escalation:** The ability to escalate or de-escalate the alarm level based on the available information during the call handling process.
5. **Human Presence Indicators:** Recognizing visual or audio indicators of human presence and how it affects the escalation of the alarm level.

6. **Communication with ECC:** Effective communication with the Emergency Communications Center (ECC) telecommunicator by relaying accurate and timely information about the alarm event.
7. **Avoiding Unnecessary Calls for Service:** Applying observation skills, historical data, and analytics to assess the threat level and avoid unnecessary Calls for Service.
8. **Manual and Automated Processes:** Understanding both manual and automated processes for handling alarm events and assigning appropriate alarm levels.
9. **Special Instructions:** Recognizing the importance of following special instructions provided by public safety authorities based on known circumstances.
10. **Accuracy and Consistency:** Providing accurate and consistent information to the ECC for proper classification, assessment, and dispatch of resources.
11. **Resource Allocation:** Understanding how the AVS-01 standard enhances resource allocation and law enforcement coordination during alarm responses.
12. **Standard Operating Procedures (SOP):** Integrating AVS-01 with the company's standard operating procedures for alarm handling and event classification.
13. **Support and Resources:** Accessing resources like intrusion alarm scripts, guidelines for communication with the ECC, and downloadable forms to aid in proper reporting.
14. **Contributing to Public Safety:** Recognizing the role of the operator in enhancing public safety outcomes, improving law enforcement efficiency, and minimizing risks.
15. **Professionalism and Confidence:** Enhancing operator confidence in handling alarm events and contributing to higher criminal apprehension rates.

Learning Objectives by Module

Module 1: AVS-01 Introduction for Monitoring Center Operators

Learning Objectives

At the conclusion of Module 1, you will be able to:

- Explain in general terms the scope of the AVS-01 Standard
- Gain a basic understanding of how AVS-01 was created, will be managed and enforced
- Recognize the three primary components within the Standard
- Understand the importance of public safety engagement
- Recognize why compliance for those monitoring centers that adopt the AVS-01 standard is important to the professional monitoring industry, ECCs, and law enforcement responders
- Understand the value of alarm classification to your customer

Module 2: Understanding Category Definitions

Learning Objectives

At the conclusion of module 2, you will be able to:

- Understand the basis of the standard category definitions
- Be able to define AVS-01 Alarm Levels 0 through Level 4
- Understand the process and importance of escalating and de-escalation an alarm event level
- Successfully complete an Alarm Classification operator exercise
- Describe how actionable information further enhances greater credibility and confidence through situational awareness

Module 3: Call Handling Scoring Process

Learning Objectives

At the conclusion of Module 3, you will be able to:

- Understand how AVS-01 fits in the Enhanced Call Confirmation process
- Understand key data points that can escalate or deescalate an intrusion alarm
- Understand the manual and automated processes associated with AVS-01
- Apply tips for communicating with the ECC telecommunicator
- Understand when not to place a Call for Service
- Locate resources and other references to help improve communication with the ECC

All operators must pass the module assessments with a score of 85% or better. There is no time limit to complete the test. Once all three modules have been completed, the student will be issued a certificate of completion.

Any questions about AVS-01 Training should be directed to education@tma.us.