# TMA-AVS-01 Course Overview for Training Managers

**Introduction**
Developed by The Monitoring Association's Standards Committee, the AVS-01 (Alarm Validation Scoring) standard 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.

**Free Online Training**
To assist training managers, TMA is offering online training for professional monitoring companies. This course is available free of charge for all monitoring centers that wish to implement the standard into their Standard Operating Procedures or simply want to learn more.

The AVS-01 training course includes three 30-minute comprehensive modules:

- **Module 1:** Introduction for Monitoring Center Operators (Quiz)
- **Module 2:** Understanding Category Definitions (Student Exercise/Quiz)
- **Module 3:** Call Handling Scoring Process (Student Exercise/Final Assessment)

These modules provide detailed guidance on the classification process and the standardized communication protocol, ensuring smooth implementation and seamless integration of AVS-01 into monitoring center operations. All three modules must be completed in order.

**Registration Portal**
Students should visit TMATraining.net to set up a profile and create a username and password**.** A password reset option is available for those who forget their password. The course tracks student progress. To resume, students simply return by signing in and clicking **Resume (where you left off)**.

**Course Duration/Student Exercises**
Each module is designed to be completed within 30 minutes and includes quizzes and student exercises to reinforce learning. The modules must be taken in order, and students have the flexibility to complete the course over multiple sittings, making it a practical addition to any training program without causing significant disruption to daily operations. The estimated time for students to complete all three modules depends on the operators' learning style and the time taken for student exercises, quizzes, and the final assessment.

The student exercises not only show the operator how to classify an existing alarm, but also how to escalate and de-escalate alarms as more information becomes available. These exercises are not scored, and students are encouraged to repeat the exercises to become comfortable with the scoring process. Explanations are provided for both correct and incorrect answers throughout the course. Students are also encouraged to discuss any questions with their supervisor as guidance may vary based on your standard operating procedures.

**Certificate of Completion**

All operators must pass the Final Assessment with a score of 85% or better. Once all three modules have been completed, the student will be issued a downloadable Certificate of Completion.

**Main Takeaways**

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-escalating an alarm event level
- Successfully complete a Student Exercise on alarm classification
- 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 de-escalate 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
- Successfully complete a Student Exercise on escalating and de-escalating alarm events
- Locate resources and other references to help improve communication with the ECC.

**Enhancing Public Safety**

The alarm industry plays a crucial role in protecting life and property by detecting alarm events and initiating calls for service. However, inconsistent protocols and alarm information exchange have posed challenges for law enforcement and ECCs. The AVS-01 Standard addresses these concerns, providing an easy-to-apply framework to enhance alarm response processes.

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