



CommsCoach EDU

Subscription Service Concept & Structure Overview

Official Program Documentation — Approved by GovWorx Leadership

Purpose of this document: This is the official, single source-of-truth description of the CommsCoach EDU subscription concept — what it is, how it works, and everything included at launch and beyond, down to the individual course and paired-simulation level. It is the approved reference source Marketing uses to build customer-facing materials, and Customer Onboarding uses to explain the offering to new subscribers. A separate, shorter companion document ("Marketing & Onboarding Messaging Guide") distills this material into sales- and conversation-ready language.

1. Executive Summary

CommsCoach EDU is a new, subscription-based curriculum product within the CommsCoach platform. Agencies and institutions that purchase a CommsCoach EDU subscription gain licensed access to a continually-growing library of professional development curriculum — learning modules, evaluated scenario simulations, and instructor-led content — delivered through the CommsCoach Resource Center. From there, subscribing agencies pull the licensed material into their own agency or institution tenant/site within CommsCoach and assign it to their personnel or students, tracking progress and completion as they see fit. Learners earn certificates documenting CommsCoach continuing education (CE) hours on curriculum that currently issues them (the Supervisor Series and, beginning with its Q4 2026 release, the Swatting: Listening Beyond the Call Series); assignment and completion on all curriculum are documented in the learner's CommsCoach training portal and in TRAIN.

At initial release, the subscription includes two curriculum offerings:

- **The Supervisor Series** — a complete, 45-hour, standards-aligned curriculum for 9-1-1 communications supervisors.
- **The Call-Taking Fundamentals Series (16 hours)** — a complete, stand-alone series in its own right, individually named for the skill area it builds, with additional stand-alone series to follow on the same model.

Beyond the initial release, the subscription is designed as a living library: new curriculum is added on a quarterly cadence, and all previously released content remains available to subscribers for the life of their subscription. The next confirmed releases are the Swatting: Listening Beyond the Call Series (Q4 2026) and the Location, Data and Documentation Mastery Series (Q1 2027). Further releases beyond those are still being determined and will be announced as they are confirmed.

Both flagship offerings are strategically paired with GovWorx's assessment products: the competencies measured by PROMOTE (the supervisory assessment) are the same competencies developed in the Supervisor Series, and the competencies measured by HIRE (the

entry-level/new-hire assessment) are the same competencies developed across this series library. This creates a natural "assess, then develop" story for agencies that own both product lines.

2. What CommsCoach EDU Is

CommsCoach EDU is the education and training division of the CommsCoach platform. It is a licensed content subscription — not a one-time purchase of a fixed course — meaning agencies pay for ongoing access to a curriculum library that expands over time rather than a static set of materials that never changes.

2.1 Product Model

- **Subscription, not a-la-carte:** Agencies or institutions purchase a subscription to CommsCoach EDU as a whole, granting licensed access to the curriculum available at any given time.
- **Growing library:** New curriculum series and content are added on a quarterly release cadence. Previously released material remains fully available — nothing is removed or sunset when new content is added.
- **Delivered through the Resource Center:** All licensed curriculum is published to the CommsCoach Resource Center, the central library subscribers draw from.
- **Own tenant/site within CommsCoach:** Subscribing agencies and institutions upload the licensed material from the Resource Center into their own agency/institution tenant or site within CommsCoach, then assign it to their personnel or students and track progress and completion as they see fit.
- **Modular, stackable series:** Skill-based curriculum (see Section 7) is organized into standalone series, each named individually for the specific skill area it builds (e.g., the Call-Taking Fundamentals Series covers several related skills under that one theme) rather than grouped under one collective series-line name. Agencies can assign a single series, several series, or the full stack — a series is a complete, finished learning product on its own, not an incomplete slice of a longer course.

3. How the Subscription Works

The subscription experience follows a consistent flow from purchase through completion:

Step 1 — Subscribe

An agency or institution purchases a CommsCoach EDU subscription, gaining licensed access to the current curriculum catalog.

Step 2 — Day One: Visit the Resource Center

On day one, the agency's administrators go to the CommsCoach Resource Center and find the subscription's curriculum already unlocked and ready for them to use — no separate provisioning step.

Step 3 — Upload Into Their Own Tenant/Site

Administrators upload the relevant curriculum package(s) from the Resource Center into the agency's own tenant or site within CommsCoach.

Step 4 — Assign & Track

The agency assigns the material to personnel or students and tracks their progress and completion as they see fit, using whatever assignment structure fits their organization (by role, by tier, by individual, etc.).

Step 5 — Learn

Learners complete a mix of self-paced learning modules and evaluated scenario simulations (see Section 4), built to reach a variety of learning styles.

Step 6 — Certify or Track Completion

Upon successful completion, learners earn certificates documenting CommsCoach continuing education (CE) hours on curriculum that currently issues them (the Supervisor Series and, beginning with its Q4 2026 release, the Swatting: Listening Beyond the Call Series). Assignment and completion for all curriculum are documented in the learner's CommsCoach training portal and in TRAIN; certification for other curriculum is in development.

Step 7 — Grow With the Library

As new quarterly curriculum is released, it becomes available to the agency's existing subscription at no separate purchase — the agency simply uploads and assigns the new material as it's released.

4. Content Types & Instructional Design

CommsCoach EDU curriculum is built to be rigorous, relevant, creative, and in-depth, using a mix of activity types designed to reach different kinds of learners rather than relying on a single content format. Across the catalog, subscribers can expect:

- **Learning Modules** — self-paced instructional content that builds a specific concept, skill, or competency before asking the learner to apply it.
- **Evaluated Scenario Simulations** — realistic, interactive simulations in which the learner plays an active role (e.g., a supervisor or a call-taker), interacts with a simulated caller or team member in real time, documents the interaction, and receives a score against a defined passing standard.
- **SCORM-Built Activities** — modules are built using SCORM-compatible activities, supporting a variety of formats (phone simulations, radio simulations, branching scenarios, and other interactive activity types) so learners engage in more than one way.
- **Varied Learning Activities** — a mix of activity formats within and across modules (knowledge checks, practical/application activities, and simulations) so that the curriculum reaches auditory, visual, reading/writing, and kinesthetic/practice-based learners rather than a single instructional style.
- **Recorded, Instructor-Led Webinars** — select curriculum (e.g., the Supervisor Series' Intensive Courses) is delivered as a recorded webinar taught by a subject-matter-expert instructor, rather than a self-paced module or a live session.

Design pattern across the catalog: nearly every learning module is paired 1:1 with its own simulation or practical activity — the learner studies a concept, then is scored on demonstrating it. This paired "learn, then do, then be scored" model is consistent across the Supervisor Series and the standalone skill series and is expected to carry forward into future quarterly releases.

5. Subscription Content Cadence

The subscription is structured around an initial release, followed by an ongoing quarterly release cadence. All previously released content remains available to subscribers as new content is added — the library only grows.

Release	Curriculum	Status / Timing
Initial Release	Supervisor Series (45 hours, complete)	Available at launch
	Call-Taking Fundamentals Series (16 hours)	Available at launch
Q4 2026 Release	Swatting: Listening Beyond the Call Series	Confirmed; Q4 2026
Q1 2027 Release	Location, Data and Documentation Mastery Series	Confirmed; Q1 2027
Future Releases	To be determined	Additional standalone series and additional Supervisor Series content are planned; names and timing to be announced

Note on terminology: earlier internal documentation referred to additional Supervisor Series content as becoming available "at one year" / on a renewal date. Per current direction, all references to specific release years or the "one-year renewal" framing are being replaced across CommsCoach EDU documentation with the general phrase "Planned future curriculum." This removes a hard date commitment while still signaling to agencies that more content is coming. This document uses that revised language throughout; the source Supervisor Series curriculum document will be updated to match as a follow-on step.

6. Initial Offering: The Supervisor Series

The Supervisor Series is a complete, 45-hour, standards-aligned professional development curriculum for 9-1-1 communications supervisors, built by the GovWorx Education Team. It combines self-paced learning modules, evaluated interactive simulations, and recorded, instructor-led Intensive courses.

6.1 Program Architecture (45 hours)

Component	Structure	Hours
Tier 1 — Core 8: The +1 Foundation	8 learning modules + 8 simulations. Required; open enrollment.	8

Tier 2 — Skills & Competencies Series	24 learning modules + 24 simulations (Skills + Competencies tracks). Unlocks after Tier 1.	24
Tier 3 — Toxicity Focus	5 learning modules + 5 simulations. Optional; assignable anytime.	5
Intensive Courses (4)	Recorded, SME-taught webinars. Optional; assignable anytime.	8
Total — Initial Release		45
Planned Future Curriculum	Additional learning modules + simulations, refreshing and extending the series beyond the initial 45 hours.	12

6.2 Tier 1 — Core 8: The +1 Foundation (8 hours)

Required; open enrollment; unlocks Tier 2. Every learning module below is paired with its own evaluated simulation.

#	Learning Module	Paired Simulation
1	The +1 Secret: Why Supervisors Are the Center's Real Backbone	New Supervisor Role Conflict
2	Gotcha QA vs. Developmental Coaching	From Auditor to Ally
3	Simulating Supervision	Lead Calltaker Refuses Accountability
4	Coaching in the Flow: The Art of Daily Feedback	Calltaker Upset – Time Off
5	Wellness-Aware Leadership: Recognizing Stress Before It's Too Late	Dispatcher Upset Over Breaktime
6	Stability in the Chaos — Leading Under Load	Call Taker Late Return From Lunch
7	AI as an Amplifier, Not a Replacement	Supervisor w/ Technology Deficiency
8	Scaling Training Without Burning Out Our Best People	Failure to Share Resources

6.3 Tier 2, Track A — Supervision Skills Focus (11 hours)

#	Learning Module	Paired Simulation
S1	The Art of the Pivot: Mastering Non-Punitive Feedback	Calltaker With Questionable Integrity
S2	The Digital Deep Breath: Mastering the Tactical Pause	Post Incident Defusing
S3	Voice for the Headset: Mastering the Art of Leading Up	Delivering Bad News to Admin
S4	Beyond the Score Sheet: Coaching Over Correcting in 911	Difficult Conversation
S5	Triage Leadership: Staying Ahead of the Room	Multi-Incident Floor Crisis
S6	From Auditor to Ally: Building Trust	Instructional Coaching Post-QA Review

S7	The Inside-Out Leader: Managing Self to Lead Others	Supervisor Self-Regulation Under Fire
S8	The High Standard Heart: Balancing Empathy and Excellence	High-Empathy Accountability Conversation
S9	Where Leadership Meets Reality: Extreme Ownership in Dispatch	Owning a Team Failure
S10	The Capacity Command: Mastering Cognitive Load in Dispatch	Managing Cognitive Overload Mid-Shift
S11	The Steady Signal: Mastering Unemotional Correction	Unemotional Correction – Repeat Offender

6.4 Tier 2, Track B — Supervision Competencies Focus (13 hours)

#	Learning Module	Paired Simulation
C1	The Resilience Blueprint: Modeling Recovery for 911 Leaders	Post-Critical Incident Team Check-In
C2	The Feedback Frequency: Mastering Coaching and Balanced Delivery	The Full Frequency
C3	The Information Bridge: Connecting Admin Strategy to Floor Reality	Translating Admin Policy to Floor Staff
C4	Operational Command & Technical Credibility for 911 Supervisors	Technical System Failure Mid-Shift
C5	Architects of the Airwaves: Cultural Leadership for 911 Supervisors	The Signal That Was Never Tuned In
C6	Atmospheric Command: Climate Stewardship for 911 Supervisors	Atmospheric Shift on the Floor
C7	Equilibrium: The 911 Supervisor's Guide to Fair Leadership	Toxic Climate Intervention
C8	The Dispatcher's Edge	By the Same Measure
C9	The Calm Within the Storm: 911 Supervisor De-escalation	Balanced Feedback Delivery
C10	Shield & Sustain: Leading the 911 Front Line	De-escalating Staff Conflict on Floor
C11	Beyond the Console: Building the Next Generation of 911 Stars	Burnout Recognition & Intervention
C12	The Open Frequency: Mastering Communication and Trust	Succession Conversation With High-Performer
C13	Communication, Transparency, and Trust Building	Trust-Rebuilding After Policy Change

6.5 Tier 3 — Toxicity Focus (5 hours)

Optional; assignable at any time, no prerequisite.

#	Learning Module	Paired Simulation
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1	Naming It to Stop It: A Supervisor's Field Guide to Toxic Dispatch Behaviors	Naming the Toxic Behavior
2	The Tradition Trap: When 'That's Just How We Do It Here' Becomes a Liability	The Tradition Trap
3	The Pressure Test: Staying Non-Toxic When Your Team Is at a Breaking Point	The Pressure Test
4	Safe to Say So: Building a Floor Where Mistakes Are Reported, Not Buried	Safe to Say So
5	The Neutral Zone: Mediating Dispatcher Conflict Without Picking a Side	The Neutral Zone

6.6 Intensive Courses (8 hours)

Four Intensive Courses are available at any point in the series and do not require prior tier completion. Each is a 2-hour recorded webinar taught by a GovWorx Education Team subject-matter expert. Each carries its own Certificate of Completion; participants may earn up to 4 certificates and 8 hours total.

Intensive Course	Hours	Instructor
The Supervisor Identity: Leading from the Console Up	2	Tipi Brookins
Coaching That Sticks: Feedback, QA, and Real Change	2	Halcyon Frank
Wellness, Stress & the Supervisor's Role in Center Culture	2	Tipi Brookins
The Future of 9-1-1 Supervisor Training: Trends, Tools and What's Next	2	Lori Henricksen

6.7 Certification

- Tier 1 Certificate — all 8 Core 8 modules and simulations (8 hours).
- Tier 2 Certificate — all 24 Skills & Competencies modules and simulations (24 hours).
- Toxicity Focus Certificate — all 5 Tier 3 modules and simulations (5 hours).
- Intensive Course Certificates — one per Intensive completed (2 hours each; up to 4 certificates / 8 hours).

Certificates are issued only at the completion points listed above — each tier and each Intensive Course — not for individual courses. All modules and simulations require a score of 80% or higher to complete; the Intensive Courses do not carry the 80% requirement.

7. Initial Offering: The Call-Taking Fundamentals Series

This is a new content model for CommsCoach EDU: rather than one long, linear course, the underlying content library is organized into standalone, skill-area series — each named individually for the skill it builds (e.g., the Call-Taking Fundamentals Series) rather than grouped under a

collective series-line name. Each series groups several related learning modules under one focused skill area (not a single isolated skill), is a complete and finished learning product on its own, and can be assigned individually, combined with other series, or stacked into a larger pathway — an agency is never locked into a fixed, all-or-nothing curriculum. Naming convention: CommsCoach EDU: [Skill Area] Series (e.g., CommsCoach EDU: Call-Taking Fundamentals Series).

The Call-Taking Fundamentals Series is the initial release — the baseline performance skills every new telecommunicator needs before the work becomes specialized. It combines location verification, information accuracy, caller communication, bias awareness, threat recognition, call categorization, concurrent documentation, multitasking, and composure.

7.1 Series Overview

Hours	Learning Modules	Status
16	16	Available at launch

7.2 Module Map (16 hours)

Every learning module below is paired with its own simulation or practical activity.

#	Competency	Learning Module	Paired Simulation / Activity
1	Mapping / Direction	Cross-Check Everything: Verifying Location From Multiple Sources	Cross Check the Location Activity
2	Decision / Judgment	Check Your Lens: Recognizing Bias and Avoiding Tunnel Vision	Behind the Lens Activity
3	Listening	Special Caller Populations: Communicating With Children, Elderly, and Cognitively Impaired Callers	LC-1: Margaret Has Difficulty Hearing (phone simulation)
4	Interpersonal	Get Them Back on Track: Redirecting Uncooperative Callers	CRI-1: Caller Reporting an Escalating Dispute (phone simulation)
5	Data Entry	The Price of Wrong: How Bad Data Costs Lives and Trust	Cue and Assumption Activity
6	Multitasking	The Juggle Is Real: Balancing Caller Interaction and Documentation	MT-2: The Whole Juggle (phone simulation)
7	Decision / Judgment	Red Flags on the Line: Suspicious Callers, Swatting, and Threat Assessment	DMJ-2: The Story He Didn't Rehearse (phone simulation)
8	Interpersonal	Steady Under Pressure: Maintaining Professionalism During Conflict	CRI-2: Acknowledge First, Break the Loop (phone simulation)
9	Decision / Judgment	Fast and Right: Balancing Speed and Accuracy Under Pressure	Balancing Accuracy Under Pressure Exercise
10	Interpersonal	Crisis on the Line: Handling Calls Involving Mental Health Emergencies	CRI-3: Real or Not, She's Safe (phone simulation)
11	Resilience	Read the Room in Your Own Head: Stress Recognition and Regulation	Conversational Simulation

12	Typing / Accuracy	Real-Time Records: The Art of Concurrent Documentation	TSA-3: One Sign, One Chance (phone simulation)
13	Interpersonal	Practicing Empathy in Emergency Communications	CRI-4: Co-worker Struggles at Home Affecting Their Shift (phone simulation)
14	Prioritization	Name It Right: Categorizing Incidents With Precision	Name It Right Activity
15	Listening	Lock It In: Confirming Location and Callback Before You Move On	LC-4: Domestic Violence on Delancey Street (phone simulation)
16	Multitasking	Both Ears Open: Split-Ear Listening for Radio and Phone at Once	MT-3: Three Units, One Channel (radio simulation)

Source: module titles and competency mapping are drawn from the CommsCoach EDU series redesign plan; paired simulation/activity names are drawn from internal curriculum production tracking. All 16 modules and their paired simulations/activities are complete as of this writing.

7.3 Learner Outcomes

- Verify location, callback information, and critical facts before moving forward.
- Communicate effectively with special caller populations and redirect uncooperative callers.
- Balance listening, documentation, and radio/phone inputs without losing accuracy.
- Recognize bias, suspicious-call indicators, and mental-health-related communication needs.
- Classify incidents accurately while maintaining empathy, professionalism, and self-control.

7.4 Tracking & Certification

- This series does not currently issue a certificate. Assignment and completion are documented in the learner's CommsCoach training portal and in TRAIN.
- Certification for this series is in development; see Section 10 for the current certificate landscape across CommsCoach EDU.

8. Upcoming Releases

The next two releases are confirmed. Everything beyond them is still being planned, and no further series names, content, or timing are being committed until each is confirmed — this keeps the curriculum team's options open while it continues building out the catalog.

8.1 Swatting: Listening Beyond the Call Series

Confirmed for Q4 2026. Addresses swatting incidents and false emergency reports — recognition, verification, and response considerations for telecommunicators and supervisors handling these calls.

Hours, module counts, and specific module titles are intentionally left out of this document so the curriculum team retains room to adjust content while building — only the series name is considered final

at this stage. This series will issue a certificate documenting CommsCoach continuing education (CE) hours. Assignment and completion will also be documented in the learner's CommsCoach training portal and in TRAIN (see Section 10).

8.2 Location, Data and Documentation Mastery Series

Confirmed for Q1 2027. Hours, module counts, and specific module titles will be announced as the series is finalized.

8.3 Future Releases

Additional series beyond the Location, Data and Documentation Mastery Series are anticipated as part of the subscription's growing library. Names, timing, and content are still being determined and will be announced as each is confirmed.

9. Strategic Pairing With Assessments: PROMOTE & HIRE

Both flagship curricula are deliberately built around the same competency frameworks measured by GovWorx's assessment products, creating a natural "assess, then develop" story for agencies that use both product lines:

Assessment	Measures	Paired Curriculum
PROMOTE	Whether a candidate demonstrates supervisory competencies today	The Supervisor Series builds the same six competency domains PROMOTE evaluates.
HIRE	Whether a candidate demonstrates entry-level dispatcher competencies today	The Call-Taking Fundamentals Series and the series that follow it build the same competency areas HIRE evaluates.

Each assessment and its paired curriculum are sold and licensed separately — an agency does not need PROMOTE to purchase the Supervisor Series, or HIRE to purchase this series library, and vice versa. But for agencies that own both, the pairing lets them identify a competency gap with the assessment, then assign the matching curriculum to close it, and re-assess over time. This assess-then-develop loop is one of the strongest cross-sell and retention stories for the subscription and is worth prominent placement in sales messaging.

10. Certification, Tracking & Continuing Education Hours

Certification is not yet available across every CommsCoach EDU curriculum. The current landscape:

- Supervisor Series — issues certificates today (Section 6.7): one each for Tier 1 (8 hours), Tier 2 (24 hours), and Tier 3 — Toxicity Focus (5 hours), and one for each 2-hour Intensive Course, all documenting CE hours. Individual courses do not issue separate certificates.
- Swatting: Listening Beyond the Call Series — issues a certificate beginning with its Q4 2026 release.
- Call-Taking Fundamentals Series, and other new standalone series — do not currently issue a certificate. Assignment and completion are documented in the learner's CommsCoach training

portal and in TRAIN. Certification for these series is in development and will be added as it becomes available.

Where certificates are available, the following apply:

- Certificates are earned at defined completion milestones (e.g., a tier, a series, a course), not just for individual modules.
- Certificates document the number of CE hours completed, which agencies can apply toward internal training requirements or external continuing-education obligations, as applicable in their jurisdiction.
- A minimum score (80% in the Supervisor Series' current design, which applies to all components except the Intensive Courses) is required on each simulation to count toward completion — certificates reflect demonstrated competency, not just time spent.

11. Standards Alignment (Reference)

CommsCoach EDU curriculum is developed with awareness of the national standards landscape governing 9-1-1 professional education and PSAP personnel management, including:

- NENA-STA-011.2-2026 — NENA Standards for 9-1-1 Professional Education (ANSI-approved July 2026).
- NENA-STA-014.2-2025 — NENA Standard for Communications Center/PSAP Daily Personnel Operations.
- APCO ANS 3.103.3-2025 — Minimum Training Standards for Public Safety Telecommunicators.
- NFPA 1061 — Professional Qualifications for Public Safety Telecommunications Personnel.

Full standards-to-curriculum mapping is maintained in each series' own curriculum document (e.g., Section 6 of the Supervisor Series document). This section is intentionally brief — its purpose here is only to confirm that standards alignment is part of the subscription's value story, not to duplicate the detailed mapping.

12. Audience & Use Cases

12.1 Who Subscribes

- 9-1-1 / public safety answering point (PSAP) agencies developing their own personnel.
- Training academies, colleges, and other institutions preparing students for the field.

12.2 How They Use It

- On day one, administrators go to the CommsCoach Resource Center and find the subscription's curriculum already unlocked.
- They upload it into the agency/institution's own tenant or site within CommsCoach.
- Content is assigned to personnel or students individually, by role, or by cohort, with progress tracked as the agency sees fit.

- Agencies can assign a single series, several series, or the full stack — matched to role, local protocol, experience, or performance need, rather than forcing every learner through the same fixed path.
- Agencies that also license PROMOTE and/or HIRE can build an integrated assess-and-develop pathway (Section 9).
- As new quarterly content is released, agencies upload and assign it under their existing subscription — no separate purchase required for the new material.

13. Looking Ahead

The Supervisor Series and the Call-Taking Fundamentals Series establish the subscription's launch footprint and its design pattern: competency-driven content, paired learning-and-simulation modules, and direct alignment to national standards. The subscription is built to grow from there:

- Next releases: The Swatting: Listening Beyond the Call Series (Q4 2026) and the Location, Data and Documentation Mastery Series (Q1 2027).
- All further releases: still being determined and will be announced as each is confirmed.
- Planned future curriculum: additional Supervisor Series content (beyond the initial 45 hours).

Appendix A: Glossary

- Resource Center — The central CommsCoach library where all licensed CommsCoach EDU curriculum is published and unlocked for subscribers to pull from.
- Tenant/Site — An agency or institution's own space within CommsCoach where uploaded curriculum is assigned to personnel or students and progress is tracked.
- Standalone Series — A focused, skill-area curriculum block made up of several related learning modules, individually named for the skill area it builds (e.g., the Call-Taking Fundamentals Series), that agencies can assign on its own or combine with other series into a larger pathway.
- SCORM — Sharable Content Object Reference Model; a technical packaging standard used to build interactive e-learning activities.
- CE Hours — Continuing education hours documented on a CommsCoach certificate upon completion of curriculum.
- TRAIN — GovWorx's platform for documenting assignment, completion, and validation records, used alongside the learner's CommsCoach training portal for all CommsCoach EDU curriculum.
- Learning Module — Self-paced instructional content covering a specific concept, skill, or competency.
- Evaluated Scenario Simulation — An interactive, scored practice scenario paired with a learning module.
- PROMOTE — GovWorx's supervisory competency assessment product.
- HIRE — GovWorx's entry-level / new-hire competency assessment product.