

# NENA INSTITUTE BOARD

## ENP Policy & Procedure

ENP 9-1-1

### Body of Knowledge & ENP Reference Manual Committee

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| COMMITTEE TYPE:  | Standing Committee  |
| COMMITTEE CHAIR: | The NENA Institute Board will appoint a Chair of the Body of Knowledge & ENP Reference Manual Committee.                |
| MEMBERSHIP:      | The appointed Committee Chair will seek members from current ENPs who are actively involved in existing NENA committees |

#### Policy:

1. The Body of Knowledge shall be reviewed anytime there are updates to the reference manual. Recommended changes/additions to the Body of Knowledge and ENP Reference Manual shall be presented by the Committee to the NENA Institute Board.
2. Changes/additions to the both documents should reflect new or evolving trends in the 9-1-1 industry. In preparing those changes/additions, the Committee is encouraged to consult with appropriate NENA Committee Chairs and NENA Staff to obtain their respective inputs.
3. It is the committee's responsibility to change the Body of Knowledge outline and have it posted on the NENA ENP website and incorporated into the ENP Reference Manual.
4. The Chair of this committee will be responsible to ensure any changes in the Body of Knowledge are also reflected in the ENP Reference Manual.

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### Item Writing Committee

COMMITTEE TYPE: Standing Committee

MEMBERSHIP: The President Elect of the NENA Institute shall serve as Chair.  
All Regional Delegates shall serve as members.

1. It is the responsibility of each Regional Delegate to coordinate one item writing session each year.
2. Regional Delegates will provide writers the areas of topics within the Body of Knowledge in need of questions as identified at the Annual Exam Review. Item writers are expected to submit five (5) questions.
3. Current ENPs collecting points for recertification shall be awarded 1/2 point for submitting a minimum of five questions per year. Maximum accumulation of points for Item writing shall be 2 points in a four-year period.
4. Regional Delegates will review submitted questions to ensure identified topics are covered. Any questions submitted that do not address the specified topic areas will be returned to the writer. Questions regarding identified topics shall be forwarded to the NENA Institute Board Resource for submission to the Item Review Process.
5. Questions must follow Item Writing question format as approved by the NENA Institute.

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### Nominating Committee

COMMITTEE TYPE: Standing Committee

MEMBERSHIP: The Immediate Past President of the NENA Institute shall serve as Chair. Three additional NENA Institute members whose terms are not expiring shall be appointed by the Immediate Past President to the Committee.

1. It is the responsibility of the Nominating Committee to compile prospects for open positions.
2. Vacant positions will be announced and resumes from interested parties shall be submitted to the Chair of the Nominating Committee 30 days prior to the 60 day notification deadline to the NENA Executive Board.
  - a. Current NIB members whose terms are ending must notify the Chair if they have an interest in remaining on the NIB.
  - b. The committee has the sole responsibility of contacting, evaluating, and soliciting agreements to serve from candidates.
  - c. The committee shall reach a consensus upon one candidate and one alternate candidate per open position.
  - d. The committee shall ensure the candidates fit the scope(s) and goals of the NIB.
  - e. The committee shall ensure that the candidates are in good standing with NENA and that their ENP status is current.
  - f. The committee may seek information from other NENA members as needed, especially former NIB members that are familiar with the scope and goals of the NIB.
  - g. The committee or committee members shall interview the candidates.
  - h. If the candidate is unwilling to serve, the committee will then follow the same process with the alternate.
  - i. If the candidate is willing to serve, and understands the requirements of service, he/shall shall submit a resume identifying appropriate experience and background.

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3. The committee shall then submit the slate of nominees to the NENA Executive Board no less than 60 days prior to the NENA Annual Conference. Resumes of nominees identifying appropriate experience and background should be included.
4. The nominations shall be listed by vacant position and an accompanying resume that includes appropriate experience and background.
5. Neither the committee, nor any member of the NIB, shall offer a position to any prospect until the nomination has been approved by the NENA Executive Board.
6. Upon approval by the NENA Executive Board, the NIB liaison shall notify the committee chair of the approval. The committee chair will then make the appropriate notifications to the NIB and the approved candidate(s).
7. The committee shall provide an alternate nominee should the NENA executive board not approve a nominee.
8. Appropriate candidates must be an ENP in good standing, and be:
  - Active in local NENA Chapter, or
  - Active in NENA Committees, or
  - A subject matter expert and inclusion should support a balance of areas represented by the Institute Board.
9. Priority for nominations to the position of President Elect should be given to existing Institute Board members with at least two years experience on the Institute Board.
10. Rotation of existing Institute Board members into different positions is encouraged to the extent necessary to insure continuity of operations and a balance between experienced and new members.

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### **Application Procedure**

The NENA Institute Board determines the procedure to apply to become an Emergency Number Professional. In determining that procedure, the Institute Board shall:

1. Set minimum requirements for applying:
  - a. minimum years experience in emergency communications, and
  - b. additional points needed to apply, and how to earn those points (e.g. educational attainment, courses completed).
  
2. All modifications to the Application Procedure must be approved by a majority vote of the NENA Institute Board.

All Application fees and refunds shall be determined in accordance with the Fee Determination Process as outlined in the ENP Policy and Procedures Manual.

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### Fee Determination Process

Applicable fees shall be determined and approved by the NENA Institute Board, then submitted to the NENA Executive Board for its review and approval.

Fees to be determined and approved:

1. Application Fee
2. Re-certification Fee
3. Re-examination Fee
4. Refund of Fees – as specified in the ENP Application Manual

Any additional fees must be approved both by the NENA Institute Board and the NENA Executive Board.

All fees are to be reviewed annually at the annual in person meeting of the NENA Institute Board and any recommended changes will be incorporated into the annual budget process for the ENP Certification Program.

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### Examination Review

The Examination review is conducted at an annual in person meeting of the NENA Institute Board.

- 1) The NENA Institute Board, under contract with a professional testing company, develops a draft of each new form of the examination, including a sufficient number of questions to maintain the weightings found within the Body of Knowledge and a few extra questions in the event some have to be removed from the examination as being outdated.
- 2) During the Examination Review, the Institute Board reads all questions in the examination page by page as a group, ensuring that all of the questions are accurate, pertinent to the body of knowledge, represent current practice, have one and only one right answer, have three incorrect and yet plausible answers, and are clearly and concisely written. They also eliminate any questions which are duplicate or outdated in order to reach the appropriate number to appear on the examination.
- 3) The Institute Board then discusses the passing score for the examination. They begin by looking at the statistics which represent the performance of the examination the last few times it was administered. They then consider the new form of the examination that was just approved. Depending on whether or not the new form of the examination is felt to be more or less difficult than previous forms, the passing score may be adjusted up or down accordingly.
- 4) The NENA Institute Board is called to order, a motion to accept a passing score is introduced, and a vote taken to set the passing score for the examinations that were reviewed during the Examination Review.

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### **Re-certification**

The NENA Institute Board shall, either on its own or through its Re-certification Committee accomplish the following:

- Determine categories and activities within each category eligible for re-certification
- Determine re-certification points per activity and maximum amount of points per category
- Determine exceptions to re-certification period (e.g. Military Service)
- Determine total number of points required for re-certification
- Develop procedures to maximize the number of re-certifications per year (e.g. through proactive calls to those who must re-certify each year)
- Develop procedures for NENA headquarters staff to administer the re-certification program
- Resolve any questions regarding re-certification that NENA staff refers to the NENA Institute



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### **Failure to Re-certify**

All ENPs must re-certify every four years in order to maintain certification. Those who have not certified within 3 months of their re-certification date will be removed from the list of ENPs. Notification will be sent to those who do not certify indicating that they are no longer to use the Emergency Number Professional designation.

The NENA Institute Board may extend the re-certification deadline beyond the 3 month period in the event of extenuating circumstances of an individual if approved by a majority of NENA Institute Board.

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### ENP Retired Designation

An ENP who has retired and has re-certified a minimum of two times since receiving their ENP Certification may obtain an ENP Retired designation.

The ENP Retired designation is intended for those individuals who have retired from the industry after having re-certified a minimum of two times. Active members do not qualify.

Any individual requesting to use such designation must complete the NENA ENP Retired Application form. The form will include the dates or years the member is claiming for their qualifying period. The correspondence will also require the applicant to certify he/she is not currently involved in the 9-1-1 industry.

If an individual who has earned such designation returns to work in the 9-1-1 industry, the individual must cease using the ENP Retired designation.

There will be no cost to obtain this designation.

Before any individual is authorized to use the ENP Retired designation, the NENA National Office will verify that they have re-certified a minimum of two times. The NENA National Office will automatically approve the individual if the minimum qualifications have been met. All applications will be available for viewing by the NENA Institute Board. The NENA National Office must send written confirmation to the individual, before the designation can be used.

Any NENA Institute Board member that has actively served on the Institute Board for a minimum of four years, at any point in their career, will qualify to use the ENP Retired designation, regardless of the number of years they have been an ENP.

The NENA National Office will maintain requesting correspondence and a list of those members who have achieved the designation. At the NIB's discretion, an active ENP may be re-designated ENP Retired posthumously.

An ENP Retired individual may use the letters ENP Ret., or ENP Retired after his or her name on correspondence or business cards. This designation is valid for the individual's lifetime. This designation could qualify the individual for discounted rates for conference attendance, discounts when buying products or any other financial advantage granted to an active ENP, as determined by the NENA Executive Board.

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### **Emergency Number Professional Code of Ethics**

Emergency Number Professionals (ENPs) must maintain professional standards of competence, morality and integrity. To accomplish this, the NENA Institute Board has adopted the following Code of Ethics as a guideline to ascertain that an individual is initially qualified and eligible to maintain status as an Emergency Number Professional, and to establish grounds for possible suspension or revocation.

- 1) ENPs shall place the needs of the public as their first priority.
- 2) ENPs shall obey all laws and regulations and should avoid any conduct or activity that would cause harm to citizens that they serve.
- 3) ENPs shall continually seek to maintain and improve their knowledge, skill and competence related to emergency communications, through education, training, and other methods of self-improvement.
- 4) ENPs shall faithfully and diligently perform their assigned duties to the best of their ability.
- 5) ENPs shall foster awareness and understanding of the importance of emergency communications.
- 6) ENPs shall strive to meet the highest standard of personal conduct and maintain the integrity and reputation of Emergency Number Professionals by adhering to this Code of Ethics.

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### Certification for Affiliate Countries

Countries with whom NENA has an Affiliate relationship (Affiliates) are encouraged to develop an emergency number professional certification program equivalent to NENA's Emergency Number Professional (ENP) Certification. The NENA Institute Board, however, recognizes that there are significant differences in technology, operations, and policy between the United States/Canada and other countries that impact the manner in which emergency number service is provided to citizens of each respective country. Because of these differences, the NENA Institute Board believes that certifications developed in other countries, while emulating the ENP Certification in purpose and structure, should not be construed as equivalent to ENP Certification.

The following policies will apply to those countries with whom NENA has an Affiliate relationship:

- 1) The NENA Institute Board encourages Affiliates to develop the equivalent of ENP Certification in their respective countries. The NIB will provide updated copies of the Body of Knowledge (BOK), eligibility requirements to sit for the Examination, and Re-certification requirements to be used as a guideline for an equivalent program. One complimentary copy of the ENP Reference Manual will also be provided upon request by the Affiliate. This manual may not be copied. Additional copies may be purchased at [www.nena.org](http://www.nena.org).
- 2) Affiliates are encouraged to develop a Body of Knowledge that reflects the emergency number environment in their respective countries, and to develop a comprehensive examination based on questions consistent with the BOK.
- 3) The NENA Institute Board recommends that any Affiliate emergency number Examination be comprised of 50% Operations and 50% Management questions (Items).
- 4) Under no circumstances will the NENA Institute Board provide a NENA Affiliate with any of the questions from the ENP Examination Item Bank.
- 5) "Emergency Number Professional", "ENP", and the ENP logo are copyrighted by NENA, and are for the exclusive use by NENA, NENA Chapters and the NENA Institute in the U.S and Canada. Affiliates are encouraged to develop a logo consistent with the name of the certification program that they have chosen for their respective country. The NENA Institute Board must approve the program name and logo prior to use to ensure that there are no conflicts with ENP Certification.
- 6) Members of Affiliates are encouraged to sit for their respective certifications. They may also sit for NENA's ENP examination if they meet Eligibility Requirements.
- 7) The NIB will utilize the requirements detailed in the Certification Development Process & Standards document to approve an Affiliate's program.

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- 8) The NENA Institute Board requests the NENA Executive Board to provide a list of all Affiliates in good standing prior to the NIB Annual Meeting. The NIB reserves the right to review and audit any Affiliate's emergency number certification program to ensure that such program meets the standards set by the ENP Certification Program.

Failure to meet the standards defined in the Certification Development Process & Standards document will result in the NENA Institute Board ceasing to recognize the Affiliate's certification program. An annual review of all Affiliate certifications will be undertaken at the NIB Annual Meeting each year.

- 9) Upon request, the NENA Institute Board will provide a liaison to work with an Affiliate to ensure that the emergency number professional program developed by the Affiliate is in conformance with this policy.
- 10) The Affiliate country must use a third party to hold the questions and administer the examination in order to maintain the integrity of the exam.
- 11) The Affiliate must create a separate board to oversee the program. A description of the board and their responsibilities must be submitted to the NENA Institute Board. A current copy of the NENA Institute Board Policies and Procedures will be provided to Affiliates upon request.