

THE MONITORING ASSOCIATION

# 2022 Education Course Catalog



**See inside for more about these and other industry-recognized TMA training topics:**

- Operator Orientation
- Call Handling
- Cybersecurity
- Conflict Resolution
- False Alarm Reduction Strategies
- Leadership
- Professionalism
- Standards
- Technology



## MONITORING CENTER OPERATOR CODE OF EXCELLENCE

- Professionalism ■ Reputation ■ Confidentiality
- Effective Communication ■ Customer Service ■ Integrity
- Impartial Treatment ■ Lifelong Learning ■ Positive Attitude

Dear Lifelong Learners,

Welcome to your premier training resource for monitoring professionals. TMA is here to help you find your potential by maintaining your highest standard of personal and professional conduct through continuous education and certification.

With life and property at stake, your ability to perform at the top of your game is vital. Whether you are new to the industry or a seasoned leader, TMA training is developed to introduce you to knowledge, skills, and abilities that are important to the success of your team and your company. Curated and vetted by industry professionals, you will find industry specific topics related to operations, call handling, customer services, technology, cybersecurity, false alarm prevention, leadership, professionalism, and more.

Our certification program, developed for monitoring center professionals, ensures that operators are up-to-date on competencies and demonstrates your company's commitment to excellence in professional monitoring. With various topics to choose from, training managers have ready-made courses available at their fingertips to offer as part of new hire orientation or for refresher training. TMA has also obtained course accreditation from states that require certification or continuing education to maintain business licenses for private security providers.

Not seeing something that interests you? Submit your wish list to [education@tma.us](mailto:education@tma.us). By constantly striving for improvement, we can work together to promote and cultivate a healthy and effective work environment and provide quality service to our customers who rely on our expertise.

Best regards,

Julie N. Webber  
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### TMA Education Committee Co-Chairs

John Brady, TRG Associates, Inc.  
Brandon Niles, Acadian Monitoring Services

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# Monitoring Center Operator Online Training

TMA's Monitoring Center Operator Online Training Courses focus on professional monitoring in today's evolving landscape. Produced by TMA staff and volunteers with extensive industry knowledge and training, then reviewed extensively by industry vetting partners, these courses are recognized as the gold standard in monitoring center operator training. Courses offer industry-focused content delivered through an absorbing and inspiring e-learning experience.

Customize your in-house operator training for new employees or provide a refresher training for established operators. Select from a series of industry specific modules – each of which reflects the most current technology capabilities and customer service practices in today's most effective monitoring centers.

Using current best practices for online learning, modules feature micro-learning, as well as audio and visual examples for those with differing learning styles to enhance the experience. Each course is self-paced and typically takes about 6 hours to complete. Students may sign up for a complete course or purchase individual modules that vary from 30 to 90 minutes. At the completion of the course/module, students take a final exam. A grade of 85% or higher is passing.

## STATE LICENSING ACCREDITATION

The states of Alabama, North Carolina, Oregon, Tennessee, and Virginia have accredited TMA courses for state licensing requirements.

## CERTIFICATION

### Level I - Monitoring Center Operator Online Training

Level I is a collection of seven modules that focus on introducing a new monitoring center operator to the fundamental skills required to excel in the field of professional monitoring. This course provides practical guidance

#### Module 1: Introduction to the Monitoring Industry

Students will learn about the people, systems and policies of the professional monitoring industry with an emphasis on the important role of the monitoring center operator. The module will explore the roles and responsibilities of the people that play an important part of the alarm monitoring process. At the conclusion, the student will respond to various scenarios to practice contacting new connections in the industry.

##### Learning Objectives

- Introduce the components of the professional monitoring industry
- Identify and define the roles of the people operators will work with on a regular basis
- Practice scenario-based exercises to contact new connections



#### 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

#### 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

## 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

## Module 5: False Alarm Prevention

At completion of this module, the student will understand what false alarms are and how they impact the monitoring industry. The module defines the difference between a false alarm and a false dispatch and explains how laws and policies effect monitoring center response. Most importantly, the operator will have an understanding of his or her role in combating false alarms.

### Learning Objectives

- What false alarms are and how they impact the industry
- The difference between a false alarm and a false dispatch
- Laws and policies regarding false alarms and how they affect monitoring center response
- The Operator's role in combating false alarms



## 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

## 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

## Level 2 - Monitoring Center Operator Training

The TMA Operator Level 2 Online Training Course is an appropriate next step training for anyone who has completed and passed Level 1. When life-safety and property are at risk, leadership and accountability are very important. This course will help operators understand why their role is so important, how they can contribute, and why processes and procedures are in place. With technology as a powerful driver, operators will also experience a review of how advancements have impacted monitoring capabilities through faster telecommunications, better video and audio quality, PERS devices and the impact of artificial intelligence.

This companion course is self-paced and also takes about six hours to complete all of the modules, depending on the student's knowledge levels. At the completion of the course, students take a final exam. A grade of 85% or higher is passing.

For new hire orientation, we recommend that all students complete Level 1 before taking Level 2, regardless of their industry experience level. Continuing education will create a common language and improve levels of understanding and professionalism within your organization. Your staff will be consistently trained, allowing them to contribute in a skilled and professional manner.

### Module 1: Leadership Skills in the Monitoring Center

TMA is committed to promote and maintain the highest standards of professional and personal behavior in the monitoring center. This module is an introduction to important leadership attributes and core values that will help operators develop the mindset of an effective leader and show them how their contributions are fundamental to success within the professional monitoring industry.

#### Learning Objectives

- Important motivations and characteristics that define good leadership
- Key characteristics shared by strong leaders and managers
- The difference between management and leadership
- How to approach generational differences
- What new leaders should know about managing people

### 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

### 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 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

## 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

## 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



## Take Advantage of TMA's Webinar Archive

Did you know that TMA maintains a library of previously-broadcast informational webinars delivered by a host of subject-matter experts? Topics range from industry standards, technology (i.e. AI and video surveillance), and active shooter preparedness. Most are available free-of-charge for TMA members.

Visit the TMA website often to preview the full list of webinars available on-demand.



The  
**Monitoring**  
Association®

[www.tma.us/education/webinar](http://www.tma.us/education/webinar)

**TRAIN. MOTIVATE. ADVANCE.**

# TMA Recertification Program

As the trade association for professional monitoring, TMA has offered operator Level 1 and Level 2 training geared towards reinforcing key components of meaningful operator training. Certification has been a vital component of TMA's Five Diamond designation and has offered continuing education opportunities essential in state license compliance training. For a number of years, operators were only required to take the certification course one time. TMA's leadership has moved to support periodic recertification to demonstrate a commitment to maintaining competency. Recertification ensures your operator's skills and knowledge are up-to-date on the regulations and rules that are essential to their job and industry.

TMA's training program will now contain a recertification component for the Operator courses; previously certified operators will be required to recertify every three years beginning in 2021. For those participating in the Five Diamond Designation program, the new operator recertification requirement will begin with the 2021-2022 renewal cycle.

Course graduates have a two-year transition period to meet the new recertification requirement and remain in compliance. At minimum, operators that last received their certification five years ago or longer must recertify in 2021. By the end of the two-year transition period, each operator must be recertified within a three-year period. Full program compliance is expected by December 31, 2022. Requests for adjustment to program compliance deadlines will be reviewed on a case-by-case basis. Several course options are available and discounted rates will be offered for companies wishing to purchase multiple licenses.

## Why now?

In order to maintain the integrity of the certifications, we are implementing a recertification program:

- TMA has been providing operator certification training for almost two decades.
- TMA offers the premier operator training program for the TMA Five Diamond program.
- Both TMA operator courses (Level 1 and Level 2) have been completely reworked to meet the current needs of the monitoring center operator.
- Recertification is important to support your commitment to ongoing job-related education and testing.
- TMA will offer multiple options to complete recertification, for the price of \$99/student, every three years. For a limited time, member bulk pricing will be available for purchases of 10 or more recertification licenses.

There is also the commitment of time to complete the required recertification training (about 3 to 6 hours depending on the option you choose).

For a limited time Five Diamond designated companies are eligible for bulk purchase discounts. Contact [fivediamond@tma.us](mailto:fivediamond@tma.us) for more information.

Contact 502-254-1506 (Monday-Friday 8am-8pm ET), or [Support@TMATraining.org](mailto:Support@TMATraining.org) to purchase bundles

## Compliance Requirements

There are four options available to complete recertification:

1. Retake Level 1 (2017 version); pass the exam at 85%
2. Test out; Level 1 includes a test out option, a student may bypass course material and pass the Level 1 exam, if they fail they are given access to the course materials and must pass the exam at 85%
3. If you have taken Level 1, you also have the option of taking Level 2 (2020 version); pass the exam at 85%
4. Complete and pass 1 of 3 bundled modules:

### Operations (3-4 hours to complete)

- Level 1/Module 4 – The Monitoring Process
- Level 1/Module 6 – Industry Readiness and Monitoring Center Security
- Level 2/Module 4 – Industry Standards: The Fundamental Building Blocks of Professional Monitoring
- Level 1/Module 7 – Monitoring Center Operator Code of Excellence

### Technology (3-4 hours to complete)

- Level 1/Module 2 – Technology
- Level 2/Module 5 – Telecommunications and Enhanced Technology
- Level 2/Module 6 – Cybersecurity in the Monitoring Center
- Level 1/Module 7 – Monitoring Center Operator Code of Excellence

### Customer Service (3-4 hours to complete)

- Level 1/Module 3 – Effective Communication
- Level 2/Module 2 – Conflict Resolution Using Effective Team Communications
- Level 2/Module 3 – Strategies for Advanced Call Handling in the Monitoring Center
- Level 1/Module 7 – Monitoring Center Operator Code of Excellence

See pages 8-10 for module descriptions within each bundle.

### Online Access: [TMA Training.org](https://www.tmatraining.org)

Students can research their certification expiration dates at [TMA Training.org](https://www.tmatraining.org) by logging in and checking their training history by selecting View My Transcript. Access questions may be directed to the TMA Training Helpdesk at 502-254-1506 (8am-8pm ET Monday through Friday), or [Support@TMA Training.org](mailto:Support@TMATraining.org).

Member companies that regularly purchase course licenses, may sign up to use the Training Manager Tool that allows managers to easily:

- Purchase and assign licenses
- Claim/Identify students
- Track re-certification

### Summary

Operators must recertify every three years, beginning in 2021. To keep their certification status, operators that last received their certification five years ago or longer must recertify in 2021. By the end of year two, all operators must be recertified within a three-year period.

Full program compliance is expected by December 31, 2022. Requests for adjustment to program compliance deadlines will be reviewed on a case-by-case basis.

## Bundle I: Operations



### Level I - 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 I - 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

## Bundle 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

## Bundle 3: Customer Service

### Level 1 - Module 3: Effective Communication for Operators

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

# General Topics



## CALL HANDLING

### The Monitoring Process (Level 1 - Module 4)

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

### Strategies for Advanced Call Handling in the Monitoring Center (Level 2 - Module 3)

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

## CONFLICT RESOLUTION

### Conflict Resolution Using Effective Team Communications (Level 2 - Module 2)

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



## CYBERSECURITY

### Cybersecurity in the Monitoring Center (Level 2 - Module 6)

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

## FALSE ALARM REDUCTION STRATEGIES

### False Alarm Prevention for Operators (Level 1 - Module 5)

At completion of this module, the student will understand what false alarms are and how they impact the monitoring industry. The module defines the difference between a false alarm and a false dispatch and explains how laws and policies effect monitoring center response. Most importantly, the operator will have an understanding of his or her role in combating false alarms.

#### Learning Objectives

- What false alarms are and how they impact the industry
- The difference between a false alarm and a false dispatch
- Laws and policies regarding false alarms and how they affect monitoring center response
- The Operator's role in combating false alarms

### False Alarm Impact Awareness Training (for the Alarm Owner)

The Monitoring Association (TMA) and the Security Industry Alarm Coalition (SIAC) have created this course to help alarm users understand the importance of avoiding false alarms and to offer guidance and useful tips for alarm users to feel more comfortable using their alarm systems.

This 30-minute course will review how alarm systems work and what you can do to avoid mistakes that cause false alarms.

Studies have shown that alarm user error, not equipment failure, is the main cause of false alarms. The bottom line is false alarms cost you and your community money and resources. Once you are comfortable with your alarm system, you will avoid false alarms and maximize your security investment.

By avoiding false alarms, you will be able to get the most out of your alarm system and not worry about fines or suspension of services. You can rest easy knowing that when unexpected emergencies occur, your alarm company is there to respond to any alarms generated from your system.

## LEADERSHIP

### Leadership Skills in the Monitoring Center (Level 2 - Module 1)

TMA is committed to promote and maintain the highest standards of professional and personal behavior in the monitoring center. This module is an introduction to important leadership attributes and core values that will help operators develop the mindset of an effective leader and show them how their contributions are fundamental to success within the professional monitoring industry.

#### Learning Objectives

- Important motivations and characteristics that define good leadership key characteristics shared by strong leaders and managers
- The difference between management and leadership
- How leadership applies to you
- How to approach generational differences
- What new leaders should know about managing people

### Conflict Resolution Using Effective Team Communications (Level 2 - Module 2)

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

## PROFESSIONALISM

### Monitoring Center Operator Code of Excellence (Level 1 - Module 7)

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

## SECURITY

### Industry Readiness and Monitoring Center Security (Level 1 - Module 6)

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

## STANDARDS

### Industry Standards: The Fundamental Building Blocks of Professional Monitoring (Level 2 - Module 4)

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

**TMA is an ANSI-accredited Standards Development Organization**

The TMA Standards Committee works on standards that benefit consumers, regulators and the security industry.

Visit the TMA website often to stay up-to-date on current standards initiatives that are impacting your business and the industry.



## TECHNOLOGY

### Technology and the Monitoring Center (Level 1 - Module 2)

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

### Telecommunications and Enhanced Technology (Level 2 - Module 5)

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

## TELECOMMUNICATIONS

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## VIDEO MONITORING

### Outdoor Video Installation Best Practices (In Development for 2022)

### Video Monitoring for Operators (In Development for 2022)

## PRICING

If you are a TMA member and this is the first time you are purchasing a course, please contact TMA Training Support at (502) 254-1506 (8am-8pm ET Monday through Friday), or [support@TMATraining.org](mailto:support@TMATraining.org) to take advantage of your TMA member discounts. Single training modules are also available for purchase individually.

### TMA Training Courses

TMA members receive the following discounted prices:

- 1-4 courses: \$147 (members only)
- 5-9 courses \$136.50 (members only)
- 10+: courses \$126 (members only)

Non-member price per course: \$225

### TMA Training Modules

TMA members receive the following discounted prices for modules:

- 1-4 modules: \$30 (members only)
- 5-9 modules: \$27 (members only)
- 10+ modules: \$24 (members only)

Non-member price per module: \$45

## RECERTIFICATION PRICING

Multiple options to complete recertification are available for the price of \$99/student, every three years. Through June 2022, member bulk pricing will be available for purchases of 10 or more recertification licenses.

For a limited time Five Diamond Designated Companies are eligible for bulk purchase discounts. Contact [fivediamond@tma.us](mailto:fivediamond@tma.us) for more information.

# SecurityCEU.com Courses

TMA is pleased to offer 57 courses, which present more than 75 hours of training, on topics as varied as customer service; sales; access control; IP video; IP networking; perimeter security detection; troubleshooting; writing effective incident reports; wireless technologies; cyber and cloud security; effective communication; alarm science; project management; and more.

These courses are being offered through a partnership with SecurityCEU.com at special member rates. Members may purchase individual courses at the rates lists below or a SecurityCEU.com Library Subscription for \$250 that provides unlimited access to courses.

## ACCESS CONTROL

COURSE TITLE	FEE
ACS Level One: Access Control Overview	\$25.00
ACS Level One: Credentials	\$25.00
ACS Level One: Binary and Card Data Formats	\$25.00
ACS Level One: Smartcards	\$25.00
ACS Level One: Biometrics	\$25.00
ACS Level One: IP Convergence and CCTV Integration	\$25.00
Access Control Specialist Full Series	\$125.00

## CYBERSECURITY

COURSE TITLE	FEE
Introduction to Cloud Security	\$50.00
Introduction to Cyber Security	\$50.00
Network Design for Intrusion Protection	\$50.00

## ELECTRICAL ENGINEERING

COURSE TITLE	FEE
Basic Electricity in the Low-voltage Industry	\$25.00
Troubleshooting: Basic Electricity and Circuits	\$25.00
Structured Wiring and Termination Technician PLUS	\$150.00

## FIRE

COURSE TITLE	FEE
NICET Level 1 Prep Course	\$100.00
NICET Level 2 Prep Course	\$100.00

## IP NETWORKING

COURSE TITLE	FEE
IP Networking - Network Administration and Security	\$40.00
IP Networking - Basic Networking	\$40.00
IP Networking - Network Protocols	\$40.00
IP Networking - Network Transmission Mediums	\$40.00
IP Networking - Network Hardware	\$40.00
IP Networking Bundle	\$160.00
Troubleshooting: IP Networks	\$25.00

## IP VIDEO

COURSE TITLE	FEE
IPVideo: Overview	\$25.00
IPVideo: Networking	\$25.00
IPVideo: Compression and Transmission	\$25.00
IPVideo: IP Cameras	\$25.00
IPVideo: IP Video Lenses and Lighting	\$25.00
IPVideo: Digital Monitors and Storage Devices	\$25.00
IPVideo: Software Applications	\$25.00
IPVideo: IP Video Integration	\$25.00
IPVideo: Legal Issues	\$25.00
IPVideo: Video Analytics	\$25.00
IPVideo Series	\$225.00

## IT WIRELESS

COURSE TITLE	FEE
Troubleshooting Wireless Systems	\$25.00
Wireless Components and Physics	\$25.00
Wireless Standards	\$25.00
Wireless Systems Bundle	\$75.00

## NATIONAL ELECTRIC CODE [NEC]

COURSE TITLE	FEE
NEC for the Low Voltage Contractor: Chapter 1	\$40.00
NEC for the Low Voltage Contractor: Chapters 2 & 3	\$40.00
NEC for the Low Voltage Contractor: Chapters 5 & 6	\$40.00
NEC for the Low Voltage Contractor: Chapter 7	\$40.00
NEC for the Low Voltage Contractor: Chapters 8 & 9	\$40.00

## SECURITY

COURSE TITLE	FEE
Perimeter Security Detection Level 1	\$40.00
Perimeter Security Detection Level 2	\$40.00
Certified School Security Professional Level 1	\$170.00

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## TROUBLESHOOTING

COURSE TITLE	FEE
Troubleshooting: Basic Tools and Techniques	\$25.00
Troubleshooting Bundle	\$65.00

## BASICS

COURSE TITLE	FEE
Basic Mathematics	\$25.00
Basic Physical Science	\$25.00

## COMMUNICATION

COURSE TITLE	FEE
Writing Effective Incident Reports	\$25.00

## CUSTOMER SERVICE & SALES

COURSE TITLE	FEE
Customer Service in the Security Industry	\$75.00
Sales in the Security Industry	\$100.00

## FIRST AID & SAFETY

COURSE TITLE	FEE
Basic First Aid	\$25.00
Basic Individual Safety	\$25.00



## Newly Released Courses

These just-released courses are available for individual sale only and **are not included** in the SecurityCEU.com Library Subscription.

COURSE TITLE	FEE
Alarm Science Basics	\$79.00
Frontline Project Management	\$325.00
Introduction to Fiber Optics	\$79.00



*Introducing...*

### National Training Program's [NTP] Field Service Technician [FST] Program

TMA is excited to announce the addition of NTP's FST program to **TMATraining.org**. This is the result of a new partnership with the California Alarm Association (CAA) and Syncomm Management Group, Inc.

This course is the standard for foundational training in the electronic security industry. The 24-hour online course is delivered in 11 modules ranging from business communication skills to intrusion detection and NEC. Perfect for onboarding new technicians or establishing a consistent training foundation.

#### The FST I course includes the following modules:

- Basic Communication Skills
- Basic Employability Skills
- Basic Safety
- Introduction to Hand Tools
- Introduction to Power Tools
- Introduction to Construction Math
- DC Circuits
- Introduction to the NEC
- Low Voltage Cabling
- Intrusion Detection

**FEE:** \$250.00 (TMA Member - without textbook);  
\$350.00 (TMA Member - with textbook)

NOTE TO ALL STUDENTS:

TEXTBOOK REQUIRED TO TAKE THE ONLINE COURSE

This product includes a printed, paperback textbook that is a required companion to the online course. Textbooks ship within 5-7 business days via USPS Priority Mail. Shipping costs are included in the price. You have the alternative of purchasing the FST 1 course for \$250 and subscribing to an online, 6 month subscription to the textbook through Pearson Higher Education for an additional \$78.89. Find additional details on [www.TMATraining.org](http://www.TMATraining.org).

**TRAIN. MOTIVATE. ADVANCE.**

### **About The Monitoring Association**

The Monitoring Association (TMA), formerly the Central Station Alarm Association (CSAA), is an internationally-recognized non-profit trade association that represents professional monitoring companies, security systems integrators, and providers of products and services to the industry. Incorporated in 1950, TMA represents its members before Congress and regulatory agencies on the local, state and federal levels, and other authorities having jurisdiction (AHJs) over the industry.

**Learn more online at <https://tma.us/about-tma/>.**



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