



# LIABILITY IN COMM CENTER RISK MITIGATION FOR 911 TELECOMMUNICATORS TCOLE # 5313

## COURSE DESCRIPTION:



Liability is a critical issue for 9-1-1 Emergency Call Centers, where Telecommunicators have a legal duty to act beginning the moment a call is answered. This course examines “duty of care” principles, outlines common types of liability, reviews available legal protections and identifies risk factors along with strategies to reduce liability for both the individual and the agency. This course includes interactive discussions and case studies based on real 9-1-1 liability incidents.



This course is ideal for telecommunicators, supervisors, and other emergency call center personnel seeking to better understand liability risks and protections. Successful completion earns 8 hours of TCOLE credit.

**May 13, 2026**  
**8am-5pm**

**\$79 PER PERSON**

*class limited to 30 students*

**CONTACT CHRIS WALLACE,  
TRAINING SPECIALIST,  
FOR MORE INFORMATION AT  
CHRISTINE.WALLACE@AUSTINCC.EDU**

[Register Here](#)

[www.pss.austincc.edu/pstc/](http://www.pss.austincc.edu/pstc/)

Austin Community College  
Public Safety Training Center  
4675 S. FM 1626  
Kyle, TX 78640