

Prerequisites: None

Corequisites: None

This course is designed to introduce the student to the role of a telecommunicator and the duties and responsibilities performed by the first, first responder in the public safety system. Topics include an introduction to the telecommunicator profession, technology in an emergency communications center, ethics and values, basics of call taking, documenting, and dispatching in a Public Safety Answering Point (PSAP), effective communications, cultural awareness, critical thinking, and problem solving. Upon completion, students should be able to demonstrate an understanding of the role and function of telecommunicators within the 911 system; call processes and radio procedures for law enforcement, fire, and medical dispatch; and the role of telecommunicators within emergency management, incident command, and the Telecommunicator Emergency Response Taskforce (TERT).

Upon completing requirements for this course, the student will be able to:

- 1.

- B. Software and CAD Programs
 - C. Communication Methods

- III. Historical Perspectives of 9-1-1
 - A. Agency Authority and Operations
 - B. The Evolution of 9-1-1

- IV. The Effective Telecommunicator
 - A. Rules and Responsibilities
 - B. Ethics
 - C. Training

- V. Community Impact on 9-1-1 Operations
 - A. Cultural Perspectives and Citizen Callers
 - B. First Responders
 - C. Government and Private Stakeholders

- VI. Additional Roles of Telecommunicators
 - A. Emergency Management
 - B. Incident Command
 - C. TERT

- VII. Scenario Based Training
 - A. Call-taking Questioning
 - B. Radio Procedures
 - C. Outcomes and Evaluations

- VIII. Course Summary

The instructor will determine the textbook and other instructional material.