911 TELECOMMUNICATOR-BASIC
Course Syllabus

Course Number: LAW-1558  
OHLAP Credit: No

OCAS Code: None

Course Length: 80 Hours

Career Cluster: Law, Public Safety, Corrections & Security

Career Pathway: Law Enforcement Services

Career Major(s): Criminal Justice Practical Law Enforcement

Pre-requisite(s): None

Course Description

911 Telecommunicator - Basic, is designed to provide the student with an understanding of situations encountered in an emergency communications environment and to introduce the student to telephone and radio communications skills, interpersonal communications, and basics of call handling, legal issues in public safety communications and technologies for the Telecommunicator.

Textbooks:
National Academy of Emergency Dispatch – 911 Telecommunicator

On-line Resources:
http://www.cleet.state.ok.us/Professional_Certificationl_Levels.htm

Curriculum Resources:
Law Enforcement Training Network desktop training:
Dispatch - The Vital Link: Techniques for Dispatchers
Dispatch - The Vital Link: Perception is Reality
Dispatch - The Vital Link, Part 1 of 3: Handling Suicide Calls
Dispatch - The Vital Link, Part 2 of 3: Violence Calls
Dispatch - The Vital Link, Part 3 of 3: Hostage Situations
Dispatch - The Vital Link: Controlling Calls
Dispatch - The Vital Link: Dispatch Stress
Dispatch - The Vital Link: Stress Management: Recognition
Managing a Communications Division

Course Objectives:

This course will provide the information necessary to understand the job of a public safety Telecommunicator and is the foundation to begin working in police, fire, EMS or a combined service communications center.

SPECIFIC OBJECTIVES

1. Identify the basic knowledge, skills, and attitudes necessary to serve as an Emergency Telecommunicator in a public safety communication center.
2. Define the basic technologies used in a modern public safety communication center.
3. Identify a Communication Center and E-911 System.
4. Identify the steps of an AMBER Alert. ¹
5. Describe the role of the Emergency Telecommunicator. ¹
6. Demonstrate active Listening Skills. ¹
7. Define the principles and practices of customer service. ¹
8. Identify call processing techniques for the Emergency Telecommunicator. ¹
9. Identify techniques to deal with challenging callers. ¹
10. Identify five steps in dealing with hysterical callers. ¹
11. Identify TTY/ADA issues and Dept. of Justice Recommendations for Equal Access to 9-1-1 Services. ¹
12. Identify the techniques for obtaining information from callers. ¹
13. Define Responder Safety. ¹
14. Identify interviewing techniques for Law Enforcement, Fire & EMS calls. ¹
15. Define Emergency Medical Dispatch. ¹
16. Identify civil liability issues for the Emergency Telecommunicator. ¹
17. Identify stress and stress management for the Emergency Telecommunicator ¹
18. Pass the National Academies of Emergency Dispatch ETC Certification Exam. ¹

¹ ODCTE Objective

Teaching Methods:
The class will primarily be taught by the lecture and demonstration method and supported by various media materials to address various learning styles. There will be question and answer sessions over material covered in lecture and media presentations. Supervised lab time is provided for students to complete required projects.

Grading Procedures:
1. Students are graded on theory and lab practice and performance.
2. Each course must be passed with seventy (70%) percent or better.
3. Grading scale: A=90-100%, B=80-89%, C=70-79%, D=60-69%, F=50-59%.
4. Career Major grades established during coursework are a major criteria in successfully obtaining certification.

Description of Classroom, Laboratories, and Equipment:
Tulsa Technology Center campuses are owned and operated by Tulsa Technology Center School District No. 18. All programs provide students the opportunity to work with professionally certified instructors in modern, well-equipped facilities.

Available Certifications/College Credit:
The student may be eligible to take state, national or industry exam after completion of the program. College credit may be issued from Oklahoma State University-Okmulgee or Tulsa Community College. See program counselor for additional information.

College Credit Eligibility:
The student must maintain a grade point average of 2.0 or better.