PUBLIC SAFETY DISPATCH, SC

Program Description

The Skills Certificate, Public Safety Dispatch introduces the necessary skills and knowledge to work in a public safety communications center in a productive and professional manner. The program also prepares each student for the basic roles, responsibilities, and duties of a public safety dispatcher within law enforcement, fire, and emergency services.

This program is not eligible for financial aid. However, it may be eligible for scholarship funding if the student is awarded scholarships.

Recommended Course Schedule

First Year		
1st semester		**Units**
COT 101	Computer Keyboarding I	3
CRJ 260	911 Dispatch Emergency Telecommunicator Academy	12
	Semester Total	**15**
	Total Units	**15**

Program Requirements

Skills Certificates can consist of a single course or a short set of courses that provide training for entry-level positions or career advancement. These short-term certificates may also prepare students to take state, national and/or industry-recognized certifications or licensing exams.

Skills certificates are awarded upon completion of coursework and marked on a student's transcripts at the end of the semester. Students cannot declare a skills certificate as one's major. Skills Certificates are not eligible for Financial Aid.

To earn a skills certificate, students must:

1. Maintain a minimum cumulative GPA of 2.0.
2. Have no financial or library obligation to the college.

Code	Title	Units
Certificate Requirements		
COT 101	Computer Keyboarding I	3
CRJ 260	911 Dispatch Emergency Telecommunicator Academy	12
Total Units		**15**

Program Outcomes

Students completing the certificate will:

- PSLO1: Students will be able to identify the development, evolution, and the role of today's dispatcher and understand the ethical principles and standards of being a dispatcher.
- PSLO2: Students will be able to identify and use various communication equipment and understand the different components of that equipment.
- PSLO3: Students will be able to demonstrate communication and interpersonal skills with officers, customers, EMS, and fire units while maintaining a professional demeanor and understanding cultural differences.
- PSLO4: Students will be able to demonstrate how to effectively utilize dispatcher techniques in call taking, call handling, information dissemination, and prioritization of calls.
- PSLO5: Students will be able to identify and understand how to manage specialized calls, terrorist events, disasters, and rescue operations and identify possible safety issues for responding units.
- PSLO6: Students will be able to identify and explain the relationship between federal, state, and local laws and regulations established for dispatch operations.
- PSLO7: Students will be able to prepare for and be able to testify for a deposition and courtroom testimony and understand the validity of legal documents in relation to liability in civil and criminal cases.