

EMERGENCY TELECOMMUNICATOR/911 DISPATCHER

Cascade Campus
Public Services Education Building (PSEB), Room 129
971-722-5424

www.pcc.edu/programs/emergency-911/

CAREER AND PROGRAM DESCRIPTION

An Emergency TeleCommunicator (9-1-1 dispatcher) receives information from the public and from emergency services personnel (police, fire and medical), at a public safety answering point (PSAP), commonly referred to as a 9-1-1 Center. The job involves the operation of complex communication equipment; including two-way radio, multi-line telephone systems and computers.

Both emergency and non-emergency calls are handled and field personnel dispatched to a variety of calls. The dispatcher must have a thorough knowledge of local geography, an understanding of manpower needs and equipment, and be able to work within the constraints of departmental policy and procedures. Problem solving and decision making skills, with minimum supervision, are also required. TeleCommunicators must keep accurate records of communications received and transmitted, maintain a constant status of all field operations and be able to perform simultaneous functions.

TeleCommunicators must respect the individual's right to privacy and maintain strict confidentiality of sensitive information.

The PCC Emergency TeleCommunicator 9-1-1 Program is located at the Cascade Campus. This certificate has 47 credit hours of intensive training program for students interested in a career in emergency telecommunications. The curriculum includes skills, knowledge and abilities that have been identified as critical for career entry by 9-1-1 center directors, the PCC 9-1-1 advisory committee and professional emergency telecommunications organizations. The 47 credit hour certificate follows the 40 hour Basic TeleCommunicator Training Program developed by the National Academies of Emergency Dispatch (NAED). A hands on simulator training is an integral part of the program. The Introduction to Emergency Services class is open to all students wishing to explore the various careers in public safety emergency services.

The Emergency TeleCommunicator Program is supported by local 9-1-1 centers and private agencies. This three-term certificate is designed to teach the technical skills needed to perform successfully in emergency telecommunications. The PCC certificate program has been developed cooperatively with the 9-1-1 dispatch centers in the Portland metropolitan area and has served as a model for new programs throughout the United States. The program is supported by an advisory committee made up of emergency services managers, supervisors, trainers and dispatchers.

Additional state approved certifications may be obtained through the program, such as, inquiry level Law Enforcement Data System (LEDS) training, National Academies of Emergency Dispatch (NAED) Basic TeleCommunicator certification, and an overview of Critical Incident Stress Management (CISM).

Some course work within the Emergency TeleCommunicator 9-1-1 Program can be applied toward an Associate of General Studies

degree. Students wishing to apply for a General Studies Associate degree should consult an academic advisor

Classes are taught by professionals in the field of emergency services and public safety communications. Students observe 9-1-1 center operations during the training and work with professional telecommunicators in the labs.

The following courses are required of all students enrolled in the Emergency TeleCommunicator Program and are open to dispatchers and other professionals working in fields related to 9-1-1 dispatch. Enrollment is subject to course availability, class size, lab restrictions and department permission. In addition, public sector organizations, such as local 9-1-1 centers, may contact the department for professional in-service courses and seminars for their professional staff. The following course sequence is recommended. EM 101, ETC 105 and ETC 108 may be taken out of the order listed below.

DEGREES AND CERTIFICATES OFFERED

One-Year Certificate

Emergency TeleCommunicator/911 Dispatcher

PROGRAM PREREQUISITES AND REQUIREMENTS

Placement into WR 121 and basic keyboarding skill equivalent to 25 WPM.

APPLICATION AND ACCEPTANCE

The Emergency TeleCommunicator (ETC) Program is open to all high school graduates or equivalent, who meet the standards for employment in the 9-1-1 field, including good physical condition and high moral standards. Reading and writing skills are important.

Students planning to apply for the Emergency TeleCommunicator Program should contact the program coordinator or program advisor for specific eligibility requirements and an application. Advising appointments will be scheduled upon request and are required prior to registering for classes. Because of the unique responsibilities involved in public safety emergency communications, the Emergency TeleCommunicator Program reserves the right to require that a student, who appears to the department, unsuited for emergency communications employment be counseled into another area of study.

THE SELECTION PROCESS

Selection into the ETC Program requires the following steps be successfully completed:

1. Application – An application form is available in the Emergency Services Department Office, Public Services Education Building, Room 133 at Cascade Campus. Application forms are also available by mail upon request. Returned application forms will be processed upon receipt of all documentation listed in the application packet. Application for admission may be made any term, new students may be accepted any term, if space is available. Students wishing to complete the program in one year must begin fall term.
2. Placement test scores or transcript with course completion are required.
 - Placement into WR 121
 - Keyboarding certificate showing a minimum typing speed of 25 WPM, either three or five minute timing.
3. Advising appointment – an appointment with the program advisor to discuss curriculum and course schedule prior to registering for classes.

4. Acceptance into the program is conditional upon receipt of a satisfactory Criminal History Background check. Applicants will be asked to submit fingerprint cards and forms requesting criminal history information to the Oregon State Police/FBI. The cost of this background check is paid by the applicant. Limited fingerprinting services are available through the college, by appointment.

EMERGENCY TELECOMMUNICATOR/911 DISPATCHER ONE-YEAR CERTIFICATE

Minimum 47 credits. Students must meet all certificate requirements.

Emergency TeleCommunicator Certificate Credit Summary

ETC	30
EM	7
EMS	3
CAS	3
CJA	3
ETC Electives	1
Credit Total 47	

COURSE OF STUDY

The coursework listed below is required. The following is an example of a term-by-term breakdown.

First Term

EM	101	Introduction to Emergency Services	4
ETC	103	Introduction to Emergency Telecommunications	4
ETC	106	Introduction to Criminal Law	3
ETC	108	Transcription for TeleCommunicators	2
ETC	110	Communication Center Operations – Basic Skills	3

Second Term

CAS	122	Keyboarding	3
CJA	101	Cultural Diversity in Criminal Justice Professions	3
EM	103	Introduction to Radio Communication	3
ETC	104	Emergency TeleCommunications – Call-Taking	4
ETC	111	Communication Center Operations – Intermediate Skills	3

Third Term

EMS	120	First Responder	3
ETC	105	Crisis Intervention	3
ETC	112	Communication Center Operations-Adv	3
ETC	115	ETC: Capstone	3
ETC	202	Emergency Medical Dispatcher Overview	2
ETC Electives			1

Emergency TeleCommunicator/911 Dispatcher Electives

EM	110	Theory of Emergency Management	3
EM	114	History of U.S. Hazards, Disasters and Emergency Management	4
ETC	201	Law Enforcement Data System (LEDS)	1
ETC	203A	Tactical Dispatch for High Risk Incidents	1
ETC	280A	CE: Emergency TeleCommunicator/911 Dispatcher	varied

COURSE DESCRIPTIONS

ETC 103 Introduction to Emergency Telecommunications 4.00 Introduces the field of emergency communications. Includes history, role of the dispatcher, field operations (police, fire and emergency medical), radio broadcasting, telephone techniques, radio codes and equipment operation. Presents an overview of federal, state and local agencies and their respective communication systems. Audit available.

ETC 104 Emergency Telecommunications - Call Taking 4.00 Introduction to the field of emergency communications, with an emphasis on : history, roles of dispatchers in fire and medical emergencies. Confidentiality and liability issues and personality characteristics of emergency services personnel are explored. An overview of the structure and organization of the fire service and of the emergency medical dispatch system. Includes the terminology of the fire service and medical field and application of protocols for emergency response. Prerequisite: ETC 103. Audit available.

ETC 105 Crisis Intervention & Critical Incident Stress Management 3.00 Focuses on the emotional and psychological needs of police, telecommunicators, firefighters, emergency medical providers and other emergency responders in dealing with daily crisis and trauma situations. Explores both individual crisis and large scale disasters impacting entire communities. Evaluates the resources available to responders and to the public. Examines the Critical Incident Stress Management model and how it is utilized within various agencies. Teaches methods and techniques for dealing with high stress of long-term emergency service careers. Audit available.

ETC 106 Introduction to Criminal Law 3.00 Covers the origin, structure and definitions of common law and statutory crimes, the Oregon Criminal Code and criminal court procedures. Audit available.

ETC 108 Transcription for Telecommunicators 2.00 Develops keyboarding skills based on information received aurally. Utilizes dictation of emergency response information, such as locations, names, and numeric data in various formats. A variety of software applications are used including Word, Excel, Critical and several Computer-Aided Dispatch Programs. Simulated emergency telephone calls, radio broadcasts and tape recorded incidents are used to practice skills inputting data, accurately recording, abbreviating, coding and formatting information. Speed accuracy and brevity are important components of this course. A keyboarding ability of approximately 25 wpm is recommended. Audit available.

ETC 110 Communication Center Operations - Basic Skills 3.00 Introduction to the emergency communications simulator lab. This course involves the use of emergency communications equipment and standard operating procedures to simulate actual emergency calls and situations. Overview of the roles and responsibilities of emergency communications professionals in their work environment. Application of methods and theory obtained through classroom presentations, in an interactive lab setting, using radio, telephone, computers, recording equipments and various pre-employment screening tools. Audit available.

ETC 111 Communication Center Operations - Intermediate Skills 3.00 Introduction to the art of multi-discipline emergency response dispatching in an emergency communications simulation center. The course involves the use of emergency communications equipment and the application of policies, procedures and protocols to specific situations. Scenarios will be complex, may involve multiple responses and may have a high level of impact on individuals or the community. Identification and notification of a wide variety of resources both local and state will be included in simulation. Prerequisite: ETC 110. Audit available.

ETC 112 Communication Center Operations- Advanced Skills 3.00 This is the third in a series of 9-1-1 simulation labs designed to build skills in emergency call-taking and emergency services radio communication. The types of calls handled will involve volatile situations, such as, crimes in progress, incidents involving weapons, serious injuries or those having a severe impact upon individuals and the community. This course demands a high level of multi- tasking ability, quick responses and rapid problem-solving skills, as well as a familiarity with 911 computer software and multi-function telephone systems. Prerequisites: ETC 110 and ETC 111. Audit available.

ETC 115 Emergency Telecommunicator- Capstone 3.00 Provides the opportunity to demonstrate and document a variety of activities completed during the two-term program. Skills learned and the practical application of various lab techniques will be presented in a portfolio that may be used by prospective employers to determine job readiness. Pre-employment testing and screening will be covered, as well as, a variety of community based activities. Students will be prepared to sit for various state level certifications in emergency services related competencies, such as, law enforcement computer access, and emergency medical dispatch protocols. Audit available.

ETC 201 Law Enforcement Data System (LEDS) 1.00 LEDS is the State of Oregon Law Enforcement data network. This course is designed as an overview of the LEDS system and to provide certification at the lowest level (Inquiry). Students will use the LEDS Operating Manual to format requests for information and to access links to state and local computer systems, as well as the National Crime Information System (FBI). State certification requires the application of certain programs to test records in the live system. Prerequisite: ETC 103. Audit available.

ETC 202 Emergency Medical Dispatch Overview 2.00 Emergency Medical Dispatching consists of emergency medical pre-arrival instructions to assist the average citizen in stabilizing and in some cases treating a medical emergency prior to the arrival of trained medical personnel. This overview explores the basic concept of emergency medical assistance delivered over the telephone and familiarizes the student with various protocols for dealing with specific emergency situations. Prerequisite/Concurrent: EMT 120 or current 1st Aid/CPR certification. Audit available.

ETC 203A Tactical Dispatching for High Risk Incidents 1.00 High risk incidents such as kidnapping, hostage situations, and suicidal or mentally unstable persons require a higher level of communication skills and a greater degree of commitment on the part of the first responders and the emergency communications personnel. This course through the use of scenarios and role-playing allows the student to test these skills in a safe environment. Prerequisite: ETC 103 Prerequisite/corequisite: ETC 104. Audit available.

ETC 280A Cooperative Education: Emergency TeleCommunicator Students earn credit for learning from practical experience at a worksite related to being an Dispatcher/Call Taker. Appropriate work experiences provide opportunities to build and develop skills necessary to be a successful TeleCommunicator/Dispatcher. May be repeated up to 12 credits. Prerequisite: Completion of 8 ETC credit hours and 6 credits of lab hours.