



OAKLAND POLICE ACADEMY DISPATCH TRAINING
Combined Regional Emergency Services Training
Oakland Community College

2900 Featherstone Road • Auburn Hills, MI 48326-2845 • www.oaklandcc.edu/police



**OAKLAND
 POLICE
 ACADEMY**
 JUSTICE THROUGH KNOWLEDGE

EMERGENCY TELECOMMUNICATOR COURSE (ETC)
Second Edition, 2007
Priority Dispatch Corp.

INSTRUCTOR: Lt. Tom McCracken – Detroit EMS, Certified instructor for NAED, EMD, EFD, and ETC.

COURSE DESCRIPTION: This course was created in association with Jones and Bartlett, the National Emergency Number Association (NENA), and the National Academy of Emergency Dispatch (NAED). This **basic** emergency telecommunication course covers all of the basics of the industry. Students will master the basics of emergency call taking, experience multimedia presentations and practice calls and practice skills during in-class learning assignments. Program exceeds APCO Project 33 standards. This course is designed for new hires or those seeking a career in 911 dispatching. **Successful completion of course and a passing score of 75% will certify dispatchers as Professional Emergency Telecommunicators by the National Academies of Emergency Dispatch.**

TOPICS COVERED:

- Roles and Responsibilities – essential knowledge and skills
- Technologies
- Interpersonal Communication – the communication cycle, listening, language problems
- Telecommunication Essentials
- Caller Management
- Police Call Classification
- Fire Call Classification
- Medical Call Classification
- “Man-Made” and Natural Catastrophic Events
- Radio Broadcast Procedures
- Legal Aspects of Public Safety Communications
- Quality Improvement
- Stress Management

**** National Academies of Emergency Dispatch (NAED) certification upon successful completion**

COURSE NAME: Emergency Telecommunicator Course (ETC)

COURSE CODE: PBSV-5497

DATES: November 9-13, 2009

TIME: 8:00 am - 4:30 pm

COST: \$495.00

LOCATION: Oakland Police Academy
 Oakland Community College
 2900 Featherstone Road
 Auburn Hills, MI 48326-2845
 Phone: 248.232.4220
 Fax: 248.232.4225

QUESTIONS: 911training@oaklandcc.edu

(ETSC-911 Fund Certified #PDIS200703)

CANCELLATION POLICY: Class reservations may be cancelled up to 7 calendar days prior to the first day of class with a 100% refund, less than 7 days, but prior to the first day of class with a 50% refund, on the first day of class with a 0% refund. All “no shows” will be charged full price. Please include the registered person’s name, course name and date, your signature and date.



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TRAINING NOTICE