



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 911 DISPATCH ACADEMY

Michigan's only *911 Dispatch Academy* introduces the necessary skills and knowledge to work in a public safety communications center in a productive and professional manner. The 911 Dispatch Academy Certification is an entry-level training program for dispatchers employed by public safety agencies or *any individual seeking employment as a 911 professional*. The program prepares each student for the basic roles, responsibilities and duties of a public safety dispatcher. It allows public safety agencies the opportunity for their new employee to acquire the needed classroom training within a six-week period **three** days a week. The balance of the week can be completed at their agency. This allows the candidate time to apply their new knowledge on a gradual basis and still participate in their CTO program. Our next academy is scheduled to begin October 6, 2009. The academy pricing is discounted 23% from the individual class fees. **This program is designed for use in conjunction with a formal CTO program and does not replace such a program.**

Unique to the academy concept, **our classes are blended with experienced 911 professionals**, who are attending individual classes for continuing education. This provides opportunity for networking and the experiences shared during training with the veteran dispatchers.

Included in our program is the forty-hour basic Emergency Telecommunicator Course (ETC) along with the twenty-four hour Emergency Medical Dispatch (EMD) both which are accredited by the National Academies of Emergency Dispatch (NAED).

This certification includes a total of 144 hours of instruction. CPR/AED certification is a pre-requisite for the EMD class which is included our program. Attendees who complete this program will earn a 911 Dispatch Academy Certificate from the Oakland Police Academy along with a certificate for individual training as provided.

All training included in this program is or will be approved by the State 9-1-1 Committee for use of 911 Training Funds individually by the provider. Our program has also been approved by Michigan Works under the "No Worker Left Behind" program. Individuals need to check with their local Michigan Works office to see if they qualify for funding (which pays for the total cost of our program).

911 DISPATCH CERTIFICATION	HOURS	WEEK
Emergency Telecommunicator Course** 40 Hour Basic Course	40	1, 2
Michigan Criminal Justice Intro – Court Proceedings Observation	8	2
Fire Communications-2 Day	16	3
Homeland Security	8	3
Suicide Intervention: Building All Life Bridges	8	4
Understanding Domestic Violence	8	4
Customer Service for 911 Professionals	8	4
911 Ethics & Liability	8	5
Stress Management	8	5
Interview Skills for a 911 Career	4	5
CPR/AED	4	5
Emergency Medical Dispatch**	24	6

** National Academies of Emergency Dispatch (NAED) Certification

Six Week Program – 144 Hours

DATES: March 30 - May 6, 2010

TIME: Roll call: 7:45 – Approximately 4:30

COST: \$1850 (includes academy polo shirts) and Continental Breakfast Daily

NEXT ORIENTATION: Tuesday, June 8, 2010 – 6:30 P.M.

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