



OAKLAND POLICE ACADEMY DISPATCH TRAINING

Combined Regional Emergency Services Training
Oakland Community College



OAKLAND
DISPATCH
ACADEMY
SERVICE THROUGH EDUCATION

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

EMERGENCY POLICE DISPATCH (EPD) CERTIFICATION

INSTRUCTION BY: Priority Dispatch Corp.

COURSE DESCRIPTION: Emergency Police Dispatch (EPD) training through the National Academy will help you master emergency police dispatching. Students will learn how to improve quality of service to the callers, identify the correct Chief Complaint, assign needed resources, and effectively communicate between responders and callers. This is hands-on training with real-life examples, exciting audio-visual tools, and instructors who have spent years as dispatchers and/or responders.

TOPICS INCLUDE:

Improve quality of service and caring to the caller

- Correctly identify Chief Complaints
- Assign needed resources
- Improve scene safety
- Standardize descriptions
- Provide effective Dispatch Life Support
- Safely prioritize calls
- Acquire international certification

REGISTRATION INCLUDES:

- IAEPD® certification
- EPD Course Manual
- Embossed Diploma
- Membership card
- Uniform patch
- Magazine subscription to the Journal of Emergency Dispatch
- Window sticker

COURSE NAME: Emergency Police Dispatch (EPD) Certification

DATE: April 30 - May 2, 2019

TIME: 8:00 am - 5:00 pm

COST: \$395.00 (911 SNC Con Ed Approval # PDIS 200806C)

LOCATION: Oakland Community College
Auburn Hills Campus - J-Building
2900 Featherstone Road
Auburn Hills, MI 48326-2845

REGISTRATION: Phone: 248.232.4220
Fax: 248.232.4225

QUESTIONS: 911training@oaklandcc.edu

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. Students are responsible for amounts not covered by third party sponsors or departments unwilling to satisfy the invoice.



OAKLAND COMMUNITY COLLEGE™

TRAINING NOTICE