



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 TELECOMMUNICATOR COURSE (ETC) Priority Dispatch Corp. - 4th Edition

INSTRUCTION BY: Priority Dispatch Corp.

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. 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. **Module I approved.**

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

THE STUDENT WILL:

- Master the basics of emergency call taking
- Experience multimedia presentations and practice calls
- Practice skills during in-class learning assignments

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

COURSE NAME: Emergency Telecommunicator Course (ETC)
DATES: May 6-10, 2019
TIME: 8:00 am - 4:30 pm
COST: \$550.00 (911 SNC Module I Approval #PDIS200703A)
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

– This Course is MCOLES and SNC Approved –

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