



# OAKLAND POLICE ACADEMY DISPATCH TRAINING

Combined Regional Emergency Services Training  
Oakland Community College

2900 Featherstone Road • Auburn Hills, MI 48326-2845 • [www.oaklandcc.edu/crest/](http://www.oaklandcc.edu/crest/)



OAKLAND  
DISPATCH  
ACADEMY  
SERVICE THROUGH EDUCATION

## EMERGENCY FIRE DISPATCH TRAINING (EFD)

**INSTRUCTION BY: Priority Dispatch Corp.**

**COURSE DESCRIPTION:** This course takes the science of structured call processing to the fire-rescue environment. The protocol uses logic-based Case Entry and Key Question interrogation to safely and accurately prioritize responses to fire-rescue incidents. Post-Dispatch and Pre-Arrival Instructions provide a Zero Minute Response™ to callers at the scene, thereby improving scene safety and response effectiveness. While users of the associated Medical Priority Dispatch System™ already understand these components, the graphical design and intuitive flow of the FPDS™ provide an easy transition for the newcomer to structured call processing.

**COURSE INCLUDES:**

- Improve quality of service to the caller
- Correctly identify Chief Complaints
- Assign needed resources
- Improve scene safety
- Provide effective Dispatch Life Support
- Safely prioritize calls
- Acquire National Certification

**SUCCESSFUL ATTENDEES RECEIVE:**

- NAEFD™ certification
- EFD Course Manual
- Embossed Diploma
- Membership card
- Uniform patch
- Journal subscription
- Window sticker

**COURSE NAME:** Emergency Fire Dispatch Training (EFD)  
**DATE:** June 11-13, 2019  
**TIME:** 8:00 am - 5:00 pm  
**COST:** \$395.00  
 2-Day Recertification: \$250.00  
 1-Day Recertification: \$125.00  
 (911 SNC Con Ed Approval #PDIS200806A)

**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](mailto:911training@oaklandcc.edu)

**– This Course is 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**