911 DISPATCH ACADEMY
May 9 – June 3, 2022

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 includes state mandated Modules I, II and Continuing Education courses, and 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 four-week period, Monday-Friday**. The program is designed for use in conjunction with a departmental 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 experience sharing during training with the veteran dispatchers.

Attendees who complete this program will earn a 911 Dispatch Academy Certificate from the Oakland Police Academy. This certification includes the total 152 hours of training. Each class will also issue individual certificates. The program includes twenty-four hours of 911 Dispatch Simulation Training, which will provide hands-on experience with both a generic CAD and radio interoperability, and 4 hours of scenario-based training with the Oakland Police Academy.

911 DISPATCH CERTIFICATION	HOURS
Basic 40 Hour Telecommunicator Courses	40
Michigan Criminal Law Intro – Court Proceedings Observation	8
Fire Communications – 2 Day	16
Homeland Security	8
Stress Management	8
Customer Service for 911 Professionals	8
Understanding Domestic Violence	8
911 Ethics and Liability	8
Interview Skills for a 911 Career (pre-employment Academy students only)	4
CPR/AED	4
911 Dispatch Simulation Training	24
Handling the Despondent and Suicidal Caller	8
Scenario Dispatching	4
Mapping Skills	4

Four Week Program – 152 Hours
911 Dispatch Academy SNC Approved – OCC201906A

DATES: May 9 - June 3, 2022
TIME: Roll call: 7:30 am – Approximately 4:30 pm
COST: $2200.00 (includes 2 academy polo shirts)
REGISTRATION: Phone: 248.232.4220
policetraining@oaklandcc.edu
ORIENTATION: **Mandatory – must attend one of the following dates, unless sponsored by an agency:**
Tuesday, March 15, 2022 at 6:30 pm
Wednesday, March 16, 2022 at 6:30 pm

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