



## OAKLAND POLICE ACADEMY DISPATCH TRAINING

Combined Regional Emergency Services Training  
Oakland Community College

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



OAKLAND  
DISPATCH  
ACADEMY  
SERVICE THROUGH EDUCATION

## INTRODUCTION TO THE FIRE SERVICE FOR 911 PROFESSIONALS

**INSTRUCTOR:** Oakland Police Academy Dispatch Instructors.

### COURSE OBJECTIVES:

- Improved understanding of the importance of accurate and reliable Fire Communications.
- Demonstrate a working knowledge of Fire Terminology and an awareness of the objective of the Fireground Commander.
- Have a working knowledge of the components of the Incident Command System, including the Command and General Staff, and the working relationship between the incident Commander and Communications staff.
- Have a working knowledge of the techniques necessary to answer a 9-1-1 (or non-emergency) call for service, have the ability to summon necessary aid, and to document that aid in an accurate and timely manner.
- Become aware of the critical importance of Communications during Critical Incidents, including High-Rise Structure Fires, Transportation Incidents, Multi-Casualty Incidents and Hazardous Materials Incidents.
- Become familiar with actual fire apparatus

### TOPICS COVERED:

- History of Fire Service
- Fire Apparatus and Terminology
- Call Processing / Handling
- MAYDAY Handling/Processing
- ICS/IMS Overview
- Intro to Fire Development
- FCC / NFPA Regulations
- Fire Service Communications
- Organizational Structure

**DATE:** June 2 - 3, 2022

**TIME:** 8:00 am - 4:30 pm

**COST:** \$299.00 (911 SNC Con Ed Approval #OCC200901B)

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

**REGISTRATION:** [policetraining@oaklandcc.edu](mailto:policetraining@oaklandcc.edu)  
Phone: 248.232.4220  
Fax: 248.232.4225

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

– This Course is SNC Approved – Continuing Education –

**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.



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# TRAINING NOTICE