



OAKLAND POLICE ACADEMY DISPATCH TRAINING

Combined Regional Emergency Services Training
Oakland Community College

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



OAKLAND
DISPATCH
ACADEMY
SERVICE THROUGH EDUCATION

BASIC EMERGENCY TELECOMMUNICATOR COURSE (40 HOUR)

INSTRUCTION BY: 911 Dispatch Academy Staff

COURSE DESCRIPTION: This class is a 40 hour basic class that will introduce the new dispatcher to the basic requirements that are required to perform the responsibilities a Telecommunicator.

TOPICS COVERED:

- ◆ Public Safety Overview - including Police, Fire and EMS
- ◆ Roles and Responsibilities of a Telecommunicator
- ◆ Legal Aspects of Public Safety Communications
- ◆ Interpersonal Techniques
- ◆ Telephone Techniques
- ◆ Call Classification
- ◆ Radio Communications
- ◆ Stress Management

DATE: May 8 - 12, 2023

TIME: 8:30 am - 5:00 pm

COST: \$650.00 (911 SNC Approval #OCC202001A)

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

REGISTRATION: policetraining@oaklandcc.edu or
New 248.232.4227

QUESTIONS: 911training@oaklandcc.edu

- **This Course is SNC Approved** -

(SNC # OCC202001A)

SERVICE THROUGH 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