



OAKLAND POLICE ACADEMY DISPATCH TRAINING

Combined Regional Emergency Services Training

Oakland Community College

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



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)

COURSE CODE: PBSV-5494

DATE: November 9-11, 2015

TIME: 8:00 am - 5:00 pm

COST: \$380.00

2-Day Recertification: \$250.00

1-Day Recertification: \$125.00

(911 SNC Con Ed Approval #PDIS200806A)

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

REGISTRATION: Phone: (248) 232-4220
Fax: (248) 232-4225

QUESTIONS: 911training@oaklandcc.edu

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
Community is our middle name.®

TRAINING NOTICE