

Homeland Security

This course explains the role of the telecommunicator during terrorist incidents, including tactics for call handling, assessing threats and coordinating responders. It describes the role of Homeland Security and identifies known areas of vulnerability. It also discusses the types of nuclear, biological and chemical agents that may be used in an attack and ways to reduce exposure to acts of terrorism.

Goals

Upon completion of this course, the student will be able to demonstrate the following skills.

1. Define terrorism and identify potential Weapons of Mass Destruction.
2. Identify the history and mission of the Department of Homeland Security.
3. Explain the importance of keeping one's distance from hazardous material releases and methods for determining safe distances using the Emergency Response Guidebook.
4. Identify Nuclear Agents and ways to limit exposure to radiation.
5. Identify Biological Agents and known methods of dissemination.
6. Explain the four classes of Chemical Agents and their potential effects on victims and responders.
7. Identify the call taker's role during terrorist incidents and methods of call handling, assessment of threats, and coordination of responders.

Overview

- Module 1 Introduction
- Module 2 What is a Terrorist?
- Module 3 Weapons of Mass Destruction
- Module 4 Department of Homeland Security
- Module 5 Hazardous Materials
- Module 6 Nuclear Agents
- Module 7 Biological Agents
- Module 8 Chemical Agents
- Module 9: Incident Management and Communications
- Final Quiz

Requirements

This self-paced, online course is part of an ongoing effort by PowerPhone to provide timely and essential learning to telecommunicators on new advisories and procedures important to the PSAP community. After completing all sections of this class, you will need to score a minimum of 75% on the final quiz to earn 8.0 CEUs.

- Desktop, laptop or mobile device
- Speakers / Headphones
- High-speed Internet access
- Internet Browser (Google Chrome preferred)