Fire Service Dispatch Certification

This course emphasizes the role of the telecommunicator in answering calls related to fire rescue emergencies and the dispatch of appropriate human and physical resources to the incident. It discusses communications and dispatcher activities regarding fire department dispatch functions, including fires, hazardous materials incidents, disasters, rescue and extrication situations.

Goals

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

1. Identify basic telecommunication principles related to gathering appropriate and sufficient information from callers and relay that information to field responders.
2. Define the term liability and determine methods that should be utilized by the agency and the telecommunicator to reduce exposure to liability.
3. Explain the actions of fire rescue personnel at an emergency scene and identify the basics of fire behavior.
4. Understand the importance of Pre-Arrival Instructions when utilized at a fire rescue incident.
5. Identify tactics used by the telecommunicator to protect firefighters responding to, and operating at, an emergency scene.
6. Explain the principles of the Incident Management System and the difference between unified command and single command.
7. Define the term disaster and the need for pre-planning to coordinate a response properly and efficiently.

Overview

- Module 1   Introduction
- Module 2   Fire Call Process
- Module 3   Fire Service Operations
- Module 4   Fire Behavior
- Module 5   Incident Command System
- Module 6   Disaster Management
- Module 7   Conclusion
- 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 16.0 CEUs.

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