

Law Enforcement Dispatch Certification

This course discusses the different situations faced by telecommunicators when handling a law enforcement call and effective communication tactics to use. It describes the different types of law enforcement calls telecommunicators may receive, and the type of information to gather from the caller based on the situation. It also provides strategies for managing crises and the role of the Critical Incident Stress Debriefing.

Goals

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

1. Identify the core principles of PowerPhone and apply them to crimes-in-progress calls.
2. Identify communication tactics for telecommunicators to utilize when handling law enforcement incidents.
3. Explain the concept of quality assurance and list steps that the individual telecommunicator and agency should accomplish to achieve standards.
4. Utilize PowerPhone protocols from Initial Survey to Call Closure for numerous Chief Complaints.
5. Identify the elements of the crime of burglary and robbery, list numerous points of intelligence to be gathered from callers, and role play using PowerPhone protocols for a Burglary and Robbery-in-Progress call.
6. Define domestic violence, identify the forms of domestic violence, and role play domestic violence-related calls using PowerPhone protocols.
7. Identify crisis intervention strategies and other tactics used to deal with suicide callers and hostage situations and role play suicide and hostage incidents using PowerPhone protocols.
8. Explain the steps in the Critical Incident Stress Debriefing.

Overview

- Module 1 Introduction
- Module 2 Burglary
- Module 3 Robbery
- Module 4 Domestic Violence and 911 Hang-ups
- Module 5 Crisis Incidents and Active Listening Skills

- Module 6 Crisis Intervention in Suicide Situations
- Module 7 Crisis Intervention in Hostage Situations
- Module 8 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)