Public Safety Telecommunicator Course

This course provides a foundation for telecommunicators starting work in a police, fire, EMS or combined service communication center. It describes the types of telephone communication and call processing skills telecommunicators should possess, legal issues associated with public safety communications, and the types of technology used in emergency response. It also identifies potential stressors for telecommunicators and methods to use to decrease work-related stress.

Goals

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

1. List and explain the basic roles, responsibilities and duties of the public safety dispatcher.

2. Evaluate emergency situations and make quick and accurate decisions regarding the type of response appropriate for the situation.

3. Perform the skills of, and have basic knowledge to, work in a public safety center.

4. Describe and employ the skills needed to provide excellent customer service.

5. Discuss the issues of personal and agency liability and the methods to reduce legal risks.

6. Explain and demonstrate the principles of interpersonal communications in the PSAP.

7. Illustrate and use effective call processing methods and techniques.

8. Identify and discuss the principles of emergency management and disaster preparedness.

9. Demonstrate and employ the process of call taking and the application of protocols.

10. Describe and use radio communication techniques and radio systems with appropriate procedures and protocols, including emergency communications technology.

11. Identify the possible causes of stress for a telecommunicator and explain the methods for decreasing and treating stress.

12. Explain the process of implementing quality assurance into the PSAP, including call assessments, performance standards, protocol use and in-service education.

Overview

- Module 1   Introduction, Roles and Responsibilities
- Module 2   Delivering Customer Service as a Telecommunicator
- Module 3   Interpersonal Communications
- Module 4   Call Processing
- Module 5   Emergency Communications Technology
- Module 6   Liability
- Module 7   Emergency Management
- Module 8   Stress Management
- Module 9   Quality Assurance
- Module 10   Writing and Interpreting Reports
- 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 40.0 CEUs.

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