

**BILLINGS PUBLIC SCHOOLS
DISPATCH I
Adopted March 17, 2003**

MISSION STATEMENT

The Career Center is dedicated to providing Billings area students with an education that explores and enhances vocational and academic skills to promote critical thinking, self-discipline, and responsible citizenship.

BELIEF STATEMENTS

1. We believe in an environment that fosters mutual respect and dignity.
2. We believe that students and faculty should maintain pride in their work to improve their performance.
3. We believe that academic skills lay the foundation for critical thinking, problem solving, mathematical and communication skills.
4. We believe in the integration of academic and career areas.
5. We believe in the importance of current technology and its impact on the future.
6. We believe that students who are encouraged to set goals will gain confidence in their potential and ability to contribute to society.
7. We believe mutual support between school and community is an integral part of a student's learning experience.

LEARNING DOMAINS

- I. The student will demonstrate an understanding of the roles and responsibilities of the dispatch telecommunicator.**
- II. The student will demonstrate an understanding of the technologies used in dispatching.**
- III. The student will demonstrate an understanding of interpersonal communication**
- IV. The student will demonstrate an understanding of telephone communication and call processing.**
- V. The student will demonstrate an understanding of dispatch radio broadcast procedures.**
- VI. The student will demonstrate an understanding of stress management.**

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Learner Objectives

I. The student will demonstrate an understanding of the roles and responsibilities of the dispatch telecommunicator.

1. Explain the history and mission of dispatching. (I)
2. Identify the two types of dispatching careers. (I)
3. List and explain the essential knowledge elements, skills, and abilities of a telecommunicator. (I)
- 4. Define ethics, values, professionalism, and image, and explain how each applies to the emergency telecommunicator. (E)**
- 5. Explain the need for confidentiality in public safety telecommunication. (E)**
6. Explain the role of the telecommunicator in serving the community. (I)

II. The student will demonstrate an understanding of the technologies used in dispatching.

7. Explain the basics of telephone technology, including both wired and wireless phones. (I)
8. Explain the basics of cellular and PCS technology, including the problems associated with wireless technology. (I)
9. Explain the use of TDD/TTY technology for communications with the speech and hearing impaired community. (I)
- 10. Explain how to manually process calls for service. (E)**
- 11. Explain and demonstrate the use of Computer Aided Dispatch (CAD) systems, including mapping and recording devices. (E)**

III. The student will demonstrate an understanding of interpersonal communication.

- 12. Explain the concepts of active and passive listening and applying them to the tasks involved with public safety communications. (E)**
- 13. Use proper verbal and nonverbal communications elements to send and receive messages. (E)**
14. Explain and apply the techniques of information processing. (I)
15. Explain and discuss the problems and solutions used to process calls from people who have hearing or speech impairments and those who do not speak or understand English. (I)

IV. The student will demonstrate an understanding of telephone communication and call Processing.

16. Describe the procedures and the protocols that are used for receiving and effectively processing calls for service. (I)
17. Describe and practice the various techniques that are used for interviewing callers and for controlling the call process. (I)
- 18. Identify and practice the primary skills required in effective call taking and processing. (E)**

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- V. The student will demonstrate an understanding of dispatch radio broadcast procedures.**
 - 19. Describe and practice FCC broadcast rules as they pertain to dispatch. (E)**
 - 20. Identify and practice the primary skills required to effectively dispatch on the radio. (E)**

- VI. The student will demonstrate an understanding of stress management.**
 - 21. Explain stress and its general effects on the human body and mind. (E)**
 - 22. Identify stressors that are unique to public safety dispatch. (I)
 - 23. Describe the signs and symptoms of distress and burnout. (I)