

**BILLINGS PUBLIC SCHOOLS
EMERGENCY DISPATCH TELECOMMUNICATOR
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 learner will demonstrate an understanding of the roles and responsibilities of the Emergency Telecommunicator.**
- II. The learner will demonstrate an understanding of the technologies used in Emergency Dispatching.**
- III. The learner will demonstrate an understanding of interpersonal communication.**
- IV. The learner will demonstrate an understanding of telephone communication and call processing.**
- V. The learner will demonstrate an understanding of call classification.**
- VI. The learner will demonstrate an understanding of radio broadcast procedures.**
- VII. The learner will demonstrate an understanding of legal aspects as they apply to public safety communication.**
- VIII. The learner will demonstrate an understanding of stress management.**

BILLINGS PUBLIC SCHOOLS
EMERGENCY DISPATCH TELECOMMUNICATOR
Learner Objectives

I. The learner will demonstrate an understanding of the roles and responsibilities of the Emergency Telecommunicator.

1. Define the need for a mission statement and explain the mission statement of the dispatch course.
2. Define and explain the three P's: policy, procedure, and protocol.
3. List and explain the essential knowledge elements, skills, and abilities of an Emergency Telecommunicator.
4. List and explain the roles of an Emergency Telecommunicator.
5. Define ethics, values, professionalism, and image, and explain how each applies to the Emergency Telecommunicator.
6. Explain how to work with the media while staying within the 3 P's of their organization.
7. Explain the need for confidentiality in public safety telecommunication and the need for the 3 P's as they apply to confidentiality.
8. Explain the role of the Emergency Telecommunicator in serving the community.

II. The learner will demonstrate an understanding of the technologies used in Emergency Dispatching.

9. Explain the basics of telephone technology, including both wired and wireless phones.
10. Explain the basics of cellular and PCS technology, including the problems associated with wireless technology.
11. Explain the basics of 9-1-1 technology and how it is tied to the command center.
12. Explain the use of TDD/TTY technology for communication with the speech and hearing impaired community.
13. Explain how to manually process calls for service.
14. Explain and demonstrate the use of Computer Aided Dispatch (CAD) systems, including mapping and recording devices.
15. Explain the basics of public safety radio technology, including repeaters, consoles and control equipment.

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

16. Explain the five steps of the communication cycle and apply them to the tasks involved with public safety.
17. Explain the concepts of active and passive listening and apply them to the tasks involved with public safety communications.
18. Use proper verbal and nonverbal communications elements to send and receive messages.
19. Explain and apply the techniques of information processing.
20. Discuss the role of cultural diversity as it applies to the tasks involved with public safety communication.
21. 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.

BILLINGS PUBLIC SCHOOLS
EMERGENCY DISPATCH TELECOMMUNICATOR
Learner Objectives

IV. The learner will demonstrate an understanding of telephone communication and call processing.

22. Explain the roles of customer service and public relations in public safety communication call taking and dispatching.
23. Describe the procedures and the protocols that are used for receiving and effectively processing calls for service.
24. Describe and practice the various techniques that are used for interviewing callers and for controlling the call process.
25. Describe and practice the various types of callers to public safety agencies and explain the special call-handling processes that are used with each.
26. Describe and practice the techniques that are used to process high-risk calls for service and calls from the challenging caller.

V. The learner will demonstrate an understanding of call classification.

27. Identify the three general types of calls a telecommunicator is likely to handle.
28. Explain the need for protocol to assist the telecommunicator with proper call classification.
29. Define the general procedures for handling in-progress, just occurred, and past-event calls for law enforcement service.
30. Explain and practice the general call types and procedures used for the most common law enforcement calls for service.
31. Explain and practice the general call types and procedures used for the most common fire calls for service.
32. Explain and practice the use of protocol for the most common medical calls for service.

VI. The learner will demonstrate an understanding of radio broadcast procedures.

33. Explain the characteristics of radio frequency and channel usage in public safety radio communication.
34. Explain and practice the various rules and procedures that are associated with public safety radio communication.
35. Describe and practice FCC broadcast rules as they pertain to public safety dispatch.

VII. The learner will demonstrate an understanding of legal aspects as they apply to public safety communication.

36. Explain the terms and concepts that are most commonly associated with legal responsibility in public safety communication.
37. Explain the four elements of a tort that are required to prove negligence.
38. Explain how the expectations of the community affect amounts and types of legal liability exposure faced by the telecommunicator and their agency.
39. Describe the relationship between effective risk management and liability.

VIII. The learner will demonstrate an understanding of stress management.

40. Explain stress and its general effects on the human body and mind.
41. Identify stressors that are unique to public safety dispatch.
42. Describe the signs and symptoms of distress and burnout.
43. Manage effects of distress and burnout.
44. Describe critical incident stress and its place in public safety communications.