



Lake Technical College

2016 - 2017

Master Plan of Instruction Public Safety Telecommunication



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LAKE TECHNICAL COLLEGE

Public Safety Telecommunication – (911 Dispatcher) Program

Master Plan of Instruction

INTRODUCTION

The Public Safety Telecommunication program is a 232-hour program. The purpose of this program is to prepare students for employment as dispatcher for police, fire, and ambulance agencies. Content includes ethics; role of the telecommunicator; standard operating procedures; relationship to field personnel; command levels; message center layouts; performance aids; overview of emergency agencies; functions and terminology; use of correct words and grammar; types of communications equipment, functions and terminology; malfunctions and maintenance agreements; proper, correct telephone and dispatching procedures and techniques; cooperation and reciprocal agreements with other agencies; communication rules (federal, state, local); emergency situations and operating procedures; emergency medical dispatch procedures; leadership and human relations skills; and health/ safety including CPR.

The program is based on the course standards set forth by the Florida Department of Health and the Department of Education. It is organized to provide the student with knowledge and techniques currently considered within the responsibilities of the entry level emergency dispatcher.

Upon successful completion of the program, the student is eligible to take the state certification examination.

Effective October 1, 2012, any person employed as a 9-1-1 public safety telecommunicator at a public safety answering point, as defined s. 401.465(1)(a), F.S. must be certified by the Department of Health.

ADMISSION REQUIREMENTS

In order to be considered for admission to the 9-1-1 Public Safety Telecommunication Program, the applicant must have the following prerequisites. School transcripts must also be given by the student to the Admissions Office.

1. High school diploma or its equivalent or be an eligible dual-enrolled high school student;
2. Be a citizen of the United States;
3. Be of good moral character;
4. Have not been convicted of or pled guilty or no contest to any felony or any misdemeanor involving perjury, false statement or domestic violence;
5. Have not received a dishonorable discharge from any of the Armed Forces of the United States;
6. Possess a valid Florida Driver License; and
7. Complete an LTC online application.

Final Admission to the program will be based on the following:

Obtain a satisfactory drug screen analysis at the designated lab, and have an FDLE background clearance completed at Lake Technical College's (LTC) Institute of Public Safety. Tuition and fees, in the form of cash, check, or money order may be paid on the main campus of LTC or at the Institute of Public Safety Admissions Office.

ESSENTIAL TASKS

Essential skills identified by the Division of Career and Adult Education have been integrated into the standards and benchmarks of this program. These skills represent the general knowledge and skills considered by industry to be essential for success in careers across all career clusters. Students preparing for a career served by this program at any level should be able to demonstrate these skills in the context of this program. A complete list of Essential Skills and links to instructional resources in support of these Essential Skills are published on the CTE Essential Skills page of the FL-DOE website (<http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/curriculum-frameworks>)

TUITION

Tuition is charged for adult students at a rate established by the State legislature. Current fee information is available in the Admissions Office. Tuition is waived for eligible high school dual-enrolled students. Tuition is due prior to the first day of each semester based on the Lake Technical College payment calendar. Failure to pay all fees due at the time class begins will result in not being able to attend class and/or clinical if applicable.

COURSE SCHEDULE

The 9-1-1 Public Safety Telecommunication program meets based upon student need and offers both day and evening classes. The class schedule/syllabus will be given to each student at the class orientation session, as set by the program coordinator.

ACCOMMODATIONS

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan to meet individual needs to ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their postsecondary provider.

Students desiring accommodations or updates to their accommodations are encouraged to self-identify as early in the program as possible. In order to receive disability accommodations, students must self-disclose the disability to the Students with Disabilities Coordinator and provide documentation that clearly shows evidence of a disability and applicable accommodations. The Students with Disabilities Coordinator will schedule a meeting with the student and instructor to discuss the documented disability and applicable accommodations.

Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments, assessments, time demands, schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodation requested and provided is maintained in a confidential file.

FINANCIAL AID OFFICE

Policies and guidelines for the administration of all financial aid are established according to federal and state law. Applicants complete an information form, Free Application for Federal Student Aid, and furnish documentation needed to verify eligibility. More information on the application process may be obtained in the Financial Aid Office.

The Financial Aid Office will assist students, where possible, with access to financial support offered by federal agencies (U.S. Department of Education – Pell Grants, Department of Veterans' Affairs), other state and local agencies and local organizations (scholarships).

INSURANCE

All students must show proof of accident insurance. Students without accident insurance may purchase the school accident insurance. This insurance is provided by a non-school vendor and offers limited coverage during required program functions. Information regarding purchase of school accident insurance will be provided in the Admissions Office at the main campus.

ACCEPTABLE DRESS

Students who attend Lake Tech shall dress in a manner appropriate for the job in which they are receiving training, including any special protective gear and professional uniforms. All clothing, makeup, and jewelry must be clean, neat, modest, in good repair, appropriately sized, and be neither distracting nor offensive.

The Executive Director or designee has the final authority for determining whether or not a student's apparel conforms to the dress code. If it is determined that it does not, students will be required to change into clothing which will conform to this code or leave campus. Students may return to campus when they have changed into appropriate clothing.

PROGRAM UNIFORM

Uniform Policy

1. **Program approved polo shirt:** Shirt must always be cleaned and ironed. No patches are to be worn on the shirt. Shirts are to be completely tucked (all the way around) into slacks.
2. **Dark slacks:** Slacks will be black in color. Pants must always be clean and ironed. Jeans are not permitted.
3. **Belts:** Black with simple unadorned buckle, maintained in relatively new condition. If pants have belt loops – belt must be worn.
4. **Dark shoes:** Must be smooth, black leather, polished, and in good condition. Black leather with black Gore-Tex boots will be acceptable. **No soft leather, suede or athletic-type footwear is permitted.** Patent leather shoes may be

worn. Footwear must be non-descript, void of colored logos or commercial emblems. If ankles are exposed, solid black socks must be worn. High heels and platforms are unacceptable.

5. **Lake Technical College student ID badge:** Must be worn at all time when in uniform.
6. **Jewelry:** Must be confined to a watch and wedding or engagement rings (if applicable). Body piercing, which includes, but not limited to, ears, brows, nose, lips, and tongue, is not permitted.
7. **Make-up:** Make up is to be moderately applied. Make-up should be consistent with the professional nature of the program.
8. **Hair:** Should be cleaned and groomed neatly. Hairstyle and color are to be consistent with the professional nature of the program; extremes in either will not be allowed. Hair longer than shoulder length (men or women) must be tied back. No hats may be worn in the classroom, lab areas, or during clinical or internship. Students must be clean-shaven. Mustaches are permitted if neatly kept. No growth of facial hair is permitted during clinical and internship time.
9. **Body Art:** All visible tattoos must be covered while in uniform.

Please remember that strong perfume, hair spray, coffee, cologne, or cigarette smoke may be offensive to many co-workers.

All aspects of personal hygiene, including the individual, the uniform and undergarments, represent our professional image. Cleanliness and appropriate use of personal hygiene products are important components of professionalism and are expected of all students.

SAFETY

Lake Technical College makes every effort to provide a safe environment for all students, visitors, faculty and staff. Basic safety standards, which will include fire drills, weather drills, equipment usage, and traffic regulations, will be covered in the program orientation. These basic safety standards will be reinforced throughout the program enrollment. See the current school catalog for additional campus safety information.

STANDARDS AND REQUIRMENTS OVERVIEW

- Objectives:** To provide the means of developing entry level skills as required by the Florida Department of Health and Florida Department of Education and the LTC Institute of Public Safety.
- Purpose:** The guidelines are established in order to maintain a high level of discipline, provide for the most efficient use of training time, and ensure that each student thoroughly understands what is required of him/her.
- Curriculum:** This curriculum meets or exceeds all the requirements for the certification training of 9-1-1 Telecommunicators set forth by the State of Florida Department of Health in response to State Statute 401.465.
- College Credit:** The Lake Technical College Institute of Public safety does not award college credits for training. The program has no statewide articulation agreement approved by the Florida State Board of Education.
- Veteran Approved Course:** The State Department of Education approves Lake Technical College for training veterans. All veterans who are eligible for VA benefits may receive compensation for enrollment. The Financial Aid Office is located on LTC's main campus, 2001 Kurt Street, Eustis Florida.

GRADING PROCEDURE

The grading policy for the 9-1-1 Telecommunication Program is as follows:

90 – 100	Above Average
80 – 89	Average
<80	Failing

Lake Technical College is a postsecondary institution designed to provide trained individuals to industry. The grading scale for this program reflects industry standards. The approved postsecondary program grading requirements must be met if the student is to receive a certificate.

The student's grade is determined by evaluating three equal parts of the student's performance.

Knowledge	33 1/3%
Skills	33 1/3%
Professional skills	33 1/3%

For a student to complete the Public Safety Telecommunication Program, the student must successfully complete both the classroom portion and the practical lab portion of the program independent from each other. The grade assigned to each portion of the program is based on the three criteria as listed above. The minimum satisfactory grade for each portion is 80 percent in each of the 3 categories. The CPR examination given at the end of the CPR course requires a grade on not less than 84%.

1. Lecture/Classroom:

- a. Knowledge (33 1/3%): Based on written exams and assignments.
- b. Skills (33 1/3%): Based on skill competency examinations.
- c. Professional skills (33 1/3%): Based on professional appearance, attendance, and classroom participation.

2. Lab/Field Practical:

A final grade for the student's lab and field practical activities is calculated and based on the following criteria:

- a. Knowledge and skills (66 2/3%): These required components are very closely integrated in the training and work of a 9-1-1 telecommunicator and therefore will be weighted together to make up this portion of the curriculum. The knowledge and skills grade will encompass the following areas of study:
 1. Written exams and assignments
 2. Skills demonstration and check-off and competency examinations
- b. Professional Skills (33 1/3%): This third of the total clinical/internship grade is based on the following areas:
 1. Attendance/tardiness to clinical rotations;
 2. Professional appearance;
 3. Professional interaction and rapport (teamwork and diplomacy, respect, patient advocacy); and
 4. Professional conduct (integrity, empathy, self-motivation, and self-confidence).

Attendance: Attends class for all scheduled hours assigned, arrives/leaves on time, contribute to class discussion and is actively involved in all activities.

Character: Displays academic integrity (inclusive of not committing plagiarism), trustworthiness, dependability, reliability, self-discipline, and self-responsibility.

Teamwork: Respects the rights of others; is a team worker; is cooperative; ensures confidentiality in all classroom, clinical and other matters; demonstrates professional behavior in interactions with peers, preceptors, and instructors.

Appearance: Displays appropriate dress, grooming, hygiene, and wears full regulation uniform of the day.

Attitude: Displays a willingness to cooperate and accept constructive criticism; sets realistic expectations; approaches assignments with interest and initiative.

Productivity: Follows safety practices; conserves materials and supplies; maintains equipment; stays on task and utilizes time constructively; demonstrates proactive learning through involvement in activities and contributions to class discussions.

Organization: Manifests skill in prioritizing and management of time and stress; demonstrates flexibility in handling change; completes assignments on time; uses work time appropriately.

Communication: Contacts instructor to report concerns; notifies instructor of tardy/absence one hour before start of class; seeks clarification and understanding through appropriate, pertinent questions.

Leadership: Displays leadership skills; appropriately handles conflict and concerns; demonstrates problem-solving capability; maintains appropriate relationships with supervisors/instructors and peers; follows the chain of command.

Respect: Deals appropriately with cultural/racial diversity; does not engage in harassment of any kind to include but not limited to verbal, nonverbal, and written; addresses instructors and peers in appropriate tone and with appropriate language to include but not limited to electronic (email, text, etc.) communications.

Upon satisfactory completion of the Public Safety Telecommunication Program and its requirements, the student will be issued a certificate of completion and grade card. Program completers are eligible to take the state 9-1-1 Public Safety

Telecommunicators exam. Passage of the exam makes the student eligible for certification. Once the test is passed, the student will need to apply for certification by submitting the appropriate form to the Florida Department of Health.

ATTENDANCE

In an effort to develop appropriate work ethics, Lake Tech students are expected to attend all class sessions. As is expected in the workplace, when it is necessary to be absent due to illness or emergency situations, all students are to notify the instructor on or before the date of absence. The student attendance policy for each postsecondary program is consistent with industry standards.

Excessive absences may result in an unsatisfactory knowledge, skills, and/or professional skills grade and can result in termination from the program.

Due to the nature of the program, attendance is critical. Students missing more than 1 day (8 hrs) will be subject to dismissal from the program.

Tardiness

As in the workplace, students are expected to be in their seats promptly in the morning, after break, and after lunch. Students are expected to notify the instructor before the start of class of any anticipated tardies.

Leaving Campus during School Hours

For safety reasons, students will notify their instructor when leaving campus early. Students may leave campus for lunch provided this is done within the allotted time.

Lecture/Classroom Attendance Policy

- Campus attendance will be shown by signature on an attendance roster prior to the start of class.
- Absences and tardiness are significant areas of interest by potential employers such that any violation of the above will significantly lower the student's professional skills grade as outlined in the department's grading policy. Any student who is habitually tardy may be placed on academic probation or subject to withdrawal from the program.
- Students are required to attend all sessions.
- Should an emergency arise requiring the student's absence from any session, the student must inform the 9-1-1 Program Coordinator prior to the absence or as soon as possible.
- All assignments missed during the student's absence must be made up. It is student's responsibility to meet with the instructor to get missed assignments and handouts.
- Leaving class: No member of the class will be permitted to leave the classroom, lab, or field practical activities without first discussing with and receiving the expressed permission of the lead instructor or preceptor.
- **Testing Policy**
- If a student misses a scheduled exam, the student must contact the 9-1-1 Program Coordinator by 8:30 a.m. the next business day (a business day is Monday – Friday, 8:00 a.m. to 3:30 p.m.) to make arrangements to test. The exam must be taken within the next class session attended.
- According to testing design best practices, the following rules apply for tests given on content/subject material.
 1. Extra credit questions are not permissible.
 2. Grades cannot exceed 100%.
 3. "Throwing out" questions:
 - a. If 35% of the students answer a question incorrectly, the question needs to be reviewed.
 - b. If after review it is determined that a question needs to be eliminated, then all student grades will be calculated on the new total number of questions. *For example:* The test is 50 questions. 3 questions are determined to be invalid and are eliminated. The new 100% = 47 and the grades will be calculated on 47 (not 50).
 - c. Points will **not** be given to those students who answered the eliminated questions correctly.

- If a test is not taken at the regularly scheduled time, students will lose 10 points off their grade on that test. Regularly scheduled means the original time and date that a test is scheduled. Students who enter the classroom after any of the testing students leave the classroom will be considered as missing the regularly scheduled time and be subject to the 10 point penalty. Students who arrive late for a test must take the test the same day. The student may be required to take a revised exam.
- A student may retake up to one (1) exam for partial grade forgiveness except for the final exam. Quizzes may not be made up or retaken. Any student who wishes to retake an exam must notify the 9-1-1 Program Coordinator by 8:30 a.m. the next business day. The student has three (3) days in which to retake the exam. The student may be required to take a revised exam. The initial grade and that of the retake exam will be averaged together for an exam score not to exceed 80%.

Field Practical Activities

Absences from field activities are only allowed in extreme emergencies. All others may result in dismissal from the program.

- Attendance is taken every session, and every student is required to have an activity evaluation form signed by the instructor or preceptor. Each student must submit a completed and signed form to the program instructor within 4 days after the activity.
- If a student is tardy, the instructor or preceptor will mark unsatisfactory on the appropriate spot on the evaluation form.
- Any violation of the attendance policy will significantly lower the student's professional skills grade as outlined in the department's grading policy.
- A student who finds it necessary to be absent MUST notify the 9-1-1 Program Coordinator at least 12 hours before the scheduled field practical activities except in emergency situations. Any field activity missed without proper notification will result in:
 - first no-call no-show – a verbal warning
 - a second no-call, no-show – a written reprimand and meeting with the 9-1-1 Program Coordinator
 - a third no-call, no-show – a School Intervention Team (SIT) meeting and recommended academic probation
- Each student must attend all field practical hours.

REASONS FOR DISMISSAL FROM PROGRAM

1. Unsatisfactory academic, lab or practical work.
2. Being found in any restricted or unauthorized area.
3. Unethical conduct such as fraud, drug abuse, alcohol abuse, breach of confidentiality (HIPAA violation); inappropriate student interaction or interpersonal relation; or aggressive or dishonest behavior to any school or staff member, or other student, defined as follows:
 - a. Aggressive behavior is defined as a forceful, self-assertive action or attitude that is expressed physically, verbally, or symbolically and is manifested by abusive or destructive acts towards oneself or others.
 - b. Dishonest behavior is defined as an untruthful, untrustworthy or unreliable action.
4. Cheating in any manner.
5. Withdrawal from participating agency as the result of due process proceedings based upon a written request from the agency that the student be withdrawn.
6. Violations of the attendance policy.
7. Failure to satisfy identified probationary requirements within the stated time.
8. Failure to comply with requirements as stated in the Master Plan of Instruction.

PLAN OF INSTRUCTIONAL PRACTICES

Teaching Methods

Lecture	Role Play
Discussion	Audiovisuals
Question and Answer	Skills Laboratory
Written Evaluations	Field Experience
Demonstration and Return Demonstration	Case Studies

Online Access

Technology is an integral part of our daily lives. From smart phones to electronic tablets, these devices are becoming items that many cannot function without. In addition, the Internet is changing the way education is delivered. Lake Technical College strives to ensure that our students are able to compete in this technology driven world. With this in mind, it is recommended that students have an online presence and access to the internet.

It is also important that students have an email address that they check on a regular basis. A lot of information may come to you through your email, so it is important that you check it regularly. If you do not have an email address, there are numerous services that provide FREE email addresses. Please make sure your instructor(s) have a current, working email address for you. See your instructor for more information.

Social Media

The advent of social media has created a world-wide communication medium for persons of all ages. While extremely popular, these websites have also created their own set of “not-so-popular” problems such as cyber-stalking, identity theft, cyber-bullying, cyber-cheating (posting of exam, or other course material), and a host of other nebulous challenges that users may face. Another reality associated with social media is its far-reaching consequences for those who share posts that may be seen by others as inappropriate.

Potential employers, current employers, civic, or educational organizations you may be associated with, and many others are looking at social media sites for information that may tell them things about you. You should also be cautioned on how private your social media content really is – despite the settings on your account. All social media sites are potentially vulnerable. A simple search of how to view pages that are set as “private” for a popular social media website yielded numerous responses for ways to view the content. Everything from blogs to online videos offer to explain how to accomplish this task.

Students in all programs need to be cognizant of the fact that most professions rely on great moral character. It is recommended that when using social media, assume that your posts will be seen/read by everyone with access to the Internet.

CLASSROOM PROCEDURES

Classroom Rules and Campus Etiquette

Student Conduct

- Students shall at all times conduct themselves in a manner becoming a public safety professional and will not at any time engage in conduct to bring discredit to the profession or to this training center.
- All sworn personnel and civilian instructors shall be addressed by their formal title (i.e., Captain Smith, Officer Jones, Mr. Black, etc.).
- Obey all rules, signs and instructions.
- Clean up any spills, and pick up any tripping or stumbling hazards immediately.
- Do not sit on any tables, desks or countertops.
- Do not walk on grass. Use sidewalks only.
- Do not place your feet on benches, chairs or against the walls.
- Use proper driving skills at all times when on campus.

Students will:

1. Maintain a neat, clean, appropriate appearance.
 - When in uniform, be dressed according to the dress code.
 - When not in uniform, wear standard business attire for class or other occasions.
 - Refrain from wearing shorts, midriff tops, etc.; these are not appropriate at any time.
2. Demonstrate punctuality.
 - Notify the 9-1-1 Program Coordinator or an instructor prior to expected time regarding tardiness or absences.
 - Seek permission and follow procedure to leave early when necessary.
 - Return from breaks and meal times at the specified time.
3. Respect the rights of others.
 - Be attentive and polite.

- Do not talk to neighbors thus preventing others from learning.
 - Respect the property of others.
 - Be patient and considerate of others.
 - Pay attention.
 - Think before speaking to avoid misunderstanding.
 - Do not talk while others are talking.
4. Demonstrate good interpersonal relationships with peers and instructors.
 - Exhibit a congenial and cooperative attitude with others.
 - Show respect for instructors and peers.
 - Accept others for themselves.
 - Acknowledge every individual you pass with a positive and kind greeting (e.g. good morning, hello, how are you, etc.). It is not necessary to repeat greetings if passing the same individual more than once during the day.
 5. Contribute to a learning atmosphere.
 - Wait for recognition before speaking.
 - Do not interrupt class.
 - Assist classmates if able and time is appropriate.
 - Contribute new or pertinent material on topic when appropriate.
 6. Make good use of classroom/laboratory time.
 - Do reading or assignments when no lecture or formal class is in progress.
 - Practice procedures and be prepared for requested sign-off on procedures.
 7. Take responsibility for own learning.
 - Come to class prepared by bringing pen, pencil, paper, and books.
 - Make up work missed during absence in a timely manner without prompting.
 - Complete reading assignments and participate in class discussions.
 - Be responsible for all assigned books and equipment.
 8. Attempt to do the best possible.
 - Try to achieve full potential.
 - Make an effort to answer questions when called upon. There will be no unison responses to questions. The instructor will recognize students before asking a question.
 - Use time wisely.
 - See the teacher privately to clarify any unclear material.
 9. Respect school and clinical facility properties.
 - Always leave the classroom, laboratory and conference areas neater than found.
 - Do not eat, drink, or smoke except in designated areas.
 - Do not deface property of others.
 - No sitting or lying down on the desk, leaning against the wall, or putting shoes on walls.
 - Be proud of your school and remember to be an ambassador to the public.

Conflicts

At any time that conflict arises, for any reason, the student is to avoid a serious confrontation at all costs. Right or wrong, the student should avoid being part of a bad scenario that would have an impact on the program. The student should report to the instructor immediately and allow this individual to disarm the situation.

GENERAL INFORMATION

Follow Up

Lake Technical College is proud of its graduates and celebrates the next step graduates take whether it is employment, military or further education. Prior to completing, students may visit the Career Success Center for assistance with employability skills such as resume writing. In addition, instructors may provide students with employment leads. However, it is up to the individual student to actively pursue employment opportunities. We like to hear how our graduates are doing and want to celebrate your successes so be sure to communicate with your instructor any employment, military,

or further education you enter. Students are required to participate in an Exit Interview prior to their last day in their program.

Food and Drink

To protect equipment and furnishings in the classroom and laboratory areas, only water, in closed, covered containers, is permitted. No other food or drinks are allowed, unless specific permission is granted by the instructor. However, under no circumstance may food or drinks be in the laboratory areas.

Smoking

Lake Tech is a tobacco free institution. The use of tobacco products of any kind, including e-cigarettes, is not permitted at any Lake Tech location, including the parking lots.

PROGRAM OBJECTIVES

See the attached Florida State Department of Education curriculum framework for program objectives and desired competencies.

**Florida Department of Education
Curriculum Framework**

Program Title: Public Safety Telecommunication
Program Type: Career Preparatory
Career Cluster: Law, Public Safety & Security

PSAV	
Program Number	P090101
CIP Number	0743039900
Grade Level	30, 31
Standard Length	232 hours
Teacher Certification	FIRE FIGHT @7 7G PUB SERV 7 G LAW ENF @7 7G CORR OFF 7 G PUB SAF TE 7G *Applicable Subject Matter Experts may assist in teaching this course.
CTSO	N/A
SOC Codes (all applicable)	43-5031 Police, Fire, and Ambulance Dispatchers
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml
Basic Skills Level	N/A

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Law, Public Safety and Security career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Law, Public Safety and Security career cluster.

The purpose of this program is to prepare students for employment as a dispatcher: police, fire, ambulance (SOC 43-5031). The content includes, but is not limited to, ethics and the role of the telecommunicator; standard telecommunication operating procedures; relationship to field personnel; understanding of command levels; typical layouts of message centers; use of performance aids; overview of emergency agencies; functions and terminology; use of correct words and grammar; communications equipment, functions and terminology; types of telecommunication equipment; malfunctions and maintenance agreements; proper and correct telephone and dispatching procedures and techniques; cooperation and reciprocal agreements with other agencies; federal, state, and local communication rules; emergency situations and operating procedures; emergency medical dispatch procedures; employability skills; leadership and human relations skills; and health.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of one occupational completion points.

This program is comprised of courses which have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3)(b), F.S.

The following table illustrates the post-secondary program structure:

OCP	Course Number	Course Title	Length	SOC Code
A	EMS0002	Dispatcher: Police, Fire, and Ambulance	232 hours	43-5031

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.
2. Apply appropriate academic and technical skills.
3. Attend to personal health and financial well-being.
4. Communicate clearly, effectively and with reason.
5. Consider the environmental, social and economic impacts of decisions.
6. Demonstrate creativity and innovation.
7. Employ valid and reliable research strategies.
8. Utilize critical thinking to make sense of problems and persevere in solving them.
9. Model integrity, ethical leadership and effective management.
10. Plan education and career path aligned to personal goals.
11. Use technology to enhance productivity.
12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this program, the student will be able to perform the following:

- 01.0 Understand the roles/duties of a public safety telecommunicator.
- 02.0 Describe and demonstrate professional ethics of public safety telecommunicator.
- 03.0 Identify and explain the operation of communication equipment and resources.
- 04.0 Demonstrate communication and interpersonal skills.
- 05.0 Describe guidelines and operational standards of call classification and prioritization.
- 06.0 Perform operational skills.
- 07.0 Understand the basic principal and components of law enforcement and their relationship to the application of correct dispatch processes.
- 08.0 Understand the basic principles and components of Emergency Medical Services (EMS) and their relationship to the application of correct dispatch processes.
- 09.0 Understand the basic principles and components of Emergency Fire Services and their relationship to the application of correct dispatch processes.
- 10.0 Demonstrate an understanding of hazardous materials awareness and fire department responses (FEMA Online Training IS-5a Introduction to Hazardous Materials is acceptable for hazmat awareness).
- 11.0 Understand the basic principles and components of Emergency Management and Homeland Security and their relationship as it relates to the telecommunicator.
- 12.0 Comprehend stress management techniques.