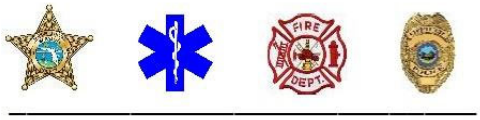
LAKETECH

Lake Technical College

2026-2027 Master Plan of Instruction
Public Safety Telecommunication



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The mission of Lake Technical College is to be an integral component of the economic growth and development in our communities by offering a variety of high quality career-education and training opportunities.

Lake Technical College does not discriminate on the basis of race, religion, color, national origin, gender, genetic information, age, pregnancy, disability, or marital status in its educational programs, services or activities, or in its hiring or employment practices. The district also provides access to its facilities to the Boy Scouts and other patriotic youth groups, as required by the Boy Scouts of America Equal Access Act, or any other youth group listed in Title 36 of the United States Code as a patriotic society.

1565 Ken Bragg Way, Tavares, Florida 32778 – 352.742.6463
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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 hybrid program. 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 Florida 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 requirements, the student is eligible to take the state certification examination at a state recognized testing center. This may be accomplished via on site testing (future) or off site locations.

Effective October 1, 2012, any person employed as a 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.

PROGRAM MISSION

The mission of the Public Safety Telecommunication program is to prepare students for employment as dispatcher for police, fire, and ambulance agencies.

ADMISSION REQUIREMENTS

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

1. High school diploma or its equivalent or be an eligible career 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:

- Have a level II background clearance completed. Heath Insurance Portability Accountability Act (HIPPA) awareness/certification*
  (Background clearance/HIPPA awareness may be waived for those completed/employed by a public safety agency)

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 Main Office.

ESSENTIAL TRAINING 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.

Top Physical Requirements:

- Sit for extended periods at dispatch consoles.
- Maintain keen sight and hearing to accurately detect incoming alerts.
- Perform repetitive hand/arm motions.
- Operate communication systems safely.
- Handle documentation and reporting tools.
- Maintain composure in stressful situations.
- Respond promptly to emergency signals and alert systems.
- Maintain posture at workstations.
- Adjust to lighting and screen exposure.
- Use computer keyboards, phones, and radio equipment accurately.

Top Mental/Cognitive & Emotional/Professional Requirements:

- Ability to communicate in verbal, written, and electronic form.
- Follow multi-step communication and dispatch procedures.
- Demonstrate pride in service quality and accuracy.
- Breaks are limited to scheduled times, and personal phone use is restricted except during designated break periods or when required for training purposes.
- Adapt to dynamic emergency situations.
- Work independently and take accountability.
- Collaborate effectively with emergency responders.
- Retain, recall, and follow all safety protocols, codes, and procedures under stressful situations.
- Ability to manage tasks and complete assigned activities within expected time constraints.
- Apply critical thinking for emergency response prioritization.
- Assess data and deliver clear, reliable information.
- Maintain continuous engagement in assigned training activities for up to 8 hours per day in an industrial learning environment.
- Maintain composure under high stress.
- Exhibit patience and persistence.
- Demonstrate pride in service quality and accuracy.

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 Special Populations Coordinator and provide documentation that clearly shows evidence of a disability and applicable accommodations. The Special Populations Coordinator will schedule a meeting with the student and faculty 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.

Students in need of academic accommodations for a disability may consult with the Special Populations Coordinator to arrange appropriate accommodations. Students are required to give reasonable notice (typically 5 working days) prior to requesting an accommodation.

TUITION

Tuition is charged to 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, career dual enrolled students. Tuition is due prior to the first day of each payment period based on the Lake Technical College payment calendar. Failure to pay fees at the time class begins will result in not being able to attend class and/or clinical.

INSURANCE

Personal injury/school accident insurance is required for all Career and Technical Education students. This insurance is provided through Lake Technical College at the rate of $1.50 a month. The accident insurance fee will be charged to students per payment period.

Health programs with clinical experiences require liability insurance in conjunction with requirements by the healthcare facilities. The liability insurance fee is charged to students at the time of enrollment.

CLASS SCHEDULE

The Public Safety Telecommunication program is primarily an online program with face-to-face attendance during the job/career shadowing activities and some exams. Up to 232 hours of online coursework, via the LTC learning management system, Canvas, and up to 48 hours of job/career shadowing activities in the Law Enforcement, Fire-Rescue, and Emergency Medical Services partner agencies. Cardio-pulmonary resuscitation (CPR) certification must be shown or attained before course completion.

ATTENDANCE

Attendance is tracked through Canvas, virtual meetings, and some face-to-face sessions. Staff enter attendance when confirmed by the instructor. This allows the school to keep accurate attendance records for the actual number of hours and minutes attended. Faculty are not expected to manually enter student attendance.

If a student falls behind in the weekly assignments, he/she will be subject to dismissal.

Students are required to attend all online/class sessions. Should an emergency arise requiring the student's absence from any session, the student must inform the instructor prior to the absence or as soon as possible. All missed assignments and work must be made up during the absence.

A student who finds it necessary to be absent from a job shadow activity MUST notify the instructor 12 hours in advance of the scheduled activities, except in emergency situations. Any activity missed without proper notification may result in dismissal.

Tardiness
As in the workplace, students are expected to be on time to scheduled live calls and to job/career shadow assignments.

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).

ACCEPTABLE DRESS CODE

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. Students are expected to display their valid student ID, or have on their person when unable to display due to safety in the program, at all times.

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 POLICY

Uniform Policy
Students of the Distance Education Program will be required to purchase one (1) LTC Public Safety Telecommunication Program Uniform Shirt, and will be required to wear the uniform during the 48 hour job/career shadowing activity portion of the program. Students are required to report to the LTC admissions office to be issued a student identification card within the first two weeks of the beginning of the course.

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.

CAMPUS 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 REQUIREMENTS 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 Public Safety Telecommunication Program is as follows:

95-100	A
90-94	B
85-89	C
80-84	D
<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 parts of the student's performance: knowledge, skills, and professional skills.

ONLINE CONTENT & PROCEDURES

Username/Password Security
Students enrolled in the Public Safety Telecommunication Program will safeguard and protect his/her login user ID and password. Students will not loan, pass out, or divulge his/her issued login credentials to any other individual except a faculty or the Public Safety Telecommunication Program Coordinator. Violations will be grounds for dismissal from the Public Safety Telecommunication online program.

The online content consists of discussion questions, assignments, quizzes, and a final presentation. All course work must be complete in order to successfully complete the program.

Job/Career Shadowing:
A final grade for the student's job shadowing activities is calculated and based on the following criteria:

a. Knowledge and skills: 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: This third of the total job shadowing grade is based on the following areas:

    1. Attendance/tardiness to job shadowing scheduled shift;
    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 faculty.

    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 leaning 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 faculty to report concerns; notifies faculty 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/faculty 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 faculty and peers in appropriate tone and with appropriate language to include but not limited to electronic (email, text, etc.) communications.

Job Shadow Alternatives: When necessary, due to operational needs of partner agencies, job shadow opportunities may be replaced with alternative work, as designated by faculty.

Testing Policy

- If a student misses a scheduled exam, the student must contact the Public Safety Telecommunication Program Instructor 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 three days.

- 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 the mid-term examination for partial grade forgiveness. Any student who wishes to retake the mid-term exam must notify the instructor 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%.

- Final Exam grades are final. Students may not re-take the final end of course exam.

- Mid Term, and Final Examinations will be taken in person, at the LTC computer lab, or in person with the Lead Faculty or Public Safety Telecommunication Program Coordinator. The LTC Student ID card will be displayed to the test proctor to be able to sit for the course exams.

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
Question and Answer
Case Studies
Demonstration and Return Demonstration
Discussion
Written Evaluations
Field Experience

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 required that students have an online presence and access to the internet. If you do not, please notify your faculty regarding use of LTC computer labs.

It is also required that students have an email address that they check on a regular basis. Course information is distributed 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 faculty has a current, working email address for you. See your faculty 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 an individual. Students should also be cautioned on how private their social media content really is – despite the settings on an 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 all 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 faculty 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 Public Safety Telecommunication Program Coordinator or a faculty 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 faculty.
   - Exhibit a congenial and cooperative attitude with others.
   - Show respect for faculty 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 faculty 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 faculty 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, faculty 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 faculty 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 faculty. However, under no circumstance may food or drinks be in the laboratory areas.

Smoking
All Lake Technical College campuses are tobacco free.. 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.

DISTANCE EDUCATION

Lake Technical College offers an online/hybrid program environment, recognizing the need to constantly evaluate, adapt, and change with available technology, and requirements of students and stakeholder partner agencies. Lake Technical College online/hybrid program will consist of the following:

1. Course Meeting/Orientation (In person, required by all students) with the Lead Faculty and/or Public Safety Telecommunication Program Coordinator.

2. Up to 232 hours of online coursework, via the LTC learning management system, Canvas.

3. Up to 48 hours of job/career shadowing activities in the Law Enforcement, Fire-Rescue, and Emergency Medical Services partner agencies.

4. Mid Term, and Final Examinations will be taken in person, at the LTC computer lab, or in person with the Lead Faculty or Public Safety Telecommunication Program Coordinator. Review sessions and orientation on state licensure will also be available to students upon completion of the program.

Faculty Communication
It is the policy of LTC online instructors to respond to students' emails/messaging/phone calls within one business day.

Graduation/Completion
The distance education program will not offer a dedicated graduation program at the completion of each class. LTC will offer all Public Safety Telecommunication Program students to participate in the school-wide graduation ceremonies that take place in June to recognize his/her achievements.

Florida Department of Education
Curriculum Framework

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

Career Certificate Program	
Program Number	P090101
CIP Number	0743039900
Grade Level	30, 31
Program Length	232 hours
Teacher Certification	Refer to the **Program Structure** section.
CTSO	N/A
SOC Codes (all applicable)	For program SOC codes, please see the Program and Course Tables section of the CTE Program Resources page linked below.
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 Public Safety Telecommunicator (PST) which includes emergency call taker (911) and dispatcher for police, fire, ambulance. 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 emergency communications 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 and career resiliency.

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 point.

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.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the postsecondary program structure:

OCP	Course Number	Course Title	Teacher Certification	Length
A	EMS0002	Dispatcher: Police, Fire, and Ambulance	FIRE FIGHT 7G PUB SERV 7G LAW ENF @7 7G CORR OFF 7G PUB SAF TE 7G *Applicable Subject Matter Experts may assist in teaching this course.	232 hours

Florida's Career Readiness Skills for CTE Programs

Employability Skills

01.0	Apply academic skills to workplace scenarios.
	01.01 Use reading skills.
	01.02 Use writing skills.
	01.03 Use mathematical strategies and procedures.
	01.04 Use scientific principles and procedures.
02.0	Design a solution to an industry problem.
	02.01 Use critical thinking.
	02.02 Use creativity.
	02.03 Make sound decisions.
	02.04 Solve problems.
	02.05 Reason.
	02.06 Plan and organize.
03.0	Manage resources within an industry project
	03.01 Manage time.
	03.02 Manage money or resources.
	03.03 Manage materials.
	03.04 Manage personnel.
04.0	Oversee the subcomponents, operations and output of a technical or organizational system.
	04.01 Manage systems.
	04.02 Monitor systems.
	04.03 Improve systems.
05.0	Use information for decision making.
	05.01 Locate information.
	05.02 Organize information.
	05.03 Use information.
	05.04 Analyze information.
	05.05 Communicate information.
06.0	Apply relevant technology to workplace scenarios to aid productivity.
	06.01 Use technology.

07.0	Interpret and express interpersonal communication.
07.01	Communicate verbally.
07.02	Listen actively.
07.03	Comprehend written material.
07.04	Convey information in writing.
07.05	Communicate nonverbally.
07.06	Interpret nonverbal communication.
08.0	Interact with others to accomplish workplace goals.
08.01	Collaborate with others in a team.
08.02	Respond to customer needs.
08.03	Exercise leadership.
08.04	Negotiate to resolve conflict.
08.05	Respect others.
09.0	Manage personal behavior to maximize productivity and professional growth.
09.01	Demonstrate responsibility and self-discipline.
09.02	Adapt and show flexibility.
09.03	Work independently.
09.04	Demonstrate a willingness to learn.
09.05	Demonstrate integrity.
09.06	Demonstrate professionalism.
09.07	Take initiative.
09.08	Display positive attitude.
09.09	Take responsibility for professional growth.
Job Attainment	
10.0	Find, assess and apply to job opportunities.
10.01	Identify online job posts relevant to his or her career aspirations.
10.02	Compare and contrast the job posts' required qualifications, job duties, compensation, benefits and employers.
10.03	Define what information, documentation and writing prompts are required for the positions.
11.0	Communicate personal competence, character and fit for a job opportunity.
11.01	Develop a resume.
11.02	Write a cover letter.
11.03	Curate a professional portfolio that includes work products.
11.04	Prepare for and experience a mock job interview.
12.0	Cultivate and leverage relationships to professionally advance.
12.01	Request a signed reference letter, letter of recommendation and/or an online skill/professionalism endorsement.
12.02	Develop a plan to cultivate a professional digital footprint.
12.03	Develop a networking plan for a specific industry of interest.

Standards

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

01.0 Understand the roles and duties of a public safety telecommunicator (PST).
02.0 Describe and understand professionalism, ethics, and legal concepts as it relates to a PST.
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 incident classification and prioritization.
06.0 Identify and perform the operational skills of a PST assigned as an emergency call taker.
07.0 Understand the principles of the emergency dispatch process.
08.0 Understand the basic principles of law enforcement communications.
09.0 Understand the basic principles of emergency medical services (EMS) communications.
10.0 Understand the basic principles of fire services communications.
11.0 Understand the basic principles of emergency management function, homeland security and disaster operations.
12.0 Comprehend health and wellness of the PST.