

GROSSMONT COLLEGE

Official Course Outline

ADMINISTRATION OF JUSTICE 158 - EMERGENCY DISPATCH OPERATOR

<u>1. Course Number</u>	<u>Course Title</u>	<u>Semester Units</u>	<u>Hours</u>
AOJ 158	Emergency Dispatch Operator	4.5	3 hours lecture 5 hours laboratory

2. Prerequisites

Certification of typing skills at a minimum of 30 words per minute.

Corequisite

None.

Recommended Preparation

None.

3. Catalog Description

Methods and operation of law enforcement and public safety communications. The course will include federal communications regulations, data retrieval systems and applications in communications. Students will be analyzing data to determine priorities for making decisions under stress.

4. Course Objectives

The student will:

- a. Recall radio codes.
- b. Identify the geography of local jurisdictions, jurisdictional boundaries, the street numbering systems, primary highways and roadways.
- c. Analyze, evaluate, and apply the most commonly used sections of the California Penal Code, Vehicle Code and other related statues, recognition of which are important to the dispatching function.
- d. Identify basic organizational structures of emergency agencies and local government structure including their primary responsibilities and limitations.
- e. Identify and describe the location, capabilities, and limitations of privately owned companies and personnel who provide regular support functions to emergency agencies, i.e., towing companies, ambulance companies, computer maintenance technicians, and radio equipment service personnel.
- f. Identify capabilities of electronic and micro-processing equipment used in communications, the "9-1-1" call system, the micro-data terminal, the teleprinter and other related information systems and equipment and demonstrate efficiency in each operation.
- g. Evaluate current operational procedures, policies, resources and reference materials directly related to the communications functions.
- h. Perform proper telephone interview and information gathering techniques to ensure the rapid and accurate collection, assessment and dissemination of required information.
- i. Employ proper recordkeeping and filing procedures.
- j. Demonstrate an ability to speak courteously with the public, police and other regulatory agencies.

5. Instructional Facilities

- a. Access to the Internet.
- b. Actual or Mock Dispatch Center.

6. Special Materials Required of Student

Electronic storage media.

7. Course Content

- a. Introduction to the course.
- b. The role of the dispatcher.
- c. Legal aspects of emergency dispatching.
- d. Telephone procedures.
- e. Radio procedures.
- f. Stress management.
- g. Automated information systems.
- h. Mechanics of radio broadcasting.
- i. Job application procedures.
- j. Job shadowing.  
The job shadowing portion of the course consists of observation and participation by the student at the dispatch centers of several local, public and private emergency agencies and police patrol car ride-along experience.
- k. Professional orientation and ethics.
- l. Criminal justice system.
- m. Introduction to law.
- n. Workplace communications.
- o. Telephone technology and procedures.
- p. Missing persons.
- q. Domestic violence.
- r. Cultural diversity, hate crimes, gang awareness, and community policing.
- s. Child, elder and dependent adult abuse.
- t. Law enforcement telecommunications.
- u. Radio technology and procedures.
- v. Resource and referral services.
- w. Critical incidents.
- x. Wellness management.

8. Method of Instruction

- a. Lecture.
- b. Demonstration and application.

9. Methods of Evaluating Student Performance

- a. Classroom participation.
- b. Written exams—midterm/final.

10. Outside Class Assignments

Student will be required to spend three 4-hour shifts with an emergency dispatch agency.

11. Texts

- a. Required Text(s):  
State of California, Commission on Peace Officer Standards and Training (P.O.S.T.). P.O.S.T. Public Safety Dispatcher's Basic Course. Sacramento, CA: P.O.S.T., 2007.
- b. Supplementary texts and workbooks:  
None.

Date approved by Governing Board: April 17, 2007