

Course Outline

COURSE: JLE 176 **DIVISION:** 50 **ALSO LISTED AS:**

TERM EFFECTIVE: Fall 2015 **CURRICULUM APPROVAL DATE:** 03/23/2015

SHORT TITLE: BAS PUB SAFETY DISP

LONG TITLE: Basic Public Safety Dispatcher - Update

<u>Units</u>	<u>Number of Weeks</u>	<u>Type</u>	<u>Contact Hours/Week</u>	<u>Total Contact Hours</u>
1 TO 5	18	Lecture:	.5 TO 2.28	9 TO 41.04
		Lab:	1.78 TO 9.1	32.04 TO 163.8
		Other:	0	0
		Total:	2.28 TO 11.38	41.04 TO 204.84

COURSE DESCRIPTION:

This variable unit course is designed to provide necessary and required continuing professional training to public safety dispatchers as required by The Commission on Peace Officers Standards and Training (POST). Students will learn radio procedures, radio systems, telephone procedures, legal updates and emergency dispatching techniques. **ADVISORY:** Eligible for English 250 and English 420

PREREQUISITES:

COREQUISITES:

CREDIT STATUS: D - Credit - Degree Applicable

GRADING MODES

P - Pass/No Pass

REPEATABILITY: N - Course may not be repeated

SCHEDULE TYPES:

02 - Lecture and/or discussion

03 - Lecture/Laboratory

04 - Laboratory/Studio/Activity

STUDENT LEARNING OUTCOMES:

1. Examine and compare communication technology and how systems interact; Federal Communications Center guidelines for radio use; codes used by various agencies and the concept of clear

text; techniques for handling the radio in a professional manner; and officer safety and response considerations for dispatching calls.

Measure: Skills Demonstration, Performance

PLO:

ILO: 1,2,3

GE-LO:

Year assessed or anticipated year of assessment: 2014

2. Demonstrate proper communication through use of the information gathering techniques such as the 5 W's (who, what, when, where, why) active listening, maintaining a professional demeanor, and giving effective advice to citizens while avoiding communication barriers.

Measure: Role Play, Performance

PLO:

ILO: 1,2,3,4

GE-LO:

Year assessed or anticipated year of assessment: 2014

3. Demonstrate the ability to use both manual and computer based telephone systems.

Measure: Skills Demonstration, Performance

PLO:

ILO: 1,3,7

GE-LO:

Year assessed or anticipated year of assessment: 2014

4. Identify the different types of missing persons and develop a clear understanding of the statutory requirements associated with response.

Measure: written test

PLO:

ILO: 3,7

GE-LO:

Year assessed or anticipated year of assessment: 2014

5. Define domestic violence legal terminology and identify the roles of law enforcement and public safety dispatcher in a domestic violence incident

Measure: written test

PLO:

ILO: 2,3,7

GE-LO:

Year assessed or anticipated year of assessment: 2014

CONTENT, STUDENT PERFORMANCE OBJECTIVES, OUT-OF-CLASS ASSIGNMENTS

Curriculum Approval Date: 03/23/2015

(Total 40 hours Minimum – 200 hours Maximum)

Communication Technology -

Students will discuss the hardware and equipment used for communication.

- A. Communications Regulations
- B. Radio Systems and Components
- C. Communications Equipment
- D. Telephone Technology (hardware)
- E. Alarm Systems

Telephone Procedures

Students will identify telephone procedures.

- A. Role of the Compliant Taker

- B. Responsibilities
- C. Demeanor
- D. Processing Calls for Service
- E. 9-1-1
- F. Difficult Calls
- G. Liability Issues

Radio Procedures

Students will explain radio procedures during class exercises.

- A. Radio Protocol
- B. FCC Guidelines
- C. Radio Transmissions
- D. Listening
- E. Effective Control of Radio Frequency
- F. Dispatch Techniques
- G. Officer Safety
- H. Supervisory Notification

Stress Management

Students will compare and contrast the components of stress.

- A. Definition of Stress
- B. Types of Stress
- C. Critical Incident Stress Debriefing (CISD)

Resources/Referral Services

Students will integrate local services into emergency situations during role playing exercises.

- A. Mutual Aid
- B. Mutual Aid Communications Considerations
- C. Local Resources
- D. Referral Services
- E. Media
- F. R.A.C.E.S. (Radar Amateur Communications Emergency Systems)
- G. Map Reading

Workplace Communication

Students will describe confidentiality issues surrounding access; and techniques for correctly interpreting information in the given situation.

- A. Effective Information Gathering Primary Information - 5 W's
- B. Radio Codes
- C. Sensitivity to Reporting Parties
- D. Active Listening
- E. Professional Demeanor
- F. Courtesy
- G. Secondary Information
- H. Specific Caller Techniques
- I. Types of Incidents
- J. Call Processing
- K. Advice to Citizens
- L. Communications Skills
- M. Conveyance of Directions and Instructions to the Public
- N. Development of the Mental Picture

O. Customer Service

Telephone Technology

Students will compare various telecommunications systems and how they interact.

A. Audio Recorders

B. Manual or Computer-based Telephone Systems

C. Other Technology

Concepts of Emergency Medical Dispatching

Students will identify the need for EMS during class exercises.

A. Organization of the EMS System

B. Types of Emergency Medical Dispatch Systems Available

C. Overview of the Administrative Organization of the EMS System

California State Department of Justice Telecommunications (4 hr = 4 lec)

Students will examine California Law Enforcement Telecommunications system.

A. Telecommunications Inquiry Course

B. California Law Enforcement Telecommunications System

C. Criminal Justice Information System

D. Oregon Law Enforcement Data System

E. Laws, Policies, Ramifications

Telecommunications Update

Students will review the criminal justice system and general procedures in written exercises.

A. General Procedures

B. Criminal Justice System

C. Functions of Law Enforcement in the Criminal Justice System

Communication Barriers

Students will use methods, concepts and theories from course when dealing with communication barriers in class exercises.

A. Making the Other Person Less Willing to Communicate

B. Types of Communication Barriers

C. Ways to Overcome Barriers

Professional Demeanor and Ethical Behavior

Students will demonstrate professional and ethical behavior at all times.

A. Ethics, Values, Principles/Integrity

B. Impact of Conduct

Communication

Students will study the communication process, active listening and elements of communication.

A. The Communications Process

B. Elements of Communication

C. How Does Communication Work?

D. Active Listening

E. Barriers to Communication

F. Effects of Nonverbal Communication

Professional Behavior

Students will study career management and professional conduct.

A. Professional Conduct

B. Career Management

C. Safe Workplace

D. Tolerant Workplace

- E. Verbal Altercations
- F. Personal Impacts

Missing Persons

Students will study critical call taking and dispatcher responsibilities when dealing with missing persons.

- A. Background and Legislative Intent
- B. Types of Missing Person
- C. Statutory Requirements Associated With Response
- D. Critical Call Taking and Dispatcher Responsibilities and Requirements
- F. Role of Officers and Missing Person Investigators

Domestic Violence

Students will study domestic violence and the effect it has on its victims and the responsibility of dispatchers and law enforcement when handling domestic violence calls.

- A. Provisions of the Penal Code
- B. Domestic Violence Legal Definitions and Terminology
- C. Law Enforcement's Responsibility in Response
- D. Role of the Public Safety Dispatcher
- E. Referral Agencies and Resource
- F. Domestic Violence Overview
- G. Historical Background of Domestic Violence Laws
- H. Nature and Extent of Domestic Violence
- I. Legal Rights and Remedies Available To Victims
- J. Tenancy Issues and Domestic Violence
- K. Impact on Children
- L. Assisting Victims
- M. Importance of Call Taking Procedures

METHODS OF INSTRUCTION:

Skills Demonstration, Written Assignments, Oral Assignments, Class Activities

METHODS OF EVALUATION:

CATEGORY 1 - The types of writing assignments required:

Percent range of total grade: 10 % to 15 %

Written Homework

Reading Reports

If this is a degree applicable course, but substantial writing assignments are not appropriate, indicate reason
Course primarily involves skill demonstration or problem solving

CATEGORY 2 -The problem-solving assignments required:

Percent range of total grade: 20 % to 25 %

Field Work

Lab Reports

Quizzes

CATEGORY 3 -The types of skill demonstrations required:

Percent range of total grade: 30 % to 40 %

Class Performance/s
Performance Exams

CATEGORY 4 - The types of objective examinations used in the course:

Percent range of total grade: 10 % to 25 %

Multiple Choice

True/False

Other: skills demonstration

REPRESENTATIVE TEXTBOOKS:

Required:

California. Penal Code. Sacramento: Law/Tech Publishing, 2015. Or other appropriate college level text.

Reading level of text, Grade: 12th grade

Other textbooks or materials to be purchased by the student:

- California . California Vehicle Code Book. Current ed. Sacramento : Law/Teck Publishing, 2015 print.

- American Heart Association . CPR First Aid . American Heart Association, 01-01-2014.

- Department Policy

- Instructor Handouts

ARTICULATION and CERTIFICATE INFORMATION

Associate Degree:

CSU GE:

IGETC:

CSU TRANSFER:

Transferable CSU, effective 200230

UC TRANSFER:

Not Transferable

SUPPLEMENTAL DATA:

Basic Skills: N

Classification: Y

Noncredit Category: Y

Cooperative Education:

Program Status: 1 Program Applicable

Special Class Status: N

CAN:

CAN Sequence:

CSU Crosswalk Course Department: JLE

CSU Crosswalk Course Number: 176

Prior to College Level: Y

Non Credit Enhanced Funding: N

Funding Agency Code: Y

In-Service: N

Occupational Course: B

Maximum Hours:

Minimum Hours:

Course Control Number: CCC000456130

Sports/Physical Education Course: N

Taxonomy of Program: 210550