

Course Outline

COURSE: JLE 175 **DIVISION:** 50 **ALSO LISTED AS:**

TERM EFFECTIVE: Summer 2024 **CURRICULUM APPROVAL DATE:**03/12/2024

SHORT TITLE: DISPATCH ACADEMY

LONG TITLE: Basic Public Safety Dispatcher Academy

<u>Units</u>	<u>Number of Weeks</u>	<u>Type</u>	<u>Contact Hours/Week</u>	<u>Total Contact Hours</u>
4	18	Lecture:	2.25	40.5
		Lab:	6.8	122.4
		Other:	0	0
		Total:	9.05	162.9

Out of Class Hrs: 81.00
 Total Learning Hrs: 243.90

COURSE DESCRIPTION:

This 160 hour Basic Course satisfies the Commission on Peace Officers Standards and Training (POST) minimum training requirements for entry level dispatchers. The course also prepares each student for the fundamental principles, procedures, techniques, and duties of a public safety dispatcher within the law enforcement agency including: Ethics and Professionalism, Criminal Justice System, Workplace Communication, Telephone Technology and Procedures, Missing Persons, Domestic Violence, Community Policing, Cultural Diversity, Law enforcement Technologies, Radio Technologies and Procedures, Critical Incidents, and an overview of many other aspects of public safety.

PREREQUISITES:

COREQUISITES:

CREDIT STATUS: D - Credit - Degree Applicable

GRADING MODES

L - Standard Letter Grade

REPEATABILITY: N - Course may not be repeated

SCHEDULE TYPES:

- 02 - Lecture and/or discussion
- 03 - Lecture/Laboratory
- 04 - Laboratory/Studio/Activity

STUDENT LEARNING OUTCOMES:

By the end of this course, a student should:

1. Demonstrate a professional demeanor, ethical behavior and the ability to effectively communicate by displaying various techniques for handling callers while maintaining control of conversations.
2. Identify techniques for dealing with diversity and hate crimes.
3. Demonstrate techniques for using maps and providing specific directions via radio technology systems.
4. Demonstrate the ability to handle critical incident calls, summarize the mutual aid systems, and list resources available through mutual aid, when dealing with stressful situations.

COURSE OBJECTIVES:

By the end of this course, a student should:

1. Students will gain an understanding of the fundamental principles, procedures, techniques, and duties of a public safety dispatcher within the law enforcement agency

COURSE CONTENT:

Curriculum Approval Date:03/12/2024

LECTURE CONTENT:

I. ROLE AND FUNCTIONS OF THE PUBLIC SAFETY DISPATCHER (8 hours)

Students will demonstrate professional demeanor and ethical behavior and the ability to effectively communicate during class exercises.

A. The Job/Career

1. Civilian position
2. Call taker
3. Dispatcher
4. Additional duties of smaller agencies

B. As a Part of the Law Enforcement System

1. To the public
2. To our officers
- C. To our agency

D. Other departments

II. FUNCTIONS OF THE COMMUNICATIONS CENTER (1 hour)

A. Organizational Structure within the criminal justice system

1. Link between law enforcement and criminal justice systems
2. First point of contact

III. TYPES OF DISPATCH CENTERS (3 hours)

A. Single Agency

1. Center funding

B. Joint Powers

1. Agreement between participating cities/county
2. Funding
3. Governed by an advisory board or users board

C. Contract Center

1. Agreement between contracted agencies/cities/county
2. Funding
3. Governing board

IV. PROFESSIONAL DEMEANOR AND ETHICAL BEHAVIOR (3 hours)

A. Definition of Standards of morale conduct

B. Ethics, Values, Principles/Integrity

1. What does this mean for dispatchers

C. Impact of Conduct

1. Hostile work environment
2. Sexual harassment
3. Ethical Dilemmas
4. Personal and professional values
5. Agency values and expectations

V. COMMUNICATING WITH THE PUBLIC, CO-WORKERS, FIELD PERSONNEL AND SUPERVISORS (1 hour)

A. Sub-culture

1. Jargon, codes, language
2. Intergovernmental agency relations
3. Us vs. Them attitude

LECTURE CONTENT (CONTINUED):

VI. WORK FLOW IN THE COMMUNICATIONS CENTER (10 hours)

A. Sources of calls

1. Public
2. Officers
3. Other department personnel
4. Other agencies
5. Media

B. Types of Calls

1. Crimes
2. Civil problems
3. Fires
4. Medical emergencies
5. Information only

C. Types of Callers

1. Hysterical/Emotional
2. Hostile/Angry
3. Intoxicated/Medicated
4. Relaxed/Matter-of-Fact
5. In shock

D. Evaluating and Processing calls

1. Transfer
2. Prioritize
3. Documentation

VII. CHAIN OF COMMAND AND ORGANIZATIONAL STRUCTURE (2 hours)

A. Defined

1. Ascending and descending order ascending and descending order for directives, discipline, and grievances and applies to both sworn and non-sworn personnel

2. Correct flow for information

B. Sworn Personnel

1. Quasi-military organization
2. Formal rank structure
3. Highest ranking officer

C. Civilian Personnel

1. Job duties
2. Financial considerations
3. Specialization

D. Protocol

1. Order

VIII. AGENCY POLICIES AND PROCEDURES (2 hour)

A. Agency Expectations

1. Public vs. Private sector differences
2. What your agency expects from you
3. What can you expect from your agency

LECTURE CONTENT (CONTINUED):

IX. CAREER DEVELOPMENT (4 hours)

A. Opportunities

1. Tactical Dispatcher/Incident Dispatcher
2. Hostage Negotiator
3. CTO
4. CSO
5. Peer Counseling
6. Promotions
7. Instructor
8. Professional organizations

X. Criminal Justice System (6.50 hours)

Students will integrate knowledge learned during mock trial exercises.

A. Functions of law enforcement in the criminal justice system.

1. Local
2. State
3. Federal

B. Corrections

1. County and City Jails
2. State / federal prison
3. Parole and Probation

C. Public Safety Dispatcher's Role in the Criminal Justice System

1. First Point of Contact
2. Documentation
3. Courtroom preparation and testimony
4. Civil Cases
5. Criminal Prosecutions

D. Introduction to Law

1. Definition of a Crime
2. Types of Crimes
3. Concepts of Evidence
4. Probable Cause
5. Court Orders

6. Civil Liability and Criminal Negligence

E. National Crime Information Center Answer

LAB CONTENT:

Because of the integrated nature of the lab/lecture method of instruction, the content for both lecture and lab are infused in all subjects.

XI. INTRODUCTION TO LAW (12 hours)

Students will have an opportunity to analyze codified law, then based on the law determine if a crime occurred during role play scenarios.

A. Definition Of A Crime

1. A crime or public offense is an act committed or omitted in violation of a law forbidding or commanding it, and to which is annexed, upon conviction.

B. Types Of Crimes

1. Felony

2. Misdemeanor

3. Wobbler

4. Infraction

C. Corpus Delicti

1. Term is Latin and means body of crime

2. Corpus delicti of every crime consists of all elements of that crime, as specified in the statute defining the crime.

3. Human culpability must be established to prove the act was caused by a human being and not the result of a natural phenomenon (i.e., lightning, earthquake, etc.) or an animal acting on its own accord.

4. Non-elements

D. Probable Cause

1. Sufficient facts to cause a person of ordinary care and prudence to honestly believe and strongly suspect the person being

arrested may have committed a crime.

2. Lines of questioning that generate probable cause

E. Concepts of Evidence

1. Dispatcher is the first link in the chain of evidence

F. Confidentiality Of Communications Data/Privileged Information

1. Need to Know vs. Right to Know

2. Information pertaining to officer citizen/safety

3. Vehicle Code Sections 20008-20012

4. Government Code Sections 6251-6255

G. Obligation To Release Public Information

1. Freedom of Information Act (FOIA) Title 5, Section 522

2. Departmental policies

LAB CONTENT (CONTINUED):

H. Evidentiary Value Of Communications Data

1. What is subject to subpoena
2. Tape recorded confessions
3. Dispatcher court appearances

I. Civil Liability And Criminal Negligence

1. Civil liability
2. Criminal negligence

J. Codified Law

1. Laws, rules, and regulations reduced to a system of codes

K. Case Law

1. Body of law based on prior judicial decisions
2. Purposes of case law

L. Parties To A Crime

1. Principals
2. Accessories
3. Accomplices

M. Court Orders

1. Restraining or stay away orders
2. Child custody orders
3. Child visitation orders

N. Local Ordinances

1. Local ordinances change from jurisdiction to jurisdiction
2. May be more restrictive than state or federal laws, but not broader
3. Violation of local ordinances are generally an infraction punishable

O. Criminal And Civil Law

1. Criminal law deals with the violation of a criminal statutes, called a crime
2. Civil law deals with non-criminal violations of the law

P. Statutory Law Vs. Case Law

1. Statutory law is written law enacted by the legislative body of a nation, state, county or city
2. Case Law is a body of law based on prior judicial decisions

Q. Spirit of the Law vs. Letter of the Law

1. Legal system throughout most of the United States was derived from the English common law system
2. California legal system is, for the most part, based on English common law system

R. Criminal Intent Vs. Criminal Negligence

1. Criminal intent
2. Criminal negligence

LAB CONTENT (CONTINUED):

XII. WORKPLACE COMMUNICATION SKILLS (8 hours)

Students will develop and maintain better personal and professional relationships during class exercises.

A. Career Satisfaction and Success

1. Better understanding of the job
2. Better understanding of what is required

B. Better Relationships

1. Personally
2. Professionally

C. Improved Personal Health

1. Less stress if you know your parameters
2. Happier with self and job

D. Liability

1. Personally
2. Professionally

LAB CONTENT (CONTINUED):

XIII. HOW COMMUNICATION WORKS? WHAT IS IT? (6 hours)

A. The Communications Process

1. Transmission of an idea from the mind of one to the mind of another with understanding

B. Elements of Communication

1. Content

2. Nonverbal

3. Voice

C. How Does Communication Work?

1. You need a sender and a receiver

2. Its accomplished by speech, sign or symbol

3. Sender and receiver sending informal and formal message

4. Content

5. Mechanics

6. Verbal

7. Non-verbal

8. Context in which it was said ? in dispatching context is everything

9. Delivery

10. Style

11. Flexible

12. Attentive

13. Precise

14. Dominant

15. Relaxed

16. Argumentative

D. Active Listening

1. Definition and purpose

2. Elements of active listening

3. Obstacles in listening

E. Barriers to Communication

1. Noise

2. Filters

3. Physical location

F. Effects Of Nonverbal Communication

1. Person to person

LAB CONTENT (CONTINUED):

**XIV. HOW DOES ALL OF THIS IMPACT THE WORKPLACE? AND, HOW DOES THIS WORK FOR YOU?
(8 hours)**

A. Professional Conduct

1. Remember your role and who the customer is
2. Civil Behavior
3. Courtesy
4. Voice tone
5. Word selection
6. Body Language
7. Dealing with work related stress

B. Driving Your Own Career

1. 97% of all law enforcement communications is verbal
2. Success

C. Promoting A Safe Workplace, Free From:

1. Discrimination and harassment
2. Occupational hazards
3. Emotional/psychological hazards
4. Verbal misconduct
5. Gossip and rumor
6. Unacceptable behavior

D. Promoting A Tolerant Workplace

1. Valuing and respecting diversity
2. Perception
3. Treating others how you want to be treated

E. Reacting To Verbal Altercations

1. Verbal deflection
2. Refocus/re-direction
3. Advantages of coping positively with negativity

F. Ignore Your Inner Voice!

1. Angel or Devil on your shoulder
2. Remember, there is always an open microphone somewhere
3. Telephone lines are taped

G. Personal Impacts

1. Better relationships
2. Liability

LAB CONTENT (CONTINUED):

XV. TELEPHONE ANSWERING PROCEDURES and TECHNOLOGY (24 hours)

Students will participate in a scenario-based group activity to develop a series of questions to ask a caller so that a mental picture of a scene can be developed and an accurate dispatch can be performed.

A. 9-1-1

1. History of 9-1-1
2. CA law suggests this line should be answered within three rings
3. Cannot transfer a 9-1-1 call more than once
4. Terminology
5. Wireless 9-1-1 (cellular)
6. N11 Issues

B. Seven-digit Emergency Lines

1. Published emergency lines

C. Business Lines

1. Centrex
2. 7 digit lines
3. Ring-down lines
4. Inter-agency contact line (non-published numbers)

D. Intercoms

1. Console to console
2. Inter-agency i.e., Records to Communications Center or Dispatch Center to Dispatch Center

E. Microwave Lines

1. Back-up or contingency phones

F. Phone Answering Greetings

1. Agency identifier (Name of agency)
2. Operator name or number
3. Type of line i.e., 9-1-1 emergency, etc

LAB CONTENT (CONTINUED):

XVI. INTERVIEW TECHNIQUES AND CALL TYPES (21.40 hours)

A. Primary Information - 5 W?s

1. Where
2. What
3. When
4. Who
5. Why (How)
6. Weapons

B. Secondary Information

1. Subject/Suspect descriptors
2. Vehicle description
3. Scene information

C. Specific Caller Techniques to best provide customer service under these circumstances:

1. Calming a caller in crisis
2. Shock
3. Hysterical callers
4. Crank/Nuisance calls
5. TDD/TTY
6. Non-English speakers
7. Witnesses
8. Victims
9. Suspect
10. Anonymous/Informant
11. Abrasive
12. Frightened
13. Hurried
14. Politically demanding
15. Intoxicated
16. Very young
17. Very old
18. Rambling
19. Foreign
20. Frustrated
21. Hostile or unapproachable

LAB CONTENT (CONTINUED):

D. Types of Incidents/Obtaining information and advising citizens of actions to take

1. Criminal
2. Traffic
3. Medical
4. Fire
5. HazMat
6. Evacuations
7. Civil
8. Alarms

E. Call Processing

1. Call prioritization
2. In-progress
3. In progress versus cold reports
4. Managing multiple calls
5. Routing time sensitive information to the radio dispatcher
6. Performance standards

F. Advice to Citizens

1. Reassuring the caller
2. Explaining policies/procedures and legal guidelines

G. Communications Skills

1. Clear voice projection
2. Good diction
3. Proper modulation
4. Active listening
5. Detecting and interpreting (background) voices and noises
6. Use of proper terminology
7. Control the call

H. Conveying Direction and Instructions to the Public, i.e., building exit instructions

1. Clear and accurate
2. Empathetic
3. Responsive
4. Liability
5. Creating special relationships with the caller
6. Relaying what your instructions are to the radio dispatcher

I. Developing the Mental Picture

1. Painting the picture for the responder

J. Customer Service

1. Providing the service
2. Impacts of poor customer service

LAB CONTENT (CONTINUED):

XVII. TELEPHONE TECHNOLOGY (8 hours)

A. Audio Recorders

1. Main logging recorder
2. Instant play back

B. Manual or computer-based telephone systems

1. Analog versus digital

C. Other technology

1. Automated mapping
2. Alpha-numeric paging
3. Manual query
4. Automated Cross directories
5. Internet/Intranet searches
6. Phone company trace
7. Reverse 9-1-1
8. Manual trace
9. Contacting chief special agent
10. Intelligent workstations
11. Voice activated alarms

LAB CONTENT (CONTINUED):

XVIII. MISSING PERSONS (2 hours)

Students will develop techniques for proper handling of missing persons calls.

A. Background And Legislative Intent

1. Missing children/adults history in the state that leads to today's legislation, response, and search techniques
2. Legislation

B. Types Of Missing Person

1. At-risk categories
2. Involuntary missing
3. Abductions
4. Child
5. Runaway
6. Unknown missing

C. Statutory Requirements Associated With Response

1. Accepting or assisting the reporting party, regardless of jurisdiction
2. Prioritizing the response
3. Initiating an investigation
4. Complying with Department of Justice requirements for obtaining dental/medical records and photographs.
5. Notifying involved agencies
6. Entering and updating required databases

D. Critical Call Taking And Dispatcher Responsibilities And Requirements

1. Empathy and compassion
2. Information needed to assist initial response action
3. Classifying missing person situations
4. Accurate and timely -Be on the Lookout- information
5. Actions required when a missing person is located

E. Role Of Officers And Missing Person Investigators

1. Reasons for making a thorough search
2. Resources and investigative tools

LAB CONTENT (CONTINUED):

XIX. DOMESTIC VIOLENCE (4 hours)

Students will demonstrate techniques for handling domestic violence calls.

A. Provisions of the Penal Code

1. PC 13700 criteria
2. Conduct of involved parties

B. Domestic Violence Legal Definitions And Terminology

1. Domestic
2. Abuse
3. Cohabitant
4. Family violence
5. Primary aggressor

C. Law Enforcement's Responsibility In Response

1. Stress the enforcement of the laws to protect the victim
2. Communicates the attitude that violent behavior in the home is criminal behavior not to be tolerated
3. Response indicates that domestic violence is a serious crime against society
4. Response and arrest has been shown to be a deterrent regardless of whether or not the case is prosecuted

D. Role Of The Public Safety Dispatcher

1. First in line of assistance/contact for victims.
2. In handling domestic violence incidents, it is important to
3. If appropriate, advise the victim an arrest might help prevent future violence and can lead to forced help for the batterer.
4. Explain to the victim the impact of violence on children in the home

E. Referral Agencies And Resources

F. Community resources and provide resource information to the victim, which includes public, private, and/or local government resources.

LAB CONTENT (CONTINUED):

G. Domestic Violence Overview

1. In 2000, 147 murders were committed as a result of intimate partner violence
2. Law enforcement received 196,406 domestic violence calls in 2000, with weapons, including firearms, and knives, involved in 135,156 of these cases
3. Domestic violence arrests rose from 38,200 in 1989 more than 51,200 in 2000
4. In 2000, California DOJ issued 197,360 restraining orders involving domestic violence
5. Abuse in relationships exists among all classes, races, and cultural groups.

H. Historical Background Of Domestic Violence Laws

1. Historical Perspective
2. Other Historical Factors
3. Legislative Intent

I. Nature And Extent Of Domestic Violence

1. Frequency of occurrence/escalating nature and lethality
2. Impact on victims
3. Cycles of violence

J. Legal Rights And Remedies Available To Victims

1. Emergency Protective Orders (EPO) became effective July 1, 1988
2. Ex Parte Restraining Orders (RO) is a restraining order issued without prior notice or hearing and is usually valid until the Order to Show Cause (OSC) hearing date
3. Domestic Violence Temporary Restraining Order (DVTRO) is the most frequently obtained ex parte restraining order
4. Terms of order or what restraining orders issued by civil court can do for victims

K. Tenancy Issues And Domestic Violence

1. Often the victim is forced to leave his/her primary residence to escape the violent situation
2. Transportation arrangements to shelters

L. Impact On Children

1. Children learn violence is an acceptable and expected part of relationships
2. Children may be injured in the conflict
3. Children often learn to use violence to express frustration, anger and needs
4. Children may blame themselves for the problem
5. Children may be emotionally or physically neglected

M. Assisting Victims

N. Assist in obtaining appropriate medical attention

1. Providing a civil stand-by
2. Personal safety options

O. Importance Of Call Taking Procedures

1. Dispatcher's courtroom testimony in domestic violence cases
2. Effective questioning includes asking specific questions
3. Proper documentation can have a positive impact

LAB CONTENT (CONTINUED):**XX. COMMUNITY ORIENTED POLICING/CULTURAL DIVERSITY/HATE CRIMES/GANG AWARENESS (10 hours)**

Students will identify techniques for dealing with diversity issues; summarize what classifies a hate crimes during class exercises.

A. History of Community Policing

1. Sir Robert Peel Metropolitan Police Act of 1929
2. 1900's police lost sight of the original concept
3. Social distancing
4. Upheaval and reform

B. Community Policing Defined

1. Both a philosophy and an organizational strategy

C. Benefits Of Community Policing To Organization, Community And Employee

1. Benefits
2. Benefits to employee

D. Role Of The Public Safety Dispatcher In Community Policing

1. First point of contact
2. Elicits information from the citizen to determine police response
3. Provides educational information about the department and neighborhood programs that may better serve complaints

E. Customer Service

1. Police related referrals
2. Non-police related referrals

LAB CONTENT (CONTINUED):**XXI. CULTURAL DIVERSITY (8 hours)****A. Culture And Cultural Diversity Defined**

1. Culture defined as the total life way of a people
2. Cultural diversity under the law, means members of all racial and cultural groups specifically including gender and sexual orientation. (PC 13519.4)

B. Changing Terminology Associated With Diversity, Ethnicity, And Human Relations

1. Diversity
2. Ethnicity
3. Human Relations
4. Nationality

C. Cultural Composition Of California

1. California's past
2. California's present
3. California's Future

D. Changing Law Enforcement Service

1. Demands create a greater need for law enforcement personnel

E. Benefits Of Valuing Diversity

1. Within the law enforcement organization and within the community it serves

F. Definitions Of And Differences Between

1. Prejudice
2. Discrimination
3. Prejudice vs. Discrimination
4. Stereotyping

G. Possible Barriers To Cross-Cultural Communications

LAB CONTENT (CONTINUED):

1. Cultural perceptions of law enforcement
2. Law enforcement's perception of cultural groups.
- H. Strategies For Effective Communication
 1. Verbal communication
 2. Active listening
- I. Cross Cultural Behaviors During Telephone Contacts
 1. Effective cultural contacts cannot be reduced to a "recipe style" approach
 2. Valuable to recognize any personal preconceptions that exist
 3. How to avoid stereotyping

XXII. HATE CRIMES (2 hour)

- A. Hate Incident
 1. Involve behaviors that, though motivated by bias against a victim's classification in protected classes, are not criminal acts
- B. Hate Crime (PC 13519.3)
- C. Statutes
 1. Federal criminal statutes
 2. Federal civil statutes
 3. State civil statutes

XXIV. GANGS (1 hour)

- A. Identifying Characteristics And Crime Trends Associated With Criminal Gangs
 1. Criteria should be considered in determining whether or not a hate crime has occurred
- B. Methods Gang Members Use To Communicate
 1. Graffiti
 2. Tattoos
 3. Other types of communication
- C. Dispatcher's Role In Enhancing Officer Safety On Gang-Related Calls
 1. Gathering Information
 2. Dispatching Calls

LAB CONTENT (CONTINUED):

XXV. CHILD, ELDER, AND DEPENDENT ADULT ABUSE (4 hours)

Students will list types of child abuse and elder abuse.

A. An Overview Of Child Abuse

1. Child abuse in California
2. Understanding the effects of child abuse

B. Types Of Child Abuse

1. Neglect
2. Sexual abuse
3. Physical abuse

C. Laws Related To Child Abuse

1. 273 PC Child Abuse
2. 288a PC Lewd act with a child under 14 years of age
3. 288b PC Lewd act with a child under 14 years of age, force involved

D. Crimes Associated With The Abuse Of Children

1. Domestic Violence
2. Sexual Misconduct in multiple child homes

E. Resources, Services And Facilities Available To Victims

1. Local sheriff or police department
2. Child abuse and neglect hotlines, council or center
3. The Child Protective Services Unit
4. Local Welfare or Social Services Department
5. Human Resources Agency, Department of Public Social Services
6. Department of Health and Human Services, Department of Public Assistance
7. Local/County juvenile probation department

F. An Overview Of Elder/Dependent Adult Abuse

1. Currently more than 4.9 million Californians over 60
2. Estimated that one of every 20 elderly people is the victim of neglect or physical psychological or financial abuse

G. Types Of Elder/Dependent Adult Abuse

1. Physical Abuse
2. Emotional Abuse
3. Sexual
4. Fiduciary

H. Laws Related To Elder/Dependent Adult Abuse

1. Welfare & Institutions Code, 15656
2. Welfare & Institutions Code, 15600 et seq.
3. Welfare & Institutions Code, 15630
4. Welfare & Institutions Code, 15636
5. Welfare & Institutions Code, 15630(h)

I. Crimes Associated With The Abuse Of Elders And Dependent Adults

1. Domestic violence
2. Elders can also be a helpless victim who lives in a residence where other illegal activities may be occurring

J. Resources, Services And Facilities Available To Victims Of Elder/Dependent Adult Abuse

1. Alta Regional Center
2. Adult Protective Services
3. National Center on Elder Abuse

LAB CONTENT (CONTINUED):**XXVI. LAW ENFORCEMENT TELECOMMUNICATIONS (6 hours)**

Students will identify various telecommunications systems and how they interact during class exercises.

A. Criminal Justice Information Systems

1. Developed as result of growing need for vital information in a timely manner

B. Available Systems

1. CLETS

2. CJIS

3. DMV

4. NCIC

5. NLETS

6. LEDS (Oregon)

C. Access To Information

1. Governed by geographical area

D. State & Federal Laws/Policies**METHODS OF INSTRUCTION:**

Lecture, discussion and demonstration will serve as the medium of instruction. Individual guidance will be provided as required.

OUT OF CLASS ASSIGNMENTS:

Required Outside Hours 40

Assignment Description

Read and review instructor handouts and POST materials.

Read and review California Peace Officers' Penal Code.

Read and review Emergency Response Guidebook.

Read and review Emergency Telecommunicator Course Manual.

Required Outside Hours 36

Assignment Description

Written self assessment

Research Law Enforcement Information Systems and Public Safety Dispatch databases

Study Incident Command Systems processes and terms in preparation for practical scenarios

Study terms, definitions and penal codes

Prepare for quizzes and exams

METHODS OF EVALUATION:

Evaluation Percent 25

Evaluation Description

Written homework, essay exams and term papers to be evaluated and graded by POST instructor.

Evaluation Percent 50

Evaluation Description

Class performance and performance exams to be evaluated and graded by POST instructor.

Evaluation Percent 25

Evaluation Description

Multiple choice and true/false exams to be graded by POST instructor.

REPRESENTATIVE TEXTBOOKS:

Handouts and POST Material are provided, Verified by: Doug Achterman, or a comparable textbook/material.

California Peace Officers' Penal Code, QWIK_CODES, LLC, QWIK_CODES Criminal Justice Publication, 2023 or a comparable textbook/material.

12th Grade Verified by: Doug Achterman

Emergency Response Guidebook, U.S. Department of Transportation, ACT, 2023 or a comparable textbook/material.

ISBN: 978-1680080742

12th Grade Verified by: Doug Achterman

Emergency Telecommunicator Course Manual, International Academies of Emergency Dispatch, Priority Press, 2019 or a comparable textbook/material.

Rationale: Most current publication

12th Grade Verified by: Doug Achterman

OTHER MATERIALS:

Instructor Handouts

ARTICULATION and CERTIFICATE INFORMATION

Associate Degree:

CSU GE:

IGETC:

CSU TRANSFER:

Transferable CSU, effective 200230

Not Transferable

UC TRANSFER:

Not Transferable

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:

CSU Crosswalk Course Number:

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: CCC000643739

Sports/Physical Education Course: N

Taxonomy of Program: 210550