

EMERGENCY TELECOMMUNICATIONS

Emergency Telecommunicators are the first, first responders in the emergency services system. They are the ones to answer calls for help and support police, fire, and EMS field personnel. 911 Dispatchers help their communities in times of need and provide vital, life-saving instruction over the phone. A rewarding career in Emergency Telecommunications begins with education on how the 911 system works, the role of a dispatcher, knowledge of police, fire, and medical operations, interrogation skills, call management, and stress management.

Emergency Telecommunications Courses

ETC 050 Emergency Telecommunications Course (0.0 Units)

This entry-level course is designed for the student interested in a career in the emergency communications field. Areas of study will include telecommunication centers, dispatching, use of 911 computer systems, participation in emergency scenarios, and call processing. The appropriate use of technology and industry-standard equipment is an integral part of this course.

Lecture Hours: 45.0

Transfer: Not transferable

ETC 051 Emergency Medical Dispatcher (0.0 Units)

The Emergency Medical Dispatcher (EMD) has been recognized as an essential component of effective EMS systems. Proper and timely training as well as a sound Medical Protocol are what help EMDs deliver quality care to the public with emergency medical needs.

Lecture Hours: 18.0

Transfer: Not transferable

ETC 052 Emergency Fire Dispatcher (0.0 Units)

The Emergency Fire Dispatcher (EFD), through the use of the FPDST, brings the science of structured call processing to the fire-rescue field. Completion of this course provides students with confidence to begin using the protocols even in the busiest of communication centers.

Lecture Hours: 18.0

Transfer: Not transferable

ETC 053 Emergency Telecommunications Dispatcher (0.0 Units)

The PPDST brings the science of structured call processing to the world of law enforcement. Completion of this course provides students with confidence to begin using the online protocol in the busiest of communication centers.

Lecture Hours: 18.0

Transfer: Not transferable

ETC 054 Emergency Telecommunications Externship (0.0 Units)

This course is intended for students previously or currently enrolled in ETC 050, 051, 052, 053 that wish to gain experience in an emergency dispatch center. This includes a total of 24-27 hours at various emergency dispatch centers within the region.

Lab Hours: 27.0

Transfer: Not transferable