GROSSMONT COLLEGE

Official Course Outline

ADMINISTRATION OF JUSTICE 158 – PUBLIC SAFETY DISPATCHER

1. Course Number Course Title Semester Units Semester Hours

AOJ 158 Public Safety Dispatcher 7 7 hours lecture: 112-126 hours

.5 hour lab: 8-9 hours

224-252 outside-of-class hours

for lecture

344-387 total hours

2. Prerequisites

None

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. This course is offered on a Pass / No Pass basis only.

4. Course Objectives

The student will:

a. Recall penal 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.

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5. Instructional Facilities

1. Standard classroom with multimedia technology.
2. Computer lab.

6. Special Materials Required of Student

Electronic storage media.

7. Course Content

1. The role of the dispatcher.
2. Legal aspects of emergency dispatching.
3. Telephone procedures.
4. Radio procedures.
5. Stress and wellnessmanagement.
6. Automated information systems.
7. Mechanics of radio broadcasting.
8. Job application procedures.
9. Professional orientation and ethics.
10. Criminal justice system.
11. Introduction to law.
12. Workplace communications.
13. Telephone technology and procedures.
14. Missing persons.
15. Domestic violence.
16. Cultural diversity, hate crimes, gang awareness, mental health**,** and community policing.
17. Child, elder and dependent adult abuse.
18. Law enforcement telecommunications.
19. Radio technology and procedures.
20. Resource and referral services.
21. Critical incidents.

8. Method of Instruction

a. Lecture.

b. Demonstration and application of emergency call documentation**.**

9. Methods of Evaluating Student Performance

a. Attendance (POST requirement)

b. Classroom participation in hands-on activities.

c. Quizzes, written exams–midterm/final.

10. Outside Class Assignments

1. Outside reading assignments from the textbook and supplementary workbooks.
2. Practice typing mock incidents and scenarios to increase typing speed and improve writing.
3. It is recommended that the student spend one 4-hour shift with an emergency dispatch agency.

It is not always feasible for all the dispatch agencies and some agencies have special requirements.

Instructor will provide most current list of facilities for the students to contact.

11. Texts

a. Required Text(s):

Lotero, Melissa *Emergency Dispatch Operator Workbook*, 2018 ed. Self-Published.

b. Supplementary texts and workbooks:

None.

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Addendum: Student Learning Outcomes

Upon completion of this course, our students will be able to do the following:

1. Recall radio codes.
2. Identify capabilities of electronic and micro-processing equipment used in communications, the “9-1-1” call system, the micro-data terminal, the tele-printer and other related information systems and equipment and demonstrate efficiency in each operation.
3. Perform proper telephone interview and information gathering techniques in order to ensure the rapid and accurate collection, assessment and dissemination of required information.

Date approved by Governing Board: December 13, 2019