

BUTTE COLLEGE

COURSE OUTLINE

I. CATALOG DESCRIPTION

AJLE 164 - POST Dispatcher Course

6.5 Unit(s)

Prerequisite(s): NONE

Recommended Prep: NONE

Transfer Status: NT

104 hours Lecture

16 hours Lab

Becoming a public safety dispatcher means choosing dispatching not only as a career, but as a ethical commitment to maintain public trust. Public safety dispatchers must understand their role and responsibilities, understand the operation of the communications center, and act with a high degree of professionalism and ethics. This course will cover the communication process of dispatching, criminal justice system, laws and the California Penal Codes, communication technology operations, resource referral services, and wellness management. This course meets the minimum requirements for certification by the California Commission on Peace Officer Standards and Training. Pass/No Pass Only.

II. OBJECTIVES

Upon successful completion of this course, the student will be able to:

- A. Describe the basic roles, responsibilities, and duties of the public safety dispatcher within the law enforcement agencies.
- B. Demonstrate practical application of learned information to all newly appointed public safety dispatchers.
- C. Explain the skills and knowledge necessary to work in a law enforcement communications center in a productive and professional manner.

III. COURSE CONTENT

A. Unit Titles/Suggested Time Schedule

Lecture	
<u>Topics</u>	<u>Hours</u>
1. Professional Orientation and Ethics - LD (Learning Domain) 100	8.00
2. Criminal Justice Systems - LD 101	4.00
3. Introduction to Law - LD 102	12.00
4. Workplace Communication - LD 103	4.00
5. Telephone Technology and Procedures - LD 104	8.00
6. Missing Persons - LD 105	4.00
7. Domestic Violence - LD 106	4.00
8. Community Policing/Cultural Diversity/Hate Crimes/Gangs/Mental Disabilities - LD 107	14.00
9. Child, Elder and Dependent Adult Abuse - LD 108	4.00
10. Law Enforcement Telecommunications - LD 109	8.00
11. Radio Technology and Procedures - LD 110	12.00
12. Resources/Referral Services - LD 111	2.00
13. Critical Incidents - LD 112	16.00

14. Wellness Management/CISM - LD 113	4.00
Total Hours	104.00

Lab

<u>Topics</u>	<u>Hours</u>
1. Telephone Technology and Procedures - LD 104	4.00
2. Radio Technology and Procedures - LD 110	4.00
3. Presenter Activities/Exercises/Tests	8.00
Total Hours	16.00

IV. METHODS OF INSTRUCTION

- A. Lecture
- B. Videos
- C. Real-life Demonstrations
- D. Note: Students of Butte College are normally expected to study a minimum of two (2) hours outside of class for each hour of instruction. However, under the curriculum as set forth by POST, a minimum of 120 contact hours for this course meets the mandated training requirements in totality.
- E. Proficiency Exercises
- F. Audio Recordings
- G. Blackboard-based
- H. Computer lab-based CAD (Computer Aided Dispatch) Exercise

V. METHODS OF EVALUATION

- A. Attendance of a minimum of 120 contact hours as required by POST
- B. Participation in discussions
- C. Evaluation assessments and analytical case studies
- D. Successful completion of proficiency exercises
- E. Successful completion of a 70- question comprehensive written test.

VI. EXAMPLES OF ASSIGNMENTS

- A. Reading Assignments
 - 1. Research, review and discuss various case scenarios.
 - 2. The student is expected to read the 13 POST-required learning domains that have been established as the footprint for this course.
- B. Writing Assignments
 - 1. The student will complete writing assignments as directed by the instructor in each learning domain, combined with written reports made to the class from small group exercises.
 - 2. Students will be assigned two scenario-based exercises in which they must track emergency resources in a written report.
- C. Out-of-Class Assignments
 - 1. The student will read actual case studies of specific styles and types of public safety dispatching, as supplied by POST and stored in Blackboard.
 - 2. Students are expected to read each learning domain prior to each class meeting.

VII. RECOMMENDED MATERIALS OF INSTRUCTION

Materials Other Than Textbooks:

- A. POST Training Specifications Manual - PS Dispatcher

- B. Videotape & PowerPoint Presentations
- C. Communication Network System (Communication console simulation)
- D. Flipchart or Greaseboard
- E. Laptop

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