CJT 296 - Public Safety Dispatchers' Basic Course

Outline
Approval Date: 12/08/2005
Effective Date: 08/14/2006

SECTION A

Unique ID Number CCC000254131
Discipline(s) Administration of Justice
Division Criminal Justice Training
Subject Area Criminal Justice Training
Subject Code CJT
Course Number 296
Course Title Public Safety Dispatchers' Basic Course
TOP Code/SAM Code 2105.50 - Criminal Justice/Police Science* / C - Occupational

Rationale for adding this course to the curriculum Please update units to 3-3.5 and course hours to 120-136. Updating units to accurately reflect the hours.

Units 3 – 3.5
This Course Is N/A
Cross List N/A
Typical Course Weeks 18

Total Instructional Hours

Contact Hours
Lecture 0.00
to 0.00
Lab 0.00
to 0.00
Activity 120.00
to 136.00
Work Experience 0.00
to 0.00

Total Contact Hours 120
to 136

Hours per semester in outside of class assignments 60.00
to 68

Open Entry/Open Exit No

Maximum Enrollment

Grading Option Letter Grade Only

Distance Education Mode of Instruction On-Campus
SECTION B

General Education Information:

SECTION C

Course Description

Repeatability  May be repeated 0 times

Catalog  This course is certified by the California Commission on Peace Officer Standards and Training and provides the required entry-level job training for 9-1-1 dispatchers working for law enforcement and other public safety agencies in California. 120 hours; 3 units or 136 hours; 3.5 units.

Schedule Description

SECTION D

Condition on Enrollment

1a. Prerequisite(s):  None
1b. Corequisite(s):  None
1c. Recommended:  None
1d. Limitation on Enrollment:  None

SECTION E

Course Outline Information

1. Student Learning Outcomes:
   A. Demonstrate oral and written communication skills.
   B. Summarize and discuss, in written form, issues pertinent to the dispatch profession.
   C. Comprehend and retain factual and technical information related to the profession.
   D. Assess problems, prioritize resources, and identify a solution using good judgement.

2. Course Objectives: Upon completion of this course, the student will be able to:
   A. Examine the ethical and professional expectations of public safety dispatchers.
   B. Compare and contrast various roles of public safety agencies in the criminal justice system.
   C. Identify and classify various crime codes commonly used by public safety dispatchers.
   D. Analyze effective techniques for communication within the work place.
   E. Identify techniques and procedures for handling emergency telephone calls.
   F. Examine various technologies used by public safety dispatchers.
   G. Analyze the procedures for handling missing persons calls.
   H. Analyze the procedures for handling domestic violence calls.
   I. Examine human relations issues within communities and within the workplace.
   J. Identify laws related to child, elder, and dependent abuse.
   K. Identify proper radio procedures used by public safety dispatchers.
   L. Compare and contrast resource and referral services available to public safety dispatchers.
   M. Examine the procedures used by public safety dispatchers when handling a critical incident.
   N. Identify techniques for establishing and maintaining effective management of stress on the job.
   O.  

3. Course Content
   A. Professional orientation and ethics
   B. Criminal Justice System
C. Introduction to law  
D. Workplace communication  
E. Telephone technology and procedures  
F. Missing persons  
G. Domestic violence  
H. Community policing and cultural diversity  
I. Child, elder, and dependent abuse  
J. Law enforcement telecommunications  
K. Radio technology and procedures  
L. Resources and referral services  
M. Critical incidents  
N. Wellness management  
O.  

4. Methods of Instruction:  
   Activity  
   Discussion  
   Field Trips  
   Lab  
   Lecture  
   For example: 1. A field trip and observation at a 9-1-1 communications center. 2. A small group discussion about law enforcement's response to a shooting.  

5. Methods of Evaluation: Describe the general types of evaluations for this course and provide at least two specific examples.  
   Typical classroom assessment techniques  
   Exams/Tests --  
   Research Projects --  
   Papers --  
   Field Trips --  
   Simulation --  
   Final Exam --  
   Mid Term --  
   Additional assessment information:  
   For example:  
   1. A multiple choice test about criminal law.  
   2. A research paper based on an observation at a 9-1-1 communications center.  
   Letter Grade Only  

6. Assignments: State the general types of assignments for this course under the following categories and provide at least two specific examples for each section.  
   A. Reading Assignments  
      For example:  
      1. Read sections 459 through 496 in the California Penal Code.  
      2. Based on materials provided by the instructor, read an article related to 9-1-1 dispatching.  
   B. Writing Assignments  
      For example:
1. A research paper on minimum and desirable qualifications for 9-1-1 dispatchers in the region.
2. A cross-cultural research paper based on a religion, nationality, ethnicity, disability, sexual orientation, or gender identity.

C. Other Assignments
   For example:

   1. A field trip to a local 9-1-1 dispatch center.
   2. Role-play scenarios involving simulated police, fire, and medical emergencies.

7. Required Materials
   A. EXAMPLES of typical college-level textbooks (for degree-applicable courses) or other print materials.

   B. Other required materials/supplies.
      - Handout material provided by instructors.
      - 2. California Penal Code, current year, in hard copy or electronic version via the Internet.