



**75 Hour OnLine Course  
Completion 90 Days**

**Objective One**

**Understand Public Safety Communications**

This objective offers many ways to learn about the wonderful work of 9-1-1 or emergency communications. This unit of study-expands your understanding of the work of public safety communications into a global and national perspective.

**Objective Two**

**Understand Police Communications**

Although many people have a basic understanding of police work or law enforcement, the fascinating world of police communications has a life of it's own. This unit of study provides an inside look into the complexity of police communications.

**Objective Three**

**Understand Fire Service Communications**

Fire communicators have a very special place on the fire service team. Although communications need not understand all aspect of fire science or firefighting, they do need to understand concepts and terms to work as an effective team member during these highly charged calls where safety practices are crucial.

**Objective Four**

**Understand Emergency Medical Communications**

The EMD is rapidly becoming a vital member of the emergency medical team. This unit of study allows the student to understand the common concepts and practices of the EMD.

**Objective Five**

**Understand Emergency Call Taking**

Working the public safety communications phones requires not only an understanding of call taking techniques but also understanding how to translate the information from the caller into a dispatch call. This unit of study explores best practices and accepted methods and procedures used in call taking.

**Objective Six**

**Know the Basics of 9-1-1 Technology**

Although the work of public safety communications is about dealing with callers and responders, the work has become increasingly complex with the addition of new technology. This unit of study explores those areas of technology the entry level Telecommunicator must know to achieve certification.

For more information about the program, call (253) 589-6076, click on the distance learning link on the CPTC web page, [www.cptc.edu](http://www.cptc.edu), or visit [www.911certification.org](http://www.911certification.org).

Clover Park offers 51 career training programs and 34 certification programs in the areas of business, computer technology, natural resources, manufacturing, communications and transportation. The college also provides certification, personal enrichment and continuing education classes through its Center for Economic Development.

### **Objective Seven**

#### **Understand 9-1-1 Liability in Call Handling**

Many myths are put forward and many facts distorted in regards to liability in the world of 9-1-1. In addition there are many practices in public safety communications that can reinforce an individual or agency liability shield. This unit explores the basics of liability in 9-1-1.

### **Objective Eight**

#### **Understand Emergency Radio Dispatching**

The emergency radio is the link from the caller to the responder and the responder to the control center - which is the dispatcher. This unit explores the terms, methods, and theory of emergency radio.

### **Objective Nine**

#### **Handling High Risk 9-1-1 Calls**

High risk calls are those calls that may not come in every day but require the highest level of response and decision making. Immediate grasp of the concepts of crisis intervention, safety, and life saving techniques are explored in this unit of study.

### **Objective Ten**

#### **Understand Emergency Communications Workplace**

Inside the Comm Center there are a set of basic cultural areas of knowledge that will ensure the candidate not only survives but thrives in the work. This unit explores the workplace issues particular to this work.