



Public Safety Dispatcher – Basic Course Training Specifications

Western Arizona Law Enforcement Training Academy – WALETA

FOREWARD

The Public Safety Dispatcher Basic Course exists to provide newly selected public safety dispatchers with an initial orientation and basic training. The instructional content and teaching methodologies in this course are presented to better train new students in the increasingly complex role and functions of the public safety dispatcher. Effective initial training is critical for public safety dispatchers to acquire the necessary skills, knowledge and abilities in order to provide quality service to the public and the law enforcement agencies they serve.

The goals of the Public Safety Dispatcher Basic Course are:

1. To provide an understanding of the basic roles, responsibilities, and duties of the public safety dispatcher within the law enforcement agency;
2. To provide standardized training to all newly appointed public safety dispatchers and prepare them for the practical application of learned information; and,
3. To introduce the skills and knowledge necessary to work in a law enforcement communications center in a productive and professional manner.

The purpose of these specifications is to identify the learning needs, learning objectives, instructional activities, exercise requirements, and minimum instructional information and hours that comprise the required content of the *Public Safety Dispatcher Basic Course*.

MINIMUM HOURLY REQUIREMENTS FOR THE
PUBLIC SAFETY DISPATCHER BASIC COURSE

<u>Lecture</u>	<u>Minimum Hours</u>
Professional Orientation and Ethics.....	4
Criminal Justice System.....	4
Introduction to Law.....	12
Interpersonal Communication.....	4
Telephone Technology and Procedures.....	12
Missing Persons.....	4
Domestic Violence.....	4
Community Policing/Cultural Diversity/Hate Crimes/Gang Awareness.....	4
Child, Elder and Dependent Adult Abuse.....	4
Law Enforcement Certifications (ACJIS/CPR/APCO/EMD/ NIMS)	28
Radio Terminology and Procedures.....	8
Resources/Referral Services.....	2
Critical Incidents.....	16
Wellness Management.....	4
Supporting Instructional Activities/Exercises.....	10
Total Minimum Required Hours.....	120