

Course Outline

COURSE: JLE 176 **DIVISION:** 50 **ALSO LISTED AS:**

TERM EFFECTIVE: Spring 2021 **CURRICULUM APPROVAL DATE:** 11/10/2020

SHORT TITLE: BAS PUB SAFETY DISP

LONG TITLE: Basic Public Safety Dispatcher - Update

<u>Units</u>	<u>Number of Weeks</u>	<u>Type</u>	<u>Contact Hours/Week</u>	<u>Total Contact Hours</u>
1 TO 5	18	Lecture:	.5 TO 2.1	9 TO 37.8
		Lab:	1.77 TO 9.1	31.86 TO 163.8
		Other:	0	0
		Total:	2.27 TO 11.2	40.86 TO 201.6
		Total Learning Hrs:	58.86 TO 239.4	

COURSE DESCRIPTION:

This variable unit course is designed to provide necessary and required continuing professional training to public safety dispatchers as required by The Commission on Peace Officers Standards and Training (POST). Students will learn radio procedures, radio systems, telephone procedures, legal updates and emergency dispatching techniques. **PREREQUISITE:** Basic Public Safety Dispatcher Academy or equivalent; JLE 175.

PREREQUISITES:

Completion of JLE 175, as UG, with a grade of P or better.

COREQUISITES:

CREDIT STATUS: D - Credit - Degree Applicable

GRADING MODES

P - Pass/No Pass

REPEATABILITY: N - Course may not be repeated

SCHEDULE TYPES:

- 02 - Lecture and/or discussion
- 03 - Lecture/Laboratory
- 04 - Laboratory/Studio/Activity

STUDENT LEARNING OUTCOMES:

By the end of this course, a student should:

1. Examine and compare communication technology and how systems interact; Federal Communications Center guidelines for radio use; codes used by various agencies and the concept of clear text; techniques for handling the radio in a professional manner; and officer safety and response considerations for dispatching calls.
2. Demonstrate proper communication through use of the information gathering techniques such as the 5 W's (who, what, when, where, why) active listening, maintaining a professional demeanor, and giving effective advice to citizens while avoiding communication barriers.
3. Identify the different types of missing persons and develop a clear understanding of the statutory requirements associated with response.

CONTENT, STUDENT PERFORMANCE OBJECTIVES, OUT-OF-CLASS ASSIGNMENTS

Curriculum Approval Date: 11/10/2020

LECTURE CONTENT:

Because of the integrated nature of the lab/lecture method of instruction, the content for both lecture and lab are infused in all subjects.

I Communication Technology (2-5 hours)

Students will discuss the hardware and equipment used for communication.

- A. Communications Regulations
- B. Radio Systems and Components
- C. Communications Equipment
- D. Telephone Technology (hardware)
- E. Alarm Systems

II Telephone Procedures (3-15 hours)

Students will identify telephone procedures.

- A. Role of the Compliant Taker
- B. Responsibilities
- C. Demeanor
- D. Processing Calls for Service
- E. 9-1-1
- F. Difficult Calls
- G. Liability Issues

III Radio Procedures (3-15 hours)

Students will explain radio procedures during class exercises.

- A. Radio Protocol
- B. FCC Guidelines
- C. Radio Transmissions
- D. Listening
- E. Effective Control of Radio Frequency
- F. Dispatch Techniques
- G. Officer Safety
- H. Supervisory Notification

IV. Stress Management (1-2 hours)

Students will compare and contrast the components of stress.

- A. Definition of Stress
- B. Types of Stress
- C. Critical Incident Stress Debriefing (CISD)

LAB CONTENT:

V. Resources/Referral Services (3-16 hours)

Students will integrate local services into emergency situations during role playing exercises.

- A. Mutual Aid
 - B. Mutual Aid Communications Considerations
 - C. Local Resources
 - D. Referral Services
 - E. Media
 - F. R.A.C.E.S. (Radar Amateur Communications Emergency Systems)
 - G. Map Reading

VI. Workplace Communication (3-24 hours)

Students will describe confidentiality issues surrounding access; and techniques for correctly interpreting information in the

given situation.

- A. Effective Information Gathering Primary Information - 5 W?s
- B. Radio Codes
- C. Sensitivity to Reporting Parties
- D. Active Listening
- E. Professional Demeanor
- F. Courtesy
- G. Secondary Information
- H. Specific Caller Techniques
- I. Types of Incidents
- J. Call Processing
- K. Advice to Citizens
- L. Communications Skills
- M. Conveyance of Directions and Instructions to the Public
- N. Development of the Mental Picture
- O. Customer Service

VII. Telephone Technology (2-8 hours)

Students will compare various telecommunications systems and how they interact.

- A. Audio Recorders
 - B. Manual or Computer-based Telephone Systems
 - C. Other Technology

VIII. Concepts of Emergency Medical Dispatching (2-12 hours)

Students will identify the need for EMS during class exercises.

- A. Organization of the EMS System
- B. Types of Emergency Medical Dispatch Systems Available
- C. Overview of the Administrative Organization of the EMS System

IX. California State Department of Justice Telecommunications (4-16 hours)

Students will examine California Law Enforcement Telecommunications system.

- A. Telecommunications Inquiry Course
- B. California Law Enforcement Telecommunications System
- C. Criminal Justice Information System
- D. Oregon Law Enforcement Data System
- E. Laws, Policies, Ramifications

X. Telecommunications Update (2-8 hours)

Students will review the criminal justice system and general procedures in written exercises.

- A. General Procedures
- B. Criminal Justice System
- C. Functions of Law Enforcement in the Criminal Justice System

XI. Communication Barriers (2-8 hours)

Students will use methods, concepts and theories from course when dealing with communication barriers in class exercises.

- A. Making the Other Person Less Willing to Communicate
- B. Types of Communication Barriers
- C. Ways to Overcome Barriers

XII. Professional Demeanor and Ethical Behavior (2-8 hours)

Students will demonstrate professional and ethical behavior at all times.

- A. Ethics, Values, Principles/Integrity
- B. Impact of Conduct

XIII. Communication (2-14 hours)

Students will study the communication process, active listening and elements of communication.

- A. The Communications Process
- B. Elements of Communication
- C. How Does Communication Work?
- D. Active Listening
- E. Barriers to Communication
- F. Effects of Nonverbal Communication

XIV. Professional Behavior (2-13 hours)

Students will study career management and professional conduct.

- A. Professional Conduct
- B. Career Management
- C. Safe Workplace
- D. Tolerant Workplace
- E. Verbal Altercations
- F. Personal Impacts

XV. Missing Persons (3-12 hours)

Students will study critical call taking and dispatcher responsibilities when dealing with missing persons.

- A. Background and Legislative Intent
- B. Types of Missing Person
- C. Statutory Requirements Associated With Response
- D. Critical Call Taking and Dispatcher Responsibilities and Requirements
- F. Role of Officers and Missing Person Investigators

XVI. Domestic Violence (5-24 hours)

Students will study domestic violence and the effect it has on its victims and the responsibility of dispatchers and law enforcement when handling domestic violence calls.

- A. Provisions of the Penal Code
- B. Domestic Violence Legal Definitions and Terminology
- C. Law Enforcement's Responsibility in Response
- D. Role of the Public Safety Dispatcher
- E. Referral Agencies and Resource
- F. Domestic Violence Overview
- G. Historical Background of Domestic Violence Laws
- H. Nature and Extent of Domestic Violence
- I. Legal Rights and Remedies Available To Victims
- J. Tenancy Issues and Domestic Violence
- K. Impact on Children
- L. Assisting Victims
- M. Importance of Call Taking Procedures

METHODS OF INSTRUCTION:

Skills Demonstration, Written Assignments, Oral Assignments, Class Activities

OUT OF CLASS ASSIGNMENTS:

Required Outside Hours:

Assignment Description:

18-64

Reading Department Policy

Penal Codes

Vehicle Codes

METHODS OF EVALUATION:

Problem-solving assignments

Percent of total grade: 30.00 %

Field Work; Lab Reports; Quizzes

Skill demonstrations

Percent of total grade: 50.00 %

Class Performance/s; Performance Exams

Objective examinations

Percent of total grade: 20.00 %

Multiple Choice; True/False; Other: skills demonstration

REPRESENTATIVE TEXTBOOKS:

State of California . California. Penal Code. Sacramento: Law Tech ,2020.

Reading Level of Text, Grade: 12

Instructor handout Public Safety Dispatch Lab Manual

Recommended Representative Textbooks

Thomson Reuters Editorial Staff. California Vehicle Code . California : Law Tech ,2020.

ISBN: 13: 978-0314699954

Reading Level of Text, Grade: 12

ARTICULATION and CERTIFICATE INFORMATION

Associate Degree:

CSU GE:

IGETC:

CSU TRANSFER:

Transferable CSU, effective 200230

UC TRANSFER:

Not Transferable

SUPPLEMENTAL DATA:

Basic Skills: N

Classification: Y

Noncredit Category: Y

Cooperative Education:

Program Status: 1 Program Applicable

Special Class Status: N

CAN:

CAN Sequence:

CSU Crosswalk Course Department:

CSU Crosswalk Course Number:

Prior to College Level: Y

Non Credit Enhanced Funding: N

Funding Agency Code: Y

In-Service: N

Occupational Course: B

Maximum Hours:

Minimum Hours:

Course Control Number: CCC000456130

Sports/Physical Education Course: N

Taxonomy of Program: 210550