

ARIZONA WESTERN COLLEGE
SYLLABUS

PSD 152 BASIC PUBLIC SAFETY DISPATCHER

Credit Hours: 12cr, 10 lec, 4 lab

PREREQUISITE: 18 years or older
High school diploma or GED
Background investigation

COURSE DESCRIPTION

The Public Safety Dispatcher Course exists to provide newly selected public safety dispatchers with an initial orientation and basic training. The instructional content and teachings methodologies in this course are present to better train new students in the increasingly complex role and function 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. Introduces new dispatchers to the basic requirements of their jobs and meets the requirements of Post mandated training for entry level dispatchers.

1. COURSE GOAL

- 1.1 Understanding the basic roles, responsibilities, and duties of the public safety dispatcher within the public safety sector
- 1.2 Apply skills and knowledge necessary to work in the public safety communications center in a professional manner.

2. OUTCOMES

Upon satisfactory completion of this course, students will be able to:

- 2.1 Understand and identify the functions and responsibilities of the three (3) components of the Criminal Justice System
 - 2.1.1 Law Enforcement
 - 2.1.3 Judicial
 - 2.1.3 Corrections
- 2.2 Apply professionalism and ethics
- 2.3 Apply interpersonal communication
- 2.4 Apply and demonstrate telephone technology and procedures
- 2.5 Understand concepts of missing persons, domestic violence, community policing, and cultural diversity.
- 2.6 Understand concepts of hate crimes, gang awareness, child abuse, elder abuse, and dependent adult abuse
- 2.7 Apply law enforcement telecommunication and radio procedures
- 2.8 Understand referral services
- 2.9 Apply critical incident management
- 2.10 Apply wellness management

3. METHODS OF INSTRUCTION

- 3.1 Lecture
- 3.2 Multi-media Presentations
- 3.3 Group Discussions

4. LEARNING ACTIVITIES

- 4.1 Group Discussions
- 4.2 Practical radio, telephone communications
- 4.3 Classroom Demonstrations and scenarios

5. EVALUATION

EXAMPLES: No periods after statements

- 5.1 Quizzes/Exams
- 5.2 Assignments
- 5.3 Participation
- 5.4 Practical demonstrations of communications
- 5.5 Scenario based demonstrations

6. STUDENT RESPONSIBILITIES

- 6.1 Under AWC Policy, students are expected to attend every session of class in which they are enrolled.
- 6.2 If a student is unable to attend the course or must drop the course for any reason, it will be the responsibility of the student to withdraw from the course. Students who are not attending as of the 45th day of the course may be withdrawn by the instructor. If the student does not withdraw from the course and fails to complete the requirements of the course, the student will receive a failing grade.
- 6.3 Americans with Disabilities Act Accommodations: Arizona Western College provides academic accommodations to students with disabilities through AccessABILITY Resource Services (ARS). ARS provides reasonable and appropriate accommodations to students who have documented disabilities. It is the responsibility of the student to make the ARS Coordinator aware of the need for accommodations in the classroom prior to the beginning of the semester. Students should follow up with their instructors once the semester begins. To make an appointment call the ARS front desk at (928) 344-7674 or ARS Coordinator at (928) 344-7629, in the College Community Center (3C) building, next to Advising.
- 6.4 Academic Integrity: Any student participating in acts of academic dishonesty—including, but not limited to, copying the work of other students, using unauthorized “crib notes”, plagiarism, stealing tests, or forging an instructor’s signature—will be subject to the procedures and consequences outlined in AWC’s Student Code of Conduct.
- 6.5 Texts and Notebooks: Students are required to obtain the class materials for the course.