

DEVELOP YOUR SKILLS



Public Safety Communications Professional (911 Operator)

Be 'job ready' in just 12 weeks!

Is this for you?

This is not your ordinary 9 to 5 job. You will work in a stimulating environment bringing a life saving service to your community. Your training will include taking calls in a simulated emergency environment, so that you will become proficient in Call Taking, Dispatching, 9-1-1 and Computer Aided Dispatch. Not only will you be doing the job, but you will be gaining the skill and confidence to get you "job ready."

JOB OPPORTUNITIES

Graduates of this program will be prepared for a career in Police, Fire and Ambulance dispatching with a starting salary of \$35K – \$65K a year.



Next Session: February 13 – May 4, 2012
Mon – Fri, 8:30 am – 4:30 pm

Fee: \$7,990.80 (course material included)

Course Code: ESRV 57 (480 hours)

Location: Cobourg Campus, 1005 Elgin St. West

Program of Study

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| Weeks 1 & 2 | Introduction to Emergency Services including tours of Police, Fire and EMS Agencies |
| Weeks 3 & 4 | Call-Taking Techniques including different types of emergency calls, callers and tools typical of an emergency call centre |
| Week 5 | Radio Communications including radio communication protocols and security |
| Week 6 | Mapping as it relates to 911 emergency calls, including understanding mapping and developing the ability to take and give directions |
| Week 7 | Computer-Aided Dispatch (CAD) . Hands-on training in CAD used in tracking incidents called in by the public and for storing the information in a database. |
| Weeks 8 & 9 | Simulations . Hands-on training using simulated emergency calls will fuse all the lessons from previous weeks. |
| Weeks 10, 11 & 12 | Specialized Calls (Critical Call Management) . One- and two-day workshops that will further hone skills. Topics include considerations for specialized types of calls, such as HAZMAT or domestic violence calls, mastering stress, and processes of cooperating with the courts and giving evidence. |

Admission Requirements: Ontario Secondary School Diploma (OSSD) or equivalent, and criminal record check.

Recommended Skills: Keyboarding of 40 wpm or more.

Register Now!

For Registration Information:

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This program is offered in partnership with Proven Ways, a leader in public safety communications training throughout North America since 1993. Proven Ways is on the leading edge with technology changes that will ensure you receive current information.