

STANDARDS FOR CAREER READY PRACTICE

- Apply appropriate technical skills and academic knowledge
- Communicate clearly, effectively, and with reason
- Develop an education and career plan aligned with personal goals.
- Apply technology to enhance productivity.
- Utilize critical thinking to make sense of problems and persevere in solving them.
- Practice personal health and understand financial literacy.
- Act as a responsible citizen in the workplace and the community.
- Model integrity, ethical leadership, and effective management.
- Work productively in teams while integrating cultural and global competence.
- Demonstrate creativity and innovation.
- Employ valid and reliable research strategies
- Understand the environmental, social, and economic impacts of decisions.

The AC²E Vision

The Academy for College and Career Excellence, in partnership with our parents and community, strives to create a safe environment where students are empowered to discover their strengths and to achieve their maximum potential. Students are encouraged to become lifelong learners who are prepared to meet the challenges of a culturally diverse society along with the demands of current and future job markets.

ROP/CTE COURSES OFFERED

(Not all courses are offered each semester)

- 911 Communications Dispatcher*
- Private Security Guard*
- Criminal Justice
- Early Childhood Development
- Culinary Arts
- Woodworking Occupations
- Furniture & Cabinet Manufacturing
- Cyber Security*
- Unmanned Aircraft Systems*
- Pharmacy Technician*
- Medical Assistant
- Registered Dental Assistant*

*Open to adults

Populations Served

- Black Rock High School
- Twentynine Palms High School
- Yucca Valley High School
- Adult Learners

For More Information:

www.morongousd.com/CTEOfferings.aspx

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Morongo Unified School District
Academy of College & Career Excellence

911 Communications Dispatcher





Course Description

This course provides an overview of the eligibility and training standards required for 9-1-1-Communications. Dispatchers perform a variety of communication responsibilities for receiving, evaluating, and dispatching calls from coworkers, field units, allied agencies, and members of the public concerning emergency and civil incidents. You will gain practical experience in the area of law enforcement communications, telephone/technology procedures, regulations and reports for missing persons, domestic abuse, child and elder abuse, hate crimes as well as communications responsibility related to community policing and cultural diversity. This course will also provide you with knowledge of radio technologies and map reading. Upon completion of the course, students will take the National Emergency Communications Certification (NECC) Exam.

Why a Communications Dispatcher?

Police, fire, and ambulance dispatchers, also called *public safety telecommunicators*, answer emergency and nonemergency calls.

Police, fire, and ambulance dispatchers typically do the following:

- Answer 9-1-1 emergency telephone and alarm system calls
- Determine the type of emergency and its location and decide the appropriate response on the basis of agency procedures
- Relay information to the appropriate first-responder agency
- Coordinate the dispatch of emergency response personnel to accident scenes
- Give basic over-the-phone medical instructions before emergency personnel arrive
- Monitor and track the status of police, fire, and ambulance units
- Synchronize responses with other area communication centers
- Keep detailed records of calls

Dispatchers answer calls from people who need help from police, firefighters, emergency services, or a combination of the three. They take emergency, nonemergency, and alarm system calls. Dispatchers must stay calm while collecting vital information from callers to determine the severity of a situation and the location of those who need help. They then communicate this information to the appropriate first-responder agencies. Dispatchers often must instruct callers on what to do before responders arrive.

Career Outlook

Employment of police, fire, and ambulance dispatchers is projected to grow 6 percent from 2019 to 2029, faster than average for all occupations.

Similar Careers/Job Titles

Ambulance Dispatcher
Public Safety Telecommunicator
Emergency Fire Dispatcher
EMS Dispatcher
Emergency Operator

Median Salaries for Dispatchers by Industry*

State government, excluding hospitals	\$50,520
Local government, excluding hospitals	\$43,510
Colleges, and professional schools	\$40,600
Hospitals; state, local, and private	\$39,570
Ambulance services	\$38,450

*Source: Bureau of Labor Statistics

