

AJ 353 Course Outline as of Spring 2025**CATALOG INFORMATION**

Dept and Nbr: AJ 353 Title: DISPATCHER BASIC

Full Title: Public Safety Dispatcher Basic Course

Last Reviewed: 8/26/2024

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	3.00	Lecture Scheduled	0	4	Lecture Scheduled	0
Minimum	3.00	Lab Scheduled	40.00	4	Lab Scheduled	160.00
		Contact DHR	0		Contact DHR	0
		Contact Total	40.00		Contact Total	160.00
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 0.00

Total Student Learning Hours: 160.00

Title 5 Category: AA Degree Non-Applicable

Grading: P/NP Only

Repeatability: 21 - Legally Mandated Repetition

Also Listed As:

Formerly:

Catalog Description:

Students will receive training to learn the skills necessary for entry-level public safety dispatchers who have no prior training or limited experience in the areas of call-taking and dispatching. Topics include the criminal justice system, relatable laws, communication theory, telephone technology and radio procedures, resource and referral services, critical incidents, wellness management, human trafficking, mental health conditions and disability awareness, terrorism and extremist groups, cultural diversity and hate crimes, missing persons, domestic violence, and community policing.

Prerequisites/Corequisites:**Recommended Preparation:****Limits on Enrollment:****Schedule of Classes Information:**

Description: Students will receive training to learn the skills necessary for entry-level public safety dispatchers who have no prior training or limited experience in the areas of call-taking and

dispatching. Topics include the criminal justice system, relatable laws, communication theory, telephone technology and radio procedures, resource and referral services, critical incidents, wellness management, human trafficking, mental health conditions and disability awareness, terrorism and extremist groups, cultural diversity and hate crimes, missing persons, domestic violence, and community policing. (P/NP Only)

Prerequisites/Corequisites:

Recommended:

Limits on Enrollment:

Transfer Credit:

Repeatability: Legally Mandated Repetition

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

AS Degree:	Area	Effective:	Inactive:
CSU GE:	Transfer Area	Effective:	Inactive:
IGETC:	Transfer Area	Effective:	Inactive:
CSU Transfer:		Effective:	Inactive:
UC Transfer:		Effective:	Inactive:

CID:

Certificate/Major Applicable:

Not Certificate/Major Applicable

COURSE CONTENT

Student Learning Outcomes:

At the conclusion of this course, the student should be able to:

1. Identify the minimum standards set by the California Commission on Peace Officer Standards and Training (POST) for entry into a public safety agency as a public safety dispatcher.
2. Identify the basic roles, responsibilities, and duties of the public safety dispatcher within a public safety agency.
3. Demonstrate the practical application of public safety dispatcher skills.
4. Apply the skills and knowledge necessary to work in a public safety communications center in a productive and professional manner.

Objectives:

At the conclusion of this course, the student should be able to:

1. List components of the Criminal Justice System, including concepts of law.
2. Utilize techniques to effectively communicate with callers.
3. Demonstrate knowledge of professionalism, call-taking, current telephone techniques and technology, and telephone procedures.
4. Describe dispatch radio procedures, including critical incident responses using law enforcement telecommunications.
5. Identify resources and referral services available to callers.
6. Identify significant issues related to domestic violence, cultural diversity, hate crimes, sexual harassment, child, elder and dependent adult abuse, gang awareness, mental health conditions and disability awareness, terrorism and extremist groups, missing persons, and human

trafficking.

7. Describe techniques for health and wellness management.

Topics and Scope:

I. Professional Orientation and Ethics

- A. Basic functions of the public safety dispatcher within the public safety system
- B. Common functions of the communication center
- C. Title VII of the Civil Rights Act of 1964
- D. Occupational Safety and Health Administration (OSHA)
- E. Professional demeanor and ethical behavior
- F. Developing a community service attitude
- G. Communicating effectively with the public, co-workers, field personnel, and supervisors
- H. Roles and responsibilities in the communication center
- I. Organizational structures
- J. Policies and procedures impacting communications center operations, training, and personnel
- K. Career development and opportunities

II. Criminal Justice System

- A. Court system
- B. Duties and responsibilities of law enforcement in the criminal justice system
- C. Corrections
- D. Role of the public safety dispatcher
- E. Impact of the public safety dispatcher's actions on the outcome of a court case

III. Introduction to Law

- A. Origins of law
- B. Criminal law
 - 1. Definition of a crime (Penal Code (PC) 15)
 - 2. Classifications of crimes
 - 3. Corpus delicti
 - 4. Elements of a crime (PC 20)
 - 5. Probable cause
 - 6. Reasonable suspicion
 - 7. Parties to a crime
 - 8. Evidence
 - 9. Spirit of law versus letter of the law (PC 4)
 - 10. Civil liability and criminal negligence
 - 11. Confidentiality of communications information/privileged information
 - 12. Release of "public information"
 - 13. Public safety dispatcher misconduct
- C. Juvenile law
 - 1. Purpose of juvenile law
 - 2. Line of questioning
 - 3. Rights of juveniles
- D. Court orders
 - 1. Emergency Protective Orders (EPO)
 - 2. Gun Violence Restraining Orders (GVRO)
 - 3. Child custody and child visitation orders
 - 4. Juvenile restraining orders
 - 5. Eviction notifications
 - 6. Keepers Levy Court Orders
 - 7. Additional restraining orders

E. Elements of specific crimes

1. Murder (PC 187)
2. Robbery (PC 211)
3. Sexual Assaults (PC 220, 261, 288, 289)
4. Assault and Battery (PC 240, 241, 242)
5. Assault with a Deadly Weapon (PC 245)
6. Domestic Violence (PC 273.5)
7. Disturbing the Peace (PC 415)
8. Displaying a Weapon in a Rude and Threatening Manner (Brandishing) (PC 417)
9. Criminal Threats (PC 422)
10. Burglary (PC 459)
11. Petty Theft (PC 488)
12. Grand Theft (PC 487)
13. Public Intoxication (Penal Code section 647f)
14. Violation of Domestic Violence Restraining Order(s) (PC 273.6)
15. Violation of Court Order(s) (PC 166.4)
16. Wobblers versus Wobblettes
17. Possession with intent to sell narcotics (Health & Safety Code 11351)

IV. Interpersonal Communication

- A. Reasons for developing positive communication skills
- B. Elements of the communication process
- C. Elements of communication
- D. Professional conduct
- E. Promoting a positive workplace environment
- F. Unacceptable behavior
- G. Effects of nonverbal signals during communications
- H. Communication behaviors and styles
- I. Strategies for deflecting verbal abuse
- J. Active listening concepts
- K. Listening obstacles
- L. Disclosure
- M. Dedication to duty

V. Telephone Technology and Procedures

- A. Obtain information from victims, witnesses, or personnel from other agencies
- B. Techniques for calming a difficult caller
- C. Receiving and handling callers including the communication impaired
- D. Techniques to effectively communicate with a person who is
 1. Aggressive (e.g., abrasive, demanding, hostile)
 2. Potentially difficult caller (e.g., rambling, hysterical, evasive)
- E. Process duplicate phone calls for assistance
- F. Obtaining pertinent information using primary and secondary questions
- G. Routing calls for service and information to allied agencies
- H. Update Computer Aided Design (CAD); relay incident information to radio dispatcher in a timely manner
- I. Initiating telephone number traces
- J. Monitor and respond to alarm, alerting, and surveillance systems
- K. Criteria to classify and prioritize multiple calls and requests for service
- L. Procedures, guidelines, and liability considerations for emergency and non-emergency circumstances
- M. Detecting and interpreting background voices and noises heard over the telephone
- N. Effective communication skills
- O. Convey clear and accurate directions and instructions on the telephone (e.g., building

evacuation instructions)

- P. Audio recorders
- Q. The 9-1-1 system
- R. NextGen Technology

VI. Missing Persons

- A. Overview of missing persons
- B. Types of missing persons including at-risk and involuntary missing
- C. Statutory requirements associated with law enforcement response
- D. Role of the public safety dispatcher
- E. Statutory alerts
- F. Resources and investigative tools

VII. Domestic Violence

- A. Laws related to domestic violence
- B. Domestic violence terminology
- C. Overview of domestic violence
- D. Role of the public safety dispatcher
- E. Resources and referrals
- F. Victims' rights
- G. Unique situations

VIII. Community Policing

- A. Define
- B. History
- C. Benefits of community policing
- D. Influences on community policing
- E. Problem solving models
- F. Role of the public safety dispatcher
- G. Resources

IX. Child, Elder, and Dependent Adult Abuse

- A. Overview of child abuse
- B. Types of child abuse
- C. Laws related to child abuse
- D. Crimes associated with the abuse of children
- E. Resources and referrals
- F. An overview of elder and dependent adult abuse
- G. Types of elder and dependent adult abuse
- H. Laws related to elder and dependent adult abuse
- I. Crimes against elder and dependent adult abuse
- J. Laws related to elder and dependent adult abuse
- K. Resources and referrals
- L. Mandated reporting
- M. Role of the public safety dispatcher

X. Law Enforcement Telecommunications

A. Information available and minimum requirements for making inquiries and transactions within the following systems:

1. California Law Enforcement Telecommunications System (CLETS)
2. Criminal Justice Information System (CJIS)
3. National Crime Information Center (NCIC)
4. National Law Enforcement Telecommunications System (NLETS)
5. California Department of Motor Vehicles (DMV)

B. Information systems directly accessible to California law enforcement agencies Wanted Persons Systems (WPS)

- C. California Restraining and Protective Order System (CARPOS)

- D. Supervised Release File (SRF)
- E. Missing/Unidentified Persons System (MUPS)
- F. Automated Criminal History Systems (ACHS)
- G. California Sex and Arson Registrant (CSAR)
- H. Mental Health Firearms Prohibition Systems (MHFPS)
- I. Department of Motor Vehicles (DMV)
- J. Armed and Prohibited Persons Systems (APPS)
- K. Stolen Vehicle Systems (SVS)
- L. Automated Boat Systems (ABS)
- M. Automated Firearms Systems (AFS)
- N. Automated Property Systems (APS)
- O. Other information and intelligence systems
- P. State laws and policies for obtaining, verifying, and disseminating telecommunication information
- Q. Policy and privacy requirements
- R. Accuracy requirements
- XI. Radio Technology and Procedures
 - A. Monitoring, documenting, and responding to radio transmissions from field personnel and other public services
 - B. Monitoring and responding to messages from local, state, and federal agencies
 - C. Monitoring, documenting, coordinating, and updating field units and incident status
 - D. Providing requested information to law enforcement field units
 - E. Importance of clear voice projection, good diction, and proper modulation in radio communications
 - F. Techniques to manage and prioritize radio traffic
 - G. Give clear and accurate directions and instructions on the radio
 - H. Decision making strategies
 - I. Effective dispatching techniques and professional radio demeanor
 - J. Officer safety considerations
 - K. Supervisor notifications (per agency policy)
 - L. Transmitting radio broadcasts to allied agencies
 - M. Communication center radio equipment
 - N. Audio recorders
 - O. Wireless technology
- XII. Resources and Referral Services
 - A. Examples of resource materials and their use in performing public safety dispatcher job duties
 - B. Types of local, state, and federal referral and support agencies
 - C. The importance of familiarization with jurisdictional geographic characteristics
 - D. Alternate N-1-1 Number systems
- XIII. Critical Incidents
 - A. Examples of critical incidents
 - B. Role of the public safety dispatcher
 - C. Resource materials
 - D. Emergency Operation Center (EOC) and Department Operation Center (DOC)
 - E. Incident Command System (ICS)
 - F. Mutual aid
 - G. Other resources
- XIV. Wellness Management
 - A. Definitions
 - B. Maladaptive coping mechanisms
 - C. Managing wellness

- D. Resilience
- XV. Mental Health Conditions and Intellectual/Development Disabilities Awareness
 - A. Mental health conditions
 - B. Intellectual and developmental disabilities
 - C. Other conditions
 - D. Role of the public safety dispatcher
 - E. Resources
- XVI. Human Trafficking
 - A. Overview of human trafficking
 - B. Perspectives
 - C. Types of human trafficking
 - D. Indicators
 - E. Victimology
 - F. Role of the public safety dispatcher
 - G. Resources and referrals
- XVII. Terrorism and Extremist Group Awareness
 - A. Define terrorism
 - B. Domestic terrorism
 - C. International terrorism
 - D. Pre-indicators
 - E. Critical infrastructure
 - F. Information sharing
 - G. Terrorism watch list
 - H. Violent extremists
 - I. Resources
- XVIII. Cultural Diversity and Hate Crimes
 - A. Cultural diversity
 - B. Sexual orientation, gender identity, and expression (SOGIE)
 - C. Hate crimes
 - D. Victimology
 - E. Role of the public safety dispatcher
 - F. Resources

Assignment:

1. In-class reading assignments (5-15 pages weekly)
2. Group skill demonstrations
3. Performance scenarios
4. Quiz(zes) (1-2)
5. POST attendance and participation

Methods of Evaluation/Basis of Grade:

Writing: Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

None

Writing 0 - 0%

Problem Solving: Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Performance Scenarios

Problem solving
15 - 20%

Skill Demonstrations: All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

Group skill demonstrations

Skill Demonstrations
10 - 20%

Exams: All forms of formal testing, other than skill performance exams.

Quiz(zes)

Exams
20 - 35%

Other: Includes any assessment tools that do not logically fit into the above categories.

POST attendance and participation

Other Category
40 - 50%

Representative Textbooks and Materials:

Instructor prepared material.