



MASTER COURSE OUTLINE

A. CRJU 1410 Public Safety Dispatching

B. COURSE DESCRIPTION:

This course will introduce students to a career as a Public Safety Dispatcher, also known as a 9-1-1 dispatcher, with an emphasis on the knowledge, skills, and abilities that are required to have a successful career. This can include, but is not limited to, interpersonal communication, telephone communication skills, exposure to a broad spectrum of technology, computer aided dispatch, and call classification and prioritization. Prerequisites: Assessment score in ENGL0960 or above, or completion of ENGL0950 with a grade of C or higher. Recommendations: Keyboarding skills (30 WPM or higher) **(3 Cr – 2 lect, 1 lab)**

C. Core Theme: Critical Thinking

D. MAJOR CONTENT AREAS:

- Law Enforcement Communications
- Fire Communications
- Emergency Medical Dispatch
- Emergency Radio
- Liability/Accountability
- Crisis Intervention

E. GOAL TYPE, OBJECTIVES, AND OUTCOMES:

<u>GOAL TYPE</u>	<u>OBJECTIVES</u> Students will be able to	<u>OUTCOMES</u> The student will successfully
** <u>Critical Thinking</u>	gather factual information and apply it to a given problem in a manner that is relevant, clear, comprehensive, and conscious of possible bias in the information selected	1. explain the differences between information required for each of the three major branches of Public Safety (police, fire emergency medical).
CS	describe the information required to dispatch police to the many different calls they respond to	1. receive information from calls and dispatch police, providing the necessary information required to have a safe outcome.
CS	describe the information required to dispatch fire to the many different calls they respond to	1. receive information from calls and dispatch fire, providing the necessary information required to have a safe outcome.
CS	describe the information required to dispatch emergency medical personnel to the many different calls they respond to	1. receive information from calls and dispatch emergency medical personnel, providing the necessary information required to have a safe outcome.

CS	describe the information required to dispatch the appropriate personnel to a person in crisis	1. receive information from calls and dispatch the appropriate personnel, providing the necessary information required to have a safe outcome.
----	---	--

F. SPECIAL INFORMATION:

This course may require use of the Internet, the submission of electronically prepared documents and the use of a course management software program. Students who have a disability and need accommodations should contact the instructor or the Student Success Center at the beginning of the semester. This information will be made available in alternative format, such as Braille, large print, or current media, upon request.

G. COURSE CODING INFORMATION: Course Code P/Class Maximum 16; Letter Grade

Revision date:

AASC Approval date: 2/16/16

*Riverland Community College Disciplines	MnTC Goal Number
Communication (CM)	1
Natural Sciences (NS)	3
Mathematics/Logical Reasoning (MA)	4
History and the Social & Behavioral Sciences (SS)	5
Humanities and Fine Arts (HU)	6

**Riverland Community College Core Themes	MnTC Goal Number
Critical Thinking (CT)	2
Human Diversity (HD)	7
Global Perspective (GP)	8
Ethical and Civic Responsibility (EC)	9
People and the Environment (PE)	10

*These five MnTC Goals have been identified as Riverland Community College Disciplines.

** These five MnTC Goals have been identified as Riverland Community College Core Themes.

NOTE: The Minnesota Transfer Curriculum “10 Goal Areas of Emphasis” are reflected in the five required discipline areas and five core themes noted in the Riverland Community College program of study guide and/or college catalog.