

## CERTIFICATE OF ACHIEVEMENT

# Public Safety Dispatcher

The Public Safety Dispatcher Certificate of Achievement is designed to prepare students to meet the skills, needs, and minimum requirements for public safety dispatchers and communications technicians for municipal, county, and state agencies. The curriculum prepares students with a foundation in the basics of criminal law, professionalism and ethics, emergency telephone answering techniques, radio dispatching, radio codes, critical incidents, stress management, and community policing and relations. The skills developed during classes enhance students' knowledge of the criminal justice system and in-depth understanding of written and oral emergency communication, as well as issues pertinent to the dispatch profession, including assessing problems, prioritizing resources, and identifying solutions using good judgement.

To acquire the **Certificate of Achievement in Public Safety Dispatcher**, it is necessary to complete the following courses:

Required Courses		Units	N	IP	C
<b>PAC 071</b>	Public Safety Dispatcher Basic Course	<b>8</b>			
<b>Choose one of the following courses:</b>					
<b>AJ 041</b>	Effective Written Communication for Public Service Personnel	<b>3</b>			
<b>AJ 101</b>	Introduction to Administration of Justice	<b>3</b>			
<b>CORR 101</b>	Introduction to Corrections	<b>3</b>			
<b>HMLD 101</b>	Introduction to Homeland Security	<b>3</b>			
<b>Total units needed for Certificate of Achievement</b>		<b>11</b>			
Units Completed					