

EMERGENCY SERVICES - PUBLIC SAFETY COMMUNICATIONS

ECC's emergency services training programs are designed to teach the fundamentals of several emergency services disciplines.

Emergency services programs train firefighters, emergency dispatchers, and emergency medical technicians—basic and paramedic. These programs are designed to provide students with the entry level knowledge and skills to succeed in their chosen disciplines, including fire science and safety (FSS), emergency medical technician-basic (EMT-B), emergency medical technician-paramedic (EMT-P), and emergency dispatcher (PSC). Students acquire specialized knowledge and skills from current emergency services practitioners. Emergency services training programs also benefit veteran emergency services professionals needing to update their skills and education. All training received within ECC's emergency services training programs complies with local, state, and national certifying agencies; this enables graduates to obtain job-ready certifications.

Entrance Requirements

None

Program Requirements

None

Vocational Specialist

- In addition to the outcomes from the BVS, VS completers will be able to:
- Define and describe each component of the criminal justice system.
- Discuss the uniqueness of policing on a complex society, including the discretion, ethics, and the psychological and physical impact of policing.
- Describe the operation and functions of a Public Safety Answering Point.
- Demonstrate the skills to safely and accurately handle an emergency medical dispatch.

Basic Vocational Specialist

- Describe the role, function and ethics of a Public Safety Telecommunicator.
- Describe the elements and dynamics of interpersonal communications.
- Discuss law enforcement profession, the fire service profession, the emergency medical service profession, the emergency management profession, their major operational functions and how telecommunicators effectively support their efforts.
- Describe how natural and manmade events adversely affect the telecommunications function, and of the

Incident Command System model for emergency scene management.

- Discuss telecommunications practices and the causes of stress within the profession.
- Discuss the legal issues and areas of liability related to Telecommunicators.
- Demonstrate skills to safely and accurately process TTY/TTD emergency and non-emergency calls.
- Demonstrate skills to safely and accurately process emergency and non-emergency calls for service, and apply job-related call taking skills, tasks, and knowledge.

Public Safety Communications - Vocational Specialist

Course	Title	Credit Hours
Summer Semester		
PSC 105	Public Safety Telecommunicator	6
Total		6
First Semester		
CRJ 198	The Police Service	3
ENG 101 or BUS 101	English Composition I or Business Communications I	3
PSC 206	Public Safety Answering Point (psap)	3
PSC 207	Pub Saf Answering Point Application	2
CMS 101	Fundamentals of Speech	3
Total		14
Second Semester		
CRJ 101	Introduction to Criminal Justice	3
CRJ 111	Stress Management in Law Enforcement	3
PSC 208	Emergency Medical Dispatch	3
PSC 209	Pub Saf Answering Point Practicum	3
PSC 211 or PSC 212	Career Management or Legal Aspects/Pub Saf Communications	2
Total		14
Program Total		34

Public Safety Communications - Basic Vocational Specialist

To complete the Illinois Law Enforcement Training and Standards Board recommendations for public safety telecommunication (9-1-1) basic training, students take the following:

Course	Title	Credits
PSC 105	Public Safety Telecommunicator	6
Total Credit Hours		6

Public Safety Communications Courses

All PSC courses numbered 100 and above may be applied to the major field and elective requirement for the Associate in Arts and Associate in Science degrees.

PSC 105 Public Safety Telecommunicator (6) 6,0

A basic course which includes the state training board's recommended curriculum for 9-1-1 telecommunicators (dispatchers). (1.2) Proficiency Credit Available Pass/No Credit Not Available.

In-District Tuition/Fees: \$822 (effective 2023/24 academic year)

In-district tuition rates are subject to change based on Board approval.

Prerequisite: None

Semester(s) Offered: Fall and Spring

PSC 206 Public Safety Answering Point (psap) (3) 3,0

The course pulls together all information for previous PSC courses and integrates it to teach the student the process necessary for information gathering, call processing and method(s), call prioritization, and the composition of standard radio phraseology in accordance with general industry guidelines. (1.2) Proficiency Credit Available Pass/No Credit Not Available.

In-District Tuition/Fees: \$411 (effective 2023/24 academic year)

In-district tuition rates are subject to change based on Board approval.

Prerequisite: Grade of C or better in PSC 105, or consent of program director

Semester(s) Offered: Varies

PSC 207 Pub Saf Answering Point Application (2) .5,3

This course covers the application of knowledge and skills acquired through the PSC 9-1-1 program. The students will develop their skills in information gathering, call processing, call prioritization, radio phraseology and multi-skill tasking in a simulated 9-1-1 center using a Motorola CENTRACOM II radio console and associated equipment. (1.2) Proficiency Credit Available Pass/No Credit Not Available.

In-District Tuition/Fees: \$279 (effective 2023/24 academic year)

In-district tuition rates are subject to change based on Board approval.

Prerequisite: Grade of C or better in PSC 105, or consent of program director

Semester(s) Offered: Fall, Spring and Summer

PSC 208 Emergency Medical Dispatch (3) 3,0

This course provides a comprehensive understanding of the relationship, structure, similarities, and the differences among the components of the Medical Priority Dispatch System (MPDS). It provides a generalist view of various response modes based on availability of resources within the community being served. Topics will include the history, philosophy, and content of the emergency medical dispatch function, the relationship regarding response protocols with law enforcement, fire services and emergency medical services, and it includes the psychological and medico-legal elements, and the medical priority rationale in dispatch protocols. (1.2) Proficiency Credit Available Pass/No Credit Not Available.

In-District Tuition/Fees: \$411 (effective 2023/24 academic year)

In-district tuition rates are subject to change based on Board approval.

Prerequisite: Grade of C or better in PSC 206 and PSC 207 or consent of program director; can concurrently enroll in PSC 209

Semester(s) Offered: Varies

PSC 209 Pub Saf Answering Point Practicum (3) 1,10

This course allows the student to experience the day to day activity of a public safety agency. The agency may be a public (9-1-1 center) agency or a related industry in the private sector. This experience includes rotating shifts and gaining experience in a live environment. (1.2) Proficiency Credit Available Pass/No Credit Not Available.

In-District Tuition/Fees: \$411 (effective 2023/24 academic year)

In-district tuition rates are subject to change based on Board approval.

Prerequisite: Grade of C or better in PSC 206 and PSC 207 and PSC 208 or consent of program director; can concurrently enroll in PSC 208. Must pass a criminal background check by the interning agency and any other requirement of the interning agency

Semester(s) Offered: Varies

PSC 210 Telecommunications Systems and Tech (3) 3,0

This course covers the basic theory of telecommunications equipment and associated systems that are currently being used in the public safety industry and the rules and regulations that determine the operation of that equipment. The rules of entry, modification, cancellation and location procedures for Illinois' Criminal Justice Data Network will be covered. (1.2) Proficiency Credit Available Pass/No Credit Not Available.

In-District Tuition/Fees: \$396 (effective 2023/24 academic year)

In-district tuition rates are subject to change based on Board approval.

Prerequisite: Grade of C or better in PSC 105 or consent of program director

Semester(s) Offered: Varies

PSC 211 Career Management (2) 2,0

This course offers a highly individualized approach to developing career management skills. Students will create resumes, write cover letters, thank you letters, complete job application forms and participate in an employment interview. Consideration will also be given to critical attitudes needed for career success. (1.2) Proficiency Credit Available Pass/No Credit Not Available.

In-District Tuition/Fees: \$264 (effective 2023/24 academic year)

In-district tuition rates are subject to change based on Board approval.

Prerequisite: None

Semester(s) Offered: Varies

PSC 212 Legal Aspects/Pub Saf Communications (2) 2,0

This course covers the legal issues surrounding the 9-1-1 industry which includes terminology, legal processes, Tort liability, Illinois Data Practices Act, and safeguards to minimize vicarious liability for both the employee and the agency and work effectively with officers of the court. (1.2) Proficiency Credit Available Pass/No Credit Not Available.

In-District Tuition/Fees: \$264 (effective 2023/24 academic year)

In-district tuition rates are subject to change based on Board approval.

Prerequisite: None

Semester(s) Offered: Summer

PSC 235 Issues in Pub Saf Communications (.5-3) .5,0

(.5-3, 0) Discussion and analysis of specific topics related to 9-1-1 dispatch centers. Focus of the class will be on day to day issues of telecommunications in the public safety sector and the interaction with the police, courts, fire, corrections, or private security in contemporary American society. Emphasis is on promoting dialogue between students and practitioners from different areas of the criminal justice system and public safety communications systems. Topics will vary. Course is repeatable a total of four times up to 12 credits. (1.2) Proficiency Credit Available Pass/No Credit Not Available.

In-District Tuition/Fees: \$66 (effective 2023/24 academic year)

In-district tuition rates are subject to change based on Board approval.

Prerequisite: Grade of C or better in PSC 105 or consent of program director

Semester(s) Offered: Varies