**COURSE OUTLINE**  
**Consolidated PSAP Operations**

**Course Description**  
CC 208. Consolidated PSAP Operations. 6 hours credit. Prerequisites: CC 100, CC 203, and CC 204 all with a C or better. This course will enable the student to categorize the need for agency-specific response, as well as familiarize the student with Computer Aided Dispatch (CAD) programs used. The student will focus on putting all skills together in a simulated Public Safety Answering Point (PSAP) center. The student will log hours using radio equipment and software that is industry specific. The student will also learn the skills and methods to serve as a certified Communications Training Officer (CTO) for newly hired staff.

**Required Materials**  
3 ring binder for handouts.

**Supplemental Materials**  
Books/manuals from previous classes.

**Butler-assessed Outcomes**  
The intention is for the student to be able to  
1. Demonstrate competency, roles, and performance of basic skills for an emergency tele-communicator.

**Learning Outcomes**  
1. Achieve certification completion as an Emergency Communications Dispatcher.  
2. Achieve CTO certification.

**Learning PACT Skills that will be developed and documented in this course**  
Through involvement in this course, the student will develop ability in the following PACT skill area(s):  
**Analytical Thinking Skills**  
- Critical thinking - Through practice in making choices driven by priority and safety standards that will affect both the practitioner and the public, the student will develop critical thinking skills.

**Major Summative Assessment Task(s)**  
These Butler-assessed Learning Outcome(s) and the Learning PACT skill(s) will be demonstrated by  
1. Completing a final skill drill and knowledge exam.

**Skills or Competencies**
These actions are essential to achieve the course outcomes:
1. Demonstrate effective call control techniques used in emergency call taking.
2. Identify the level of multi-tasking required for telecommunicators.
3. Demonstrate effective radio and CAD computer practice.

Learning Units
I. Maps
   A. Emergency Medical Service (EMS) response zones
   B. Fire response zones
   C. Law response zones

II. Radios-how to talk
   A. Coded speech
   B. Plain speech

III. Standard Operating Procedure (SOP) Law
   A. Phonetic alphabet
   B. Law enforcement terminology

IV. SOP Fire
   A. Correct Supplies
   B. Required Information

V. SOP EMS
   A. Correct supplies
   B. Required information

VI. Radio – how to use/field operations
   A. Channel selection
   B. Channel assignments

VII. Manual dispatch
   A. Complete all dispatch activities without CAD recommendations
   B. Record benchmarks

VIII. CTO introduction
   A. The Communications Training Officer
   B. Adult learning needs
   C. Daily Observational Report/Standardized Evaluation Guidelines (DOR/SEG)

IX. Consolidated operations/CTO (law)
   A. CAD law functions
   B. Radio law functions

X. Consolidated operations/CTO (fire)
   A. CAD fire functions
B. Radio fire functions

XI. Consolidated operations/CTO (EMS)
   A. CAD EMS functions
   B. Radio EMS functions

XII. Consolidated operations/CTO (Manual)
   A. Perform all combined dispatch disciplines without the use of CAD recommendations.
   B. Record benchmarks

XIII. Consolidated operations/CTO (CAD)
   A. Call entry
   B. Call processing
   C. Narrative and descriptions

XIV. Console proficiency -CAD
   A. Successful dispatching in all disciplines
   B. Manual
   C. CAD
   D. High stress environment

Learning Activities
In addition to lecture and hands on training students will utilize simulators, video and audio recordings, and other activities at the discretion of the instructor. These activities may be either face-to-face or online.

Grade Determination
The student will be graded on learning activities and assessment tasks. Graded determinants may include the following: daily work, quizzes, chapter or unit tests, comprehensive examinations, projects, presentations, class participation, and other methods of evaluation at the discretion of the instructor.