

TRANSPORTATION SAFETY INSTITUTE

911 Dispatch Academy

This career pathway sequence of courses will enable you to apply for the Public Safety Emergency Communication Specialist position. Each course is designed to qualify you to recognize the need for fire, medical and police responses to 911 calls. Recognize the role the 911 Telecommunicator plays in applying the principles, practices and standards of care as well as the roles and responsibilities of the 911 emergency call taker.



Recommended 911 Dispatch Academy Course Sequence:

1. 911 Dispatch Academy (60 hours) September 10, 2019 through October 12, 2019
Tuesdays and Thursdays 6:00 p.m.-9:00 p.m. and
Saturdays 9:00 a.m.-3:00 p.m.
Rockville Campus, Mannakee Building
Course #: SFT 087
\$800 + \$170 fee = \$970; Non-MD Residents add \$400

This 60 hour Academy includes topics such as:

- The Basic Emergency Telecommunicator Course and Exam
- Suicide Caller/Intervention Techniques/Stress Management
- Domestic Violence/Excited Delirium
- Customer Service for 911 Professionals/Skills & Abilities Required
- Active Assailant (Shooter)

2. Cardiopulmonary Resuscitation (CPR) Certification November 2019
3. Emergency Medical Dispatcher (EMD) Certification November 2019
4. Emergency Fire Dispatcher (EFD) Certification November 2019
5. Emergency Police Dispatcher (EPD) Certification November 2019

