

**EMERGENCY
TELE-
COMMUNICATOR
COURSE - NAED**

**COURSE
SYLLABUS**

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COURSE DESCRIPTION

When combined, the sophomore, junior and senior classes in this course mirror the nine week officer's basic certification course at the South Carolina Criminal Justice Academy.

The Emergency Tele-Communicator Course, through the Academy of Emergency Dispatchers located in Salt Lake City, Utah, is a 40 hour course that provides the student the opportunity to receive the National Certification as an Emergency Tele-Communicator. This certification is required for all dispatchers once hired in South Carolina and before being hired in most states in the South East.

The course takes the student through Police, Fire and EMS requirements, scenarios, problem areas, legal liability, ethical dilemmas, stress and how to recognize and handle it, radio frequencies, current developments in cell phone and cell tower technology and controlling the caller.

INSTRUCTIONAL PHILOSOPHY/DELIVERY PLAN

The instructor in this course will instruct students using visual, auditory and tactical methods to ensure that all students learning styles are addressed, that all course material and techniques are tactically, legally and medically sound, that all course material is up to date and in line with all current case law and legal updates, that all parents and students' questions and concerns are addressed in a timely manner.

Students are expected to meet all goals set forth in the course curriculum. The students will be tested by both written exams and practical skill demonstrations to ensure mastery of course materials. Any student that fails to meet the standard for a particular goal or skill will have one opportunity to retake the exam or skill to receive a preset passing grade.

Fifty percent of instructional delivery will consist of lecture, note taking, handouts, power point presentations and viewing of video and DVD presentations. The other fifty percent of instructional delivery will consist of viewing demonstrations and practical skill techniques, practicing hands on practical skill techniques with corrections coming from the instructor and other students.

Students will also be required to perform work outside the classroom that will be turned in each quarter. This assignment will count as a homework grade on the student's final average. The students will also be required to perform community service either with the class with transportation to the location or on their own with a project of their choosing with the instructor's prior approval. The student will also receive an Employability Rating that will assess their job skill rating as an employee. A Daily Grade Sheet is also maintained on each student, by the instructor, on each student to assist with the Employability Rating.

COURSE GOALS

Upon successful completion of the Emergency Tele-Communicator Course the student will be able to:

1. Prepare for and pass the NAED ETC National Certification Exam with a score of 80% or higher
2. Be able to recognize a 911 caller who is in distress and needs assistance
3. Be able to help callers who speak a foreign language
4. Recognize the child caller who is calm but is also unable to psychologically handle the situation they are witnessing
5. Direct calls for service to the EMS and Fire agencies when appropriate
6. Control a caller who is a level 3 or higher on the distress scale
7. Correctly handle an ethical dilemma in a scenario set up by NAED

RESOURCES

Materials required by student:

1. Pen and/or pencil
2. NAED Tele-Communicator course manual (student purchases)

Materials provided

1. Job shadows at dispatch centers in the Anderson, Greenville and Pickens Counties
2. All power points for course manual
3. NAED Certified Instructor
4. All testing materials
5. Proctor for tests and evaluations that are mailed to be graded by NAED in Utah

ANCHOR PROJECT

The students will job shadow at a local dispatch center in Anderson, Greenville and Pickens Counties. They will attend during school and after school hours to experience the call volume and call type versus the time of day and day of the week. Each student will keep a ledger of the days events and transfer them to their journals upon returning to class. The students will then participate in a group discussion concerning the events that took place on their job shadow and compare the working conditions, the opinions of the dispatchers they observed and their preconceived ideas versus what they found out.

The students will be assisted in this training by members of the local law enforcement agencies.

ASSESSMENT PLAN

Written Tests

- Multiple Choice
- True / False
- Essay
- Matching

Practical Skill Tests

- Skill Demonstration
- Verbal Questioning
- Verbal Explanation

Employability Rating Scale

Unexcused absence, tardy, food or drink in classroom, no participation, damaging school property, excessive talking, disrespectful towards teacher, disrespectful towards other student, not following instructions, fighting/safety violation, unprepared for class, disrupting class, cheating, lying, contraband, using electronic device in class, other

Homework

The student will be assigned approximately 100 vocabulary words at the beginning of the semester. These words are specific to the level of the course the student is currently taking. The students will also receive a word documentation sheet which they will fill out and turn in for credit on each word. The student is responsible for turning in 25 words per quarter.

Students who miss a written, practical skill test must be prepared to complete the test upon the first day returning to class. Students who are absent for extended periods of time due to injuries or sickness, will meet with the instructor prior to returning to class to set up a schedule/date to take the test. Students who fail to turn in out of class assignments will received a notation on their Daily Grade Sheet and will be required to turn in the assignment the next time the class meets. Any student who fails a test will be allowed to retest with a maximum grade of 75%.

STUDENT EVALUATION

Quarterly Grades

| | |
|-----------------------------|-------------------|
| Practical and Written Tests | 60% - Major Grade |
| Employability Rating | 20% - Minor Grade |
| Homework | 20% - Minor Grade |

Semester Grades

| | |
|---|-----|
| 1 st and 2 nd or 3 rd and 4 th Quarter Grades | 80% |
| Mid-Term and Final Exam | 20% |

Final grades will be based on the Anderson District 1 & 2 CTC scale:

90 – 100 A 80 – 89 B 70 – 79 C 60 – 69 D 0 – 59 F

COURSE SEQUENCE/CREDIT FOR LAW ENFORCEMENT Introduction - I - II

The following courses comprise 4 units of credit

1. Law Enforcement I – Introduction 10th graders
2. Law Enforcement II – 11th graders
3. Law Enforcement III – 12th graders
4. Emergency Tele-Communicator – 12th graders
5. Forensics – 12th graders