

911 Dispatcher Training

Orientation

AGENDA

- Welcome
- Introduction of Speakers
- 911 Dispatch as a Career
 - Skills required
 - A day in the life of a Dispatcher
 - Scheduling (shift work, average salary, FT vs. PT, etc.)
- Gateway's Integrated Program – CritiCall, APCO and SAVE 911
- Job Outlook
- Next Steps in the Process
 - Scheduling and taking the assessment
 - Scoring the Assessment
 - Registering and paying for the program
- Q & A
- Tour of 911 Training Center

911 Dispatcher Basic Job Qualifications

- U.S. citizen
- Minimum age - 18
- Driver license
- Good driving record
- Good physical condition
- High school diploma
- No felony convictions
- Vision correctable to 20/20
- Good verbal and written communication skills
- React quickly and effectively to stressful situations
- Able to work evenings, weekends, and holidays
- Ability to keyboard/type XX words per minute
- Knowledge and skills in operating computer systems
- Clear and concise speech
- Ability to handle several tasks simultaneously
- Ability to perform essential functions of this position
- Ability to pass performance tests involving keyboarding & listening skills

911 Dispatcher Assessment & Training

Assessment Modules

Decision Making
Data Entry
Data Entry with Audio
Call Summarization 1
Call Summarization 2
Cross Referencing
Cross Referencing with Audio
Character Comparison
Memory Recall
Memory Recall-Numeric with Audio
Prioritization
Map Reading
Spelling
Sentence Clarity
Reading Comprehension

Gateway Student Services

Elkhorn/Burlington Student Services

262-741-8300

Kenosha Student Services

262-564-2300

Racine Student Services

262-619-6300

Training Topics

Introduction to Your New Career
Interpersonal Communication
Telephone Communications Techniques:

Call Processing
Telephony – Traditional Technology
Telephony – Emerging Technology
Telephony – TTY
Telematics
Computer Aided Dispatch (CAD) and
 Related Technologies
Radio Communication Techniques
Radio Technology
Call Classification
NIMS Incident Command System
Liability Issues
Preparing for Your New Career

911 Dispatcher Training

Assessment Schedule

CritiCall Assessments are by appointment only.

Please call Kurt Lois at 262-564-2532 to make an appointment.

Assessments are offered at the following gateway Campuses: Burlington, Elkhorn, Racine and Kenosha. You must register and pay for the assessment at Student Services at any of the Gateway Technical College campuses listed below. You may call to register ONLY if you are paying by credit card.

You will receive your test scores immediately; however, the scores must be reviewed by Gateway to determine if you are eligible to register for the training program. You will be notified regarding your eligibility to register for the training within two business days after completing your assessment.

911 Dispatcher Training

Fall 2011

Training Dates

Public Safety Telecommunicator 1

Pre-requisite: none.

Program length: 24 hours

October 24 through November 1, 2011

Class meets Monday, Tuesday, and Thursday evenings, 6-9:30 pm and Saturdays 8 am–2:30 pm.

Course cost: \$324 Includes text

Class meeting dates:

Monday 10/24

Tuesday 10/25

Thursday 10/27

Saturday 10/29

Monday 10/31

Tuesday 11/1

Public Safety Telecommunicator 2

Pre-requisite: Public Safety Telecommunicator 1 Program length: 24 hours

November 3 through November 12, 2011

Course cost: \$235

Class meets Monday, Tuesday, and Thursday evenings, 6-9:30 pm and Saturdays 8 am–2:30 pm.

Thursday 11/3

Saturday 11/5

Monday 11/7

Tuesday 11/8

Thursday 11/10

Saturday 11/12

Completion of both courses is required for APCO and U.S. Dept. of Homeland Security's NIMS Incident Command System certifications.

Courses are not available for registration until after you take the CritiCall assessment and receive an approval to register.