

CTE Course Description and Standards Crosswalk

Course Information	
Course Name	Emergency Communication (Dispatch)
Course Number	81160
Number of High School Credits	1.0
Sequence or CTEPS (You must first have the Sequence or CTEPS entered into the EED-CTE system.)	Emergency Communications (Dispatch)
Date of district Course Revision	December 2015
Career & Technical Student Organization (CTSO)	
CTSO embedded in this sequence	Skills USA, HOSA
Occupational Standards	
Source of Occupational Standards	States Career Cluster Initiative
Names/Numbers of Occupational Standards	Law, Public Safety, Corrections and Security; Emergency and Fire Management (LWPB)
Registration Information	
Course Description (brief paragraph – as shown in your student handbook or course list)	This course introduces students to the technologies involved in emergency communications. Students will learn call processing, telephony, computer aided dispatch and radio communication techniques. Students will learn the fundamentals of the Incident Command System as it relates to emergency communications.
Instructional Topic Headings (please separate each heading by a semi-colon)	Telecommunication Careers, Current Issues in 911 Industry, Communication Skills, Emergency Call Receiving Skills, Computer Aided Dispatch, Map Reading Skills, Resources Available to Call Takes, 911 Technology and Equipment, Police, Fire and Medical Communications, Legal Responsibility of Telecommunicator, Crisis Intervention Methods (Suicidal, Domestic Violence, Abuse and Mental Illness calls), Stress Management, Safety, CTSO Involvement, Employability Skills.
Summative Assessments and Standards	
Technical Skills Assessment (TSA)	Yes
Course addresses:	National Emergency Communications Certification (NECC)
New Alaska ELA and Math Standards	Yes
Alaska Cultural Standards	Yes
All Aspects of Industry (AAI)	Yes
Core Technical Standards	Yes
Employability Standards	Yes
Employability Standards	
Source of Employability Standards	State of Alaska
Tech Prep	
Current Tech Prep Articulation Agreement? (Y/N)	No
Date of Current Agreement	
Postsecondary Institution Name	

DISTRICT NAME: Matanuska Susitna Borough School District

Postsecondary Course Name	
Postsecondary Course Number	
# of Postsecondary Credits	

Additional CTE Course Information

Author	
Course developed by	Steven Krueger, Mandy Grinnell
Course adapted from	
Date of previous course revision	None
Course Delivery Model	
Is the course brokered through another institution or agency? (Y/N)	No

Standards Alignment

Student Performance Standards (Learner Outcomes or Knowledge & Skill Statements)	Specific Occupational Skills Standard	Common Technical Core Standards	New Alaska ENG/LA Standards	New Alaska Math Standards	Alaska Cultural Standards	Employability/ Career Readiness Standards	All Aspects of Industry/ Systems	Assessment
Understand Telecommunication Career basics	LWPB08	LW-ENF 2 CRP 1 CRP 10	SL 11-12 1-6 WHST 11-12.4 RST 11-12.3,4, L 11-12 6,	MP 4	B 2	A 2,5	Technical Skills	NECC
Understand current issues and changes in 911	LWPB08 &09	LW-ENF 2 CRP 5	SL 11-12 1-6 WHST 11-12.4 RST 11-12.3,4, L 11-12 6	MP 5	B 2	A 2,5	Technical Skills Technology	NECC
Develop effective communication skills	LWPB01	LW-EFM 1 CRP 4	SL 11-12 1-6 WHST 11-12.4 RST	MP 6 MP 8	B 2 &4	A 2,5	Technical Skills	NECC

DISTRICT NAME: Matanuska Susitna Borough School District

Student Performance Standards (Learner Outcomes or Knowledge & Skill Statements)	Specific Occupational Skills Standard	Common Technical Core Standards	New Alaska ENG/LA Standards	New Alaska Math Standards	Alaska Cultural Standards	Employability/ Career Readiness Standards	All Aspects of Industry/ Systems	Assessment
			11-12.3,4, L 11-12 6					
Understand basic emergency call receiving skills	LWPB 01, 09	LW- ENF 2 LW-EFM 1 CRP 4 CRP 2	SL 11-12 1-6 WHST 11-12.4 RST 11-12.3,4, L 11-12 6	MP 6 MP 8	B2	A 2,5	Technical Skills	NECC
Become familiar with Computer Aided Dispatch (CAD)	LWPB 03, 09	LW- ENF 2	SL 11-12 1-6 WHST 11-12.4 RST 11-12.3,4, L 11-12 6,	MP 5	B2	A 2,5	Technical Skills Technology	NECC
Demonstrate basic map reading skills and apply knowledge to help speed emergency resources.	LWPB 02, 03, 09	LW-ENF 2	SL 11-12 1-6 WHST 11-12.4 RST 11-12.3,4, L 11-12 6	MP5	B2 E 2	A 2,5	Technical Skills	NECC
Recognize different types of resources available to call takers.	LWPB 01, 02, 03, 04, 06, 09	CRP 1	SL 11-12 1-6 WHST 11-12.4 RST 11-12.3,4, L 11-12 6	MP1	B2	A 2,5	Technical Skills	NECC
Understand 911 technology and equipment	LWPB 03, 09	LW-EFM 3	SL 11-12 1-6 WHST 11-12.4 RST 11-12.3,4, L 11-12 6	MP 5 MP 8	B2	A 2,5	Technical Skills	NECC
Understand Police, Fire, and Medical Communications	LWPB 01	LW-ENF 2 HL-HI 1 CRP 4	SL 11-12 1-6 WHST 11-12.4 RST 11-12.3,4, L 11-12 6	MP1 MP 6	B2	A 2,5	Technical Skills	NECC
Understand the legal responsibility of a telecommunicator	LWPB07	HL-HI 1 LW- EFM 7	SL 11-12 1-6 WHST 11-	MP1 MP 6	B2	A 2,5	Technical Skills	NECC

DISTRICT NAME: Matanuska Susitna Borough School District

Student Performance Standards (Learner Outcomes or Knowledge & Skill Statements)	Specific Occupational Skills Standard	Common Technical Core Standards	New Alaska ENG/LA Standards	New Alaska Math Standards	Alaska Cultural Standards	Employability/ Career Readiness Standards	All Aspects of Industry/ Systems	Assessment
			12.4 RST 11-12.3,4, L 11-12 6	MP8				
Understand Crisis Intervention methods when dealing with Suicidal, Domestic Violence, Abuse, and Mental illness calls.	LWPB 01, 02, 09	LW- EFM 09 CRP 5	SL 11-12 1-6 WHST 11-12.4 RST 11-12.3,4, L 11-12 6	MP 1 MP 6 MP 8	B2	A 2,5	Technical Skills	NECC
Understand Stress management and wellness of the telecommunicator.	LWPB 02, 05, 08	CRP 3	SL 11-12 1-6 WHST 11-12.4 RST 11-12.3,4, L 11-12 6	MP 6	B2	A 2,5	Technical Skills	NECC
Demonstrate communication skills through simulated police, fire, EMS, and crisis calls.	LWPB 01,02, 09	LW- EFM1 CRP 8	SL 11-12 1-6 WHST 11-12.4 RST 11-12.3,4, L 11-12 6	MP 6 MP 8	B 2	A 2,5	Technical Skills	NECC
Investigate Careers in Emergency Communications, research job opportunities in Alaska.	LWPB 08	CRP 10	SL 11-12 1-6 WHST 11-12.4 RST 11-12.3,4, L 11-12 6	MP 6	B 2, 3, 4	A 2,5 B 1-5	Technical Skills Labor Work Habits	NECC
Demonstrate safe use of tools and equipment in the workplace.	LWPB 05, 07, 08, 09	CRP 3	SL 11-12 1-6 WHST 11-12.4 RST 11-12.3,4, L 11-12 6	MP 8	B 2,4	A 2,5	Technical Skills Health/Safety	
Participate in CTSO (SkillsUSA, HOSA, BPA) practicing leadership skills.	LWPB 06, 08	CRP 1, 2, 4, 12	SL.11-12.1, L.11-12.6	MP 1, 3, 5, 6	B 2,4	A 1-7 B 1-5	Technical Skills Labor Work Habits	
Learn, model and develop employability skills (punctuality, work ethic, integrity, honesty, etc).	LWPB 01-09	CRP 1	SL 11-12 1-6 WHST 11-	MP 1, 3, 5, 6	B 2,4	A 1-7 B 1-5	Technical Skills	

DISTRICT NAME: Matanuska Susitna Borough School District

Student Performance Standards (Learner Outcomes or Knowledge & Skill Statements)	Specific Occupational Skills Standard	Common Technical Core Standards	New Alaska ENG/LA Standards	New Alaska Math Standards	Alaska Cultural Standards	Employability/ Career Readiness Standards	All Aspects of Industry/ Systems	Assessment
			12.4 RST 11-12.3,4, L 11-12 6,				Labor Work Habits Planning	

Instructional Resources

List the major instructional resources used for this course: (websites, textbooks, essential equipment, reference materials, supplies)

International Academies of Emergency Dispatch- <http://www.emergencydispatch.org/CertETCCourse>

Priority Dispatch - <https://courses.prioritydispatch.net/> (ETC; EMC; EFC; EPC)

APCO, INTL - <https://www.apcointl.org/training-and-certification.html>

National Emergency Communications Certification <http://www.911trainer.com/content/certification-tf>