

All hours shown are Minimum Requirements.
Course hours do NOT include Exams, Practical Exercises, or Range Qualification.
Topics in plain text are suggestions only.
Bold text is mandated in the Regulations.

CENTRAL STATION DISPATCHER SUBJECTS (38E)

4 Hours

I. Duties and responsibilities

- A. Introduction
- B. Skills and Requirements
- C. Role of the Central Station Dispatcher
- D. Ethics and Conduct
- E. Liability
- F. Central Station Requirements of Local Ordinances
- G. Verification of Alarm

II. Communications skills

- A. Interpersonal Communications
- B. Telephone and Radio Communications
- C. Dealing with Clients under Stress
- D. Interaction with Public Safety Agencies

III. Emergency procedures

IV. Written examination