

PUBLIC SAFETY TELECOM (PST)

PST 328 Technical Writing for Public Safety Communicators (3)

An introduction to the basic concepts for professional writing. Emphasis on writing skills necessary for the preparation of standard operating procedures, training documents, and related materials.

PST 110 Introduction to Public Safety Communications (3)

An introduction to telephone and radio communications skills, interpersonal communications, and basics of call handling, legal issues in public safety communications and technologies for the telecommunicator. This course will provide the information necessary to understand the job of a public safety telecommunicator and is the foundation to begin working in police, fire, EMS or combined service communications center.

PST 115 Emergency Medical Dispatching (3)

This course is designed to prepare the student to receive a call requesting assistance for emergency medical services (EMS) and allocate community resources in response to such request. Upon course completion, the student will be qualified to provide pre-arrival medical instructions to the caller, and post-dispatch information to the responding agencies.

PST 221 Role in Hostage Negotiations (3)

This course is designed to provide the student with the principles required for critical thinking to deal with a hostage situation until a highly trained negotiator assumes control.

PST 311 Interpersonal Communications (3)

Introduction to the basic concepts of interpersonal communications and oral communications necessary for the public safety telecommunicator to interact with public safety personnel and citizens of the community. Techniques to overcoming barriers, achieving effective communications, handling difficult callers, listening effectively, and resolving conflicts will be addressed.

PST 312 Legal Issues in Public Safety Communication (3)

An overview of legal issues impacting the public safety communication and telecommunication industry. The course will present a series of case studies which present a rational prospective of the liability exposure of the public safety telecommunicator. The course shall provide the legal principles and processes that, when adhered to, should guide toward minimizing liability exposure.

PST 313 Introduction to Crisis Intervention (3)

The critical principles in support of crisis intervention and techniques for handling domestic violence, potential suicide, hostage, and civil unrest situations as a public safety communicator.

PST 314 Introduction to Weapons of Mass Destruction (3)

The basic principles needed to respond to a Weapons of Mass Destruction (WMD) event. The course will present the role and responsibilities of the public safety telecommunicator in recognizing and dispatching assistance for aid while maintaining documentation of calls for assistance resulting from a WMD incident.

PST 323 Human Resource Management in Public Safety Communications (3)

An overview of Human Resource Management issues including principles of human resources, federal employee regulations, and Americans with Disabilities Act.

PST 325 Management Principles in Public Safety Communications (3)

An overview of basic management principles, including organizational theory, operational models, supervision, evaluations, and steps for effective leadership.