

1 APPENDIX B – TRAINING SYLLABUS

Equipment & Technology

Network Security (2.1.3)

This topic is addressed in our curriculum at the following location:

Computer Aided Dispatch (CAD) Equipment (2.1.1)

This topic is addressed in our curriculum at the following location:

Radio Equipment (2.1.1)

This topic is addressed in our curriculum at the following location:

Telephone Equipment (2.1.1)

This topic is addressed in our curriculum at the following location:

Automatic Number and Location Identification (ANI/ALI) & Error Reporting (2.1.2)

This topic is addressed in our curriculum at the following location:

Class of Service (Wireline, Wireless Phase 0, 1, 2, VoIP, etc.) (2.1.2)

This topic is addressed in our curriculum at the following location:

Wireless Device Activations (automatic fall detection, satellite texting, crash notification) (2.1.2)

This topic is addressed in our curriculum at the following location:

Text-to-911 Processing (2.1.2)

This topic is addressed in our curriculum at the following location:

Integrated or Standalone TTY Equipment, Video Relay Services (2.1.1)

This topic is addressed in our curriculum at the following location:

Failure Operations (Phone, CAD & Radio) (2.1.1)

This topic is addressed in our curriculum at the following location:

Procedures and Techniques for Call Receiving

Accurate & Precise Location Identification (2.2.1)

This topic is addressed in our curriculum at the following location:

Call Categorization & Prioritization (2.2.2)

This topic is addressed in our curriculum at the following location:

Minimum Information to Process a Call (6 W's) (2.2.3)

This topic is addressed in our curriculum at the following location:

Reporting Party Interview Techniques (Type of Callers, Customer Service, Active Listening) (2.2.4)

This topic is addressed in our curriculum at the following location:

Call Transfer (2.2.5)

This topic is addressed in our curriculum at the following location:

Caller and Scene Safety (2.2.6)

This topic is addressed in our curriculum at the following location:

Documentation (2.2.7)

This topic is addressed in our curriculum at the following location:

Crisis Intervention Training (2.2.9)

This topic is addressed in our curriculum at the following location:

Special Situations (Domestic Violence, Suicidal, End of Life Events) (2.2.8)

This topic is addressed in our curriculum at the following location:

High Risk/Low Frequency Events (2.2.8)

This topic is addressed in our curriculum at the following location:

Behavioral Health and Crisis Events (2.2.9)

This topic is addressed in our curriculum at the following location:

Missing Persons and Related Alerts (2.2.10)

This topic is addressed in our curriculum at the following location:

Procedures and Techniques for Dispatching

Minimum Information to Dispatch a Call (2.3.1)

This topic is addressed in our curriculum at the following location:

Radio Speech & Etiquette (2.3.2)

This topic is addressed in our curriculum at the following location:

Phonetic Alphabet (2.3.3)

This topic is addressed in our curriculum at the following location:

Dispatch Updates (2.3.4)

This topic is addressed in our curriculum at the following location:

Unit Tracking (2.3.5)

This topic is addressed in our curriculum at the following location:

Field Responder Safety Considerations (2.3.6)

This topic is addressed in our curriculum at the following location:

Policies and Procedures

WA Public Safety Telecommunicator Certification Overview (2.4.1)

This topic is addressed in our curriculum at the following location:

Professionalism, Respect, Civility (2.4.2)

This topic is addressed in our curriculum at the following location:

Continuity of Operations Plans (2.4.3)

This topic is addressed in our curriculum at the following location:

Agency and Personal Liability in Public Safety (2.4.4)

This topic is addressed in our curriculum at the following location:

Public Records Act & Confidentiality (2.4.5)

This topic is addressed in our curriculum at the following location:

Health and Wellness

Stress Management (2.5.1)

This topic is addressed in our curriculum at the following location:

Resiliency (2.5.1)

This topic is addressed in our curriculum at the following location:

Compassion Fatigue (2.5.1)

This topic is addressed in our curriculum at the following location:

Critical Incident Stress Management and Debriefing (CISM/CISD) (2.5.1)

This topic is addressed in our curriculum at the following location:

Employee Assistance Program (2.5.2)

This topic is addressed in our curriculum at the following location: