

# MONTGOMERY COLLEGE

# SAFETY INSTITUTE

Workforce Development and Continuing Education | Fall 2020

## 911 Dispatch Academy

Recognize the roles and responsibilities the 911 Telecommunicator plays in applying the principles, practices, and standards of care when servicing 911 calls. Get questions answered including: What is the difference in fire, medical, or police responses to 911 calls? What do I need to know to become a 911 Dispatcher?



### Part 1. 911 Dispatch Academy

This basic course will enable the student to recognize the need for fire, medical or police responses to 9-1-1 calls. The student will learn the role the 911 Telecommunicator plays in applying the principles, practices and standards of care when servicing 911 calls as well as learning the roles and responsibilities of the 911 emergency call taker. This course includes preparing for and sitting for the Emergency Telecommunicator Exam for certification.

**Course: SFT087** CRN: 25158 September 8-October 10 6-9 p.m. (Tues. & Thurs.)  
Rockville Campus, Mannakee Building 9 a.m.-3:30 p.m. (Sat.)  
\$800 + \$170 fee = \$970; NMR add \$400  
Includes Emergency Telecommunication Course and Exam

### Part 2. Preparing for a 911 Dispatch Position

This basic course will prepare the student for applying for the 911 Dispatch position. The student will learn relevant skills for Interviewing, Keyboarding, and Map Reading as it relates to the 911 Emergency Telecommunicator. Students will participate in hands-on training, answering realistic simulated calls for Police, Fire, and Medical calls to learn and apply the principles, practices and standards of care utilized by the 911 Emergency Telecommunicator.

**Course: SFT116** CRN:25443 October 17, 21, 24 8:30 a.m.-5 .pm.  
Rockville Campus, Mannakee Building  
\$100 + \$300 fee = \$400; NMR add \$225

### Part 3. CPR/AED

**Course: CPR084** CRN: 25260 October 19 5:00-9:00 p.m.  
Gaithersburg Business Training Center  
\$45 + \$35 fee = \$80; NMR add \$50



Please note that these courses are scheduled to be held in-person according to social distancing guidelines. If necessary, we are prepared to move part 1 to an online format.

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