

DISPATCHER TELECOMMUNICATIONS, CERTIFICATE OF PROFICIENCY

A course of study that will prepare students to work in call centers operated by municipalities, private police, security firms or other public safety agencies. Public safety telecommunications operators (or dispatchers), work with the police, emergency medical personnel and fire departments to direct first-responder services when they are needed in critical situations.

This course is designed to prepare the student to work in a public safety dispatch office or telecommunications setting in the State of Arkansas. Introduces the concept of telecommunications 911 dispatching, including roles, responsibilities and basic job duties.

Students who successfully complete 90% of all classes and laboratories, earn a grade of 70% or better, and pass a criminal background check (no felony convictions), will also have the opportunity to be certified as a "Police Dispatcher" by the Arkansas Commission on Law Enforcement Standards and Training (CLEST). Students will be responsible for cost of criminal background check.

This certificate of proficiency may be applied to the Technical Certificate in Law Enforcement and the Associate of Applied Science degree with an emphasis in Law Enforcement.

Curriculum

The matrix below is a sample plan for all coursework required for this program.

Code	Title	Hours
LE 1003	Introduction to Law Enforcement	3
LE 1113	Ethics in Law Enforcement	3
LE 2133	Dispatcher Telecommunications	3
Total Hours		9

To receive a Certificate of Proficiency, application must be made to the Office of Student Services. Students must be currently enrolled to request a Certificate of Proficiency be awarded.