

# Certificate Requirements

(A total of 21-22 units are required for the Public Safety Dispatch Certificate)

## Required Courses

<b>CJT 296</b>	Public Safety Dispatch	4-5 units
<b>ADMJ 120</b>	Introduction to the Criminal Justice System	3 units
<b>ADMJ 123</b>	Introduction to Community Policing	3 units

### Choose 3 units from the following courses:

<b>CISA 110</b>	Introduction to Microcomputers	3 units
<b>CISA 160</b>	Database Systems	3 units
<b>CISA 165</b>	Spreadsheets	3 units
<b>CISA 170A</b>	Keyboarding 1	1 unit
<b>CISA 186</b>	Beginning Word Processing	2 units

## Physical Ed/Health Requirement

**A total of 2 unit**

See the course list in the current catalog for acceptable classes to meet the A.S. degree requirement.

## Certificate Electives

### Choose 6 units from the following courses:

<b>ADMJ 121</b>	Introduction to Criminal Law	3 units
<b>ADMJ 122</b>	Introduction to Criminal Procedures	3 units
<b>CJT 302</b>	Criminal Justice Skills & Knowledge Modules	.5-5 units

Napa Valley College  
Criminal Justice Training Center  
2277 Napa-Vallejo Highway  
Napa, CA 94558



NAPA VALLEY COLLEGE

# 911 Dispatcher Certificate of Achievement

## Criminal Justice Training Center

2277 Napa-Vallejo Highway  
Building 1000  
Napa, CA 94558



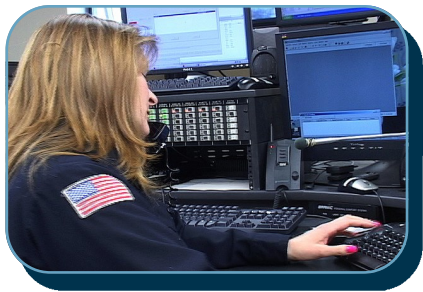
Telephone: (707) 256-7700

Fax Number: (707) 256-7709

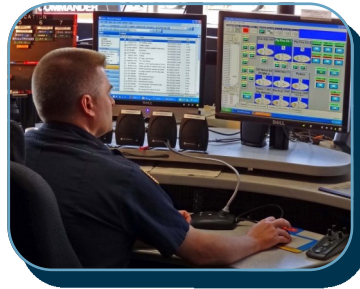
[www.nvccjtc.org](http://www.nvccjtc.org)

# Basic Dispatch Course

9-1-1 Dispatchers, also known as Police Dispatcher, Public Safety Dispatcher, Communications Technician and other similar names, are typically employees of a municipal Police Department or County Sheriff's Department. Dispatchers are civilian employees of the Department who answer 9-1-1 emergency calls for police, fire and medical assistance. Dispatchers work shift work, seven days a week including weekends and holidays. The job is extremely challenging and can be very rewarding. There is tremendous career potential for talented Dispatchers in California.



All Dispatcher training is certified by the Commission on Peace Officer Standards and Training. Dispatchers in California must complete the Basic Dispatch Course within the first twelve months of employment. The Criminal Justice Training Center offers this course to those students interested in pursuing a career as a 9-1-1 Dispatcher. Completing this course is an excellent way to explore the career and to learn more about this exciting job.



Students will learn about criminal law, professionalism and ethics, emergency telephone answering techniques, radio dispatching, radio codes, critical incidents, stress management, community policing and relations, and much more.

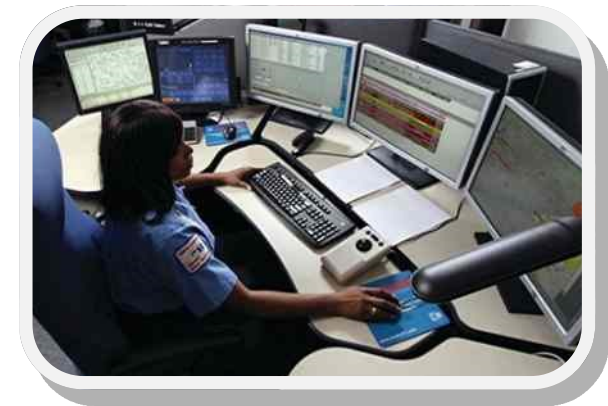
## Student Learning Outcomes:

- Demonstrate oral and written communication skills.
- Summarize and discuss in written form, Issues pertinent to the dispatch profession.
- Comprehend and retain factual and technical information related to the profession.
- Assess problems, prioritize resources, and identify solutions using good judgment.

This is a highly interactive class requiring full participation. The class is 136 hours scheduled over eighteen weeks. Students must attend each session of the course to receive POST certification. Some outside reading and study is required. Graduates receive a certificate of achievement.

## Requirements:

- Attend each class and miss no more than six hours.
- Achieve an overall score of at least 80%.
- Participate in learning activities and a variety of simulations.



The POST 9-1-1 Dispatcher Course is offered three times per year. For students who are not yet hired as a Dispatcher, we recommend the evening extended format that begins each August and January. For students who are hired by a law enforcement agency and already working as a Dispatcher, we recommend the intensive format.

Students may now register for this course using the normal college registration process. Registration fees are established by the State of California and are subject to change. There is also a course materials fee required which includes all books required for the course.