



Pennsylvania State Fire Academy

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Minimum Standard for Accreditation (MSA)

July 1992

Course Title: Public Safety Communications Concepts and Principles (PSCP)

Length of Course: 16 Hours

Lecture/Lab Breakdown: 14/2

Prerequisites: None

Referenced Text: None

Course Goal: Participants will be able to implement the field proven concepts and principles of public safety communications operations, either as an operator or supervisor. Or the participant, as a user, will have an understanding of communications operations to improve overall system utilization.

Description of Course: Course participants will be provided the opportunity to learn the basic management principles, operations concepts of communications and the impact systems, procedures and external influences have on communications operations.

Description of Methodology to be used: (Brief) Class is presented in a lecture format with ample opportunity for class participation and discussion based on experiences or questions generated from course material. The course is presented in logical format for the purpose of developing individual SOP's, a retraining and training program, and an opportunity to share operational experiences regardless of size or complexity of operations.

Student Equipment/Supply Needs: Notebook, pen or pencil

Equipment/Audiovisual/Supply requirements: Chalkboard or flip chart; overhead projector with screen, tape recorder

continued

COURSE OUTLINE
(General - Not Detailed)

<u>Time</u>	<u>Content</u>	<u>Instructor Notes</u>
2 Hours	Introduction	Class Participation
3 Hours		Concepts
Discussion		Open
3 Hours		Personnel Management
Discussion		Open
3 Hours	Training	Open
Discussion		
3 Hours	Operations	Class Participation
2 Hours		Conclusion/Summary
		Q and A

Competency Evaluation Mechanism (Brief description-attach copy): There is no formal evaluation. Success is based on student participation and activities.

Course Objectives (specific): The participant will:

1. Be able to recite the four functions of communications.
2. Be able to list at least two functions of the dispatcher.
3. Demonstrate the common methods of access and discuss the advantages.
4. List three specific skills for recruitment and selection.
5. List six stressors of the occupation.
6. List three items of consideration in the work environment.
7. Describe the various characteristics of radio signals.
8. Describe the various roles of the dispatcher in relation to the system operations.
9. Be able to develop and deliver a structured training program to improve the effectiveness and efficiency of the communications, both internally and externally.

Questions/Comments: Rita Wessel, Curriculum Specialist: Extension 106
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