



Peace Officer Standards and Training

Instructional Subject: *Allied Agencies*

Unit Goal: The student will become proficient in the knowledge of Allied Agencies.

Dispatcher	<u>Performance Objectives:</u> Upon completion the student will be able to
X	A. Define What is an allied agency
X	B. Demonstrate knowledge of State and local law enforcement agencies
X	C. Understand other State agencies
X	D. Understand Courts of Nevada
X	E. Understand Federal agencies
X	F. Understand Non-law enforcement/ non-government agencies



Peace Officer Standards and Training

Instructional Subject: *Amber Alert*

Unit Goal: The student will become proficient in the knowledge and application of AMBER Alerts

Dispatcher

X

X

X

X

X

Performance Objectives: Upon completion the student will be able to

A. Identify the categories of missing/abducted children

1. Family Abduction (FA)
2. Nonfamily Abduction (NFA)
3. Lost, Injured or Otherwise Missing (LIM)
4. Endangered Runaway (ERU)
5. Throwaways (Classified under ERU)

B. Knowledge of AMBER Alert origin

C. Understand AMBER Alert national strategy and participation

D. Knowledge of the components and requirements for activation of an AMBER Alert

E. Understand the role of the dispatcher/tele communicator



Peace Officer Standards and Training

Instructional Subject: *Call Taking Part One*

Unit Goal: The student will become proficient in the knowledge of and application of call taking.

Dispatcher
X
X
X
X
X
X
X

Performance Objectives: Upon completion the student will be able to

- A. Knowledge of the types of answering points
- B. Identify the methods of handling a call
- C. Understand the essential features of an enhanced 9-1-1 system
- D. Identify the skills needed to be a successful call taker
- E. Knowledge of potentially dangerous situations
- F. Understand the importance of group or team dynamics
- G. Understanding of active listening and interviewing skills



Peace Officer Standards and Training

Instructional Subject: *Call Taking Part Two*

Unit Goal: The student will become proficient in the knowledge of call taking.

Dispatcher

X

X

X

X

Performance Objectives: Upon completion the student will be able to

- A. Knowledge of the key information that must be obtained on a call**
 - 1. Location
 - 2. Type of Incident
 - 3. Severity or seriousness
 - 4. Time lapse
 - 5. Weapons
 - 6. Injuries
 - 7. Alcohol or drug use
 - 8. Assaultive or threatening behavior
 - 9. Location of caller, victim or witness
 - 10. Description of persons, vehicles, or travel
- B. Understand how to properly terminate a call**
- C. Understand how call taking affects responder safety**
- D. Knowledge of the philosophy of intervention with different types of callers**



Peace Officer Standards and Training

Instructional Subject: *Critical Incidents*

Unit Goal: The student will become proficient in the knowledge of critical incidents.

Dispatcher
X
X
X

Performance Objectives: Upon completion the student will be able to

A. Define critical incidents

B. Understand critical incidents and critical incident stress

C. Understand officer involved critical incidents:

1. Fatal incidents

2. Rollovers and head-on accidents

3. Shootings

4. Hazardous materials

5. Bomb calls

6. Domestic violence

7. Fights

8. Suicidal subjects



Peace Officer Standards and Training

Instructional Subject: *Dispatch Basics*

Unit Goal: The student will become proficient in the knowledge and application of basic dispatcher functions.

Dispatcher
X
X
X
X

Performance Objectives: Upon completion the student will be able to

- A. Demonstrate an understanding of the history of dispatch, radios and 9-1-1.
- B. Understand the role and traits of a law enforcement dispatcher
- C. Understand basics of dispatch responsibilities
- D. Understand the importance of your role as a Public Safety Dispatcher in the law enforcement community.



Peace Officer Standards and Training

Instructional Subject: *Effective Communication*

Unit Goal: The student will become proficient in the knowledge and application of effective communication.

Dispatcher
X
X
X
X

Performance Objectives: Upon completion the student will be able to

- A. Define communication
- B. Identify the elements of communication
- C. Identify the most effective form of communication
- D. List the six barriers to effective communication



Peace Officer Standards and Training

Instructional Subject: *Ethics*

Unit Goal: The student will become proficient in the knowledge and application of ethics.

Dispatcher
X
X
X
X
X
X
X

Performance Objectives: Upon completion the student will be able to

- A. Understand the essential characteristics for professional success
- B. Define and understand ethics
- C. Define and understand morals and principles and how they are developed
- D. Understand how to develop ethics in the workplace
- E. Understand how to make ethical decisions
- F. Identify the causes of unethical behavior
- G. Understand the value of teams and groups and the necessary components of them



Peace Officer Standards and Training

Instructional Subject: *Liability*

Unit Goal: The student will become proficient in the knowledge of liability.

Dispatcher	
X	<u>Performance Objectives:</u> Upon completion the student will be able to
X	A. Understand the importance of liability
X	B. Understand the basics of civil liability law
X	C. Identify the concepts of liability
X	D. Understand liability related terminology
X	E. Identify and understand the 4 elements of proof and duty <ol style="list-style-type: none"> 1. Legal duty 2. Breach of duty 3. Proximate Cause 4. Civil injury with damages
X	F. Understand liability as it relates to the performance of a dispatchers duties
X	G. Knowledge of areas of supervisory liability
X	H. Knowledge of areas of potential liability
X	I. Understand the importance of risk management in liability
X	J. Knowledge of the liability in training



Peace Officer Standards and Training

Instructional Subject: *NCJIS/NCIC Basic Overview for Dispatchers*

Unit Goal: The student will become proficient in the knowledge and application of NCJIS and NCIC.

Dispatcher	
X	Performance Objectives: Upon Completion the student will be able to
X	A. Identify and understand the role of CJIS
X	B. Identify and understand what CJI (Criminal Justice Information) is
X	C. Understand what Criminal History Record Information (CHRI) contains
X	D. Knowledge of the penalties if the databases are used improperly
X	E. Knowledge of the restrictions in accessing these systems
X	F. Define what National Criminal Information Center (NCIC) is and how it is used <ol style="list-style-type: none"> 1. Identify the goals of NCIC 2. Understand the types of information available through NCIC 3. Knowledge of the property files contained in NCIC 4. Knowledge of the persons files contained in NCIC 5. Understand the proper way and necessary information to make an entry in NCIC 6. Understand the process of making an inquiry within NCIC
X	G. Identify and understand what the Nevada Crime Justice Information System (NCJIS) is and what it contains
X	H. Knowledge and understanding of International Justice and Public Safety Network (NLETS) <ol style="list-style-type: none"> 1. Knowledge of the registration information available through NLETS 2. Knowledge of the other transactions that can be obtained through NLETS 3. Understanding of the ability to communicate with other countries through NLETS 4. Understand the process for hit confirmations
X	I. Identify JLink

Peace Officer Standards and Training

Instructional Subject: *NCJIS/NCIC Basic Overview for Dispatchers*

Dispatcher
X
X

J. Identify JLClient

K. Identify N-DEX



Peace Officer Standards and Training

Instructional Subject: *Providing Excellent Customer Service*

Unit Goal: The student will become proficient in the knowledge and application of providing excellent customer service.

Dispatcher
X
X
X
X
X

Performance Objectives: Upon completion the student will be able to

- A. Understand the influencing factors to customer service treatment
- B. Knowledge of who the public safety customers are
- C. Identify the duties of a public safety dispatcher
- D. Understand the repercussions of unsatisfactory customer service
- E. Understand and identify ways to improve customer service in the dispatch center



Peace Officer Standards and Training

Instructional Subject: *Radio Usage*

Unit Goal: The student will become proficient in the knowledge and application of radio usage.

Dispatcher
X
X
X
X
X
X

Performance Objectives: Upon completion the student will be able to

- A. Knowledge of the nations 9-1-1 system
- B. Knowledge of the policies and procedures
- C. Understand the basic rules for voice operations
- D. Knowledge of agency resources
- E. Knowledge of the radio codes
- F. Knowledge of the phonetic alphabet



Peace Officer Standards and Training

Instructional Subject: *Stress and Burnout*

Unit Goal: The student will become proficient in the knowledge of stress and “burnout”.

Dispatcher
X
X
X
X
X

Performance Objectives: Upon completion the student will be able to

- A. Define stress
- B. Identify and understand the types of stress
 1. Homeostasis
 2. Overload stress
 3. Deprivational stress
 4. Occupational stress
- C. Identify the signs of excessive stress
- D. Understand and identify the warning signs and symptoms