

Telecommunications

TC110 Introduction to Public Safety Telecommunications

Cr-3

This is an introductory course designed to establish the basic skills needed to be a public safety telecommunicator. Students will learn the various topics, knowledge, and actions that will ultimately provide the foundation for employing sound telecommunicator procedures and techniques. Upon successful completion of this course, students will receive certification for APCO institutes public safety telecommunicator course which meets industry accepted national basic training standards for public safety telecommunicator's.

TC112 Customer Service in Public Safety Telecommunications

Cr-3

This course builds on skills learned in TC110 Introduction to Public Safety Telecommunications. This course addresses all aspects of customer service in the field of public safety telecommunications. The course focuses on delivering quality customer service to the variety of individuals that receive services. Additionally, the course will focus on active listening and working as part of a team. Prerequisites: TC110 Introduction to Public Safety Telecommunications.

TC290 Public Safety Telecommunications Internship.

Cr-3

This course promotes an interest in public safety telecommunications for students pursuing a related course of study. It reinforces academic concepts through practical work experience, assists in making career choices, and provides familiarity with the work of public safety telecommunications. Students participate in a minimum of 90 hours of field experience at an agency(s) with telecommunication operations. Attendance and participation in seminar discussion are mandatory. Permission of the Internship Director is required. Prerequisites: TC110 Introduction to Public Safety Telecommunications and CJ106 Ethics in Criminal Justice.