

TACTICAL DISPATCH FOR THE TELECOMMUNICATOR

Course Description

In today's communication centers, the need for Tactical Dispatchers is increasing. Agencies are sending their 9-1-1 Telecommunicators into field situations to staff communications vehicles for a variety of incidents. In this course, Telecommunicators will be given information on tactics and resources used in the field. This hands-on, interactive workshop will allow participants to learn new methods, discuss changing trends, and practice with exercises and group discussions. Topics will include: How ICS & NIMS apply to Tactical Dispatching, on scene roles and responsibilities, proper use of common field communication technology, mutual aid for Emergency Communications and continued education & training.

Course Objectives

- Understand the Federal Government ICS & NIMS structure and the TD role in them
- Learn the proper ICS & NIMS forms and practice using them
- Explore the various on-scene roles and responsibilities
- Review the wide variety of Dispatch equipment and vehicles being used
- Participants will receive direct training and hands on practice of tools and techniques used in Tactical Dispatch

Course Audience

This course is designed for Telecommunicators who are looking to perform the duties of a tactical dispatcher. It also would be beneficial for Supervisors or Managers who are looking to implement a Tactical Dispatch program at their agency.

Course Prerequisites

None

Course Materials

- National Incident Command System Forms (201,205,211,214,309)
- FEMA IS-144 Telecommunicator Emergency Response Taskforce
- <https://emilms.fema.gov/IS144/index.htm>

Student Expectations

All electronic devices are to be turned off before the start of class. Cheating will not be tolerated and the student will receive a failing grade. Please be courteous to the instructors and your fellow participants.

Classroom Etiquette

The classroom is a forum for the exchange of ideas. During the course of the term, questions and/or statements may be made that can and will stimulate different points of view. Everyone has the right to express himself or herself and to be heard. Responses to varying opinions will be respectful and responsible. Class participants will treat their classmates with dignity and respect, both inside and outside the classroom.

Attendance Policy

NENA offers all participants certificates of completion for our courses. Attendance is critical. Therefore, no more than 10% or 45 minutes, of class time may be missed. It is strongly suggested that participants missing any time contact the instructor and make suitable arrangements to pick-up missed materials.

Academic Integrity

The National Emergency Number Association (NENA) supports a strict policy on academic integrity. Participants are responsible for their own work, including preparation of papers, presentations, and taking any examinations that might be part of the course work. Cheating and plagiarism will not be tolerated and certification will not be issued.

Course Schedule

#	Unit of Instruction	Hours
1	Orientation & Introductions	0.5
2	ICS & NIMS Refresher	1.0
3	Incident Action Plans & FEMA Forms	1.0
4	On Scene Roles & Responsibilities	1.0
5	Tactical Dispatch Equipment	1.0
6	Field Communications & Interoperability	1.0
7	Mutual Aid for Communications	1.0
8	Review & Knowledge Assessment	0.5
	Total	7.0