



Professional Standards

This course speaks to the significance of professional standards for public safety dispatchers as they combine customer service philosophies, mission/vision statement, and quality assurance to deliver the highest standards of service to the community.

Under the instruction provided by a qualified instructor(s) each student will achieve the following learning outcomes:

- Identify opportunities for positive community engagement and interaction.
- Identify various behaviors that are consistent with the 6 Pillars of Character
- Justify how their mission/vision statement supports the function, purpose, and reason for existence of their dispatch center.

Presented by:



Anthony Alvo, a highly experienced law enforcement professional and educator, brings a wealth of knowledge to the courses he facilitates for Kim Turner, LLC. With nearly two decades of experience as a police officer, 9-1-1 dispatcher, and educator Anthony creates a synergistic classroom experience whether it is online or in person. Anthony holds a POST Advanced Dispatch Certificate, a bachelor's in criminal and social justice, and a master's in education specializing in adult learning.

ONLINE

September 9, 2024
0800-1200 hours PST



CCN: 1301-28161-24-001
NM: NM240149
POST Plan NA
Tuition \$149
Students receive 4-hours of CPT.

