

PROFESSIONAL STANDARDS

DATE

Monday, August 17, 2026

TIME

0800 – 1200 PST

DELIVERY

Live Virtual (Online)

Designed for public safety dispatchers, trainers, leads, and supervisors.

COURSE DESCRIPTION

This course addresses the significance of professional standards for public safety dispatchers by combining agency mission and vision statements, quality assurance philosophies, and community engagement practices to deliver the highest standards of service. Through interactive group activities and scenario-based assessments, participants examine the ethical foundations of public safety work and develop actionable strategies for sustaining professionalism across their centers.

LEARNING OBJECTIVES

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

COURSE TOPICS

- Professional Standards and Ethics
- Six Pillars of Character
- Law Enforcement Code of Ethics
- Agency Mission and Vision Statements
- 21st Century Policing and Community Engagement
- Quality Assurance and Accountability
- Customer Service in Public Safety

TUITION

\$199 per attendee

REIMBURSEMENT

Eligible for CalOES ATA

YOUR INSTRUCTOR

Anthony Alvo

Vice President of Operations, Kim Turner, LLC



POST-certified instructor and U.S. Marine Corps veteran with over two decades in law enforcement, 9-1-1 dispatch, and public safety education. Former Police Officer with LAPD and Chino PD. Public Safety Dispatcher III with Chino PD and San Bernardino County Sheriff's Department. Currently teaches POST-approved courses at Golden West and Rio Hondo Community Colleges. Holds an M.A. in Education and a B.A. in Social and Criminal Justice.