

EMERGENCY COMMUNICATIONS



Job and Salary Outlook

Washburn Tech developed this program in response to a local, critical need for emergency dispatchers. According to the Kansas Department of Labor, the average salary for an entry-level dispatcher in Shawnee County is \$15.35 an hour or \$31,928 annually. The average was \$18.09 an hour or \$37,627 annually.

Entry Requirements

Students are required to meet the minimum score on the ACT WorkKeys assessment test. A score of 4 in both Reading and Math is required. Other assessments can be accepted in place of WorkKeys. Please see a Washburn Tech recruiter for details. Students must complete an application, undergo a background check, submit a copy of all transcripts and provide two positive work-related references.

Certifications

- Certified NIMS 101
- CPR

Dispatchers form the vital link between callers in distress and emergency responders. As a 911 dispatcher, you receive incoming emergency calls, prioritize those calls based on the nature of the emergency, provide instructions on life-saving medical interventions and dispatch the proper personnel. Effective and well-trained dispatchers reduce response times and help save lives. Emergency communications is a new, high-energy program that is highly rewarding and in high-demand.

Learning at Washburn Tech

This two-semester program provides graduates with the necessary telecommunications skills and knowledge to be effective in serving the public's needs as part of the local law enforcement, emergency preparedness or any other dispatch system. Our 19-credit-hour program includes classroom and clinical instruction including contact hours with dispatchers from both county and city law enforcement offices. Upon successful completion, you will receive a technical certificate from the Kansas Board of Regents and be prepared to take the NIMS certification exam. You must be 18 years of age to take the exam.

CONTACT US:

785.670.2200
877.588.7140

For more programs, enrollment and course schedule information, please contact Admissions. Financial Aid is available to those who qualify.

Washburn University Institute of Technology

5724 SW Huntoon St., Topeka, Kansas 66604 | 785.670.2200 | washburntech.edu



EMERGENCY COMMUNICATIONS

Course Descriptions

Dispatch: students learn the roles and responsibilities of a dispatcher; training includes collecting necessary information, use of voice to calm and de-escalate situations, determining when to refer to other agencies and learning the resources available

Intro to Emergency

Management: provides an overview of the skills needed at the community and state levels for emergency operations

Dispatch Protocols: provides an introduction to protocols relating to emergency communications

Dispatch Clinical: students spend a minimum of 45 contact hours working with dispatchers at the county and city law enforcement offices, handling calls as well as well as working with fire dispatchers

Emergency Communications:

provides an overview of basic emergency communications equipment and operating procedures; specialized equipment used specifically for emergency communications such as alert, paging and interagency radio, telephone and computerized equipment; use of emergency communications equipment; professional responsibilities and career opportunities

First Aid/CPR: provides an introduction to basic first aid and includes CPR certification; provides the basic information and skills needed to meet the American Heart Association standards; students use the information learned in this course to help them determine when the call should be transferred to Emergency Medical Services

Advanced Dispatch: builds on the competencies learned in the Dispatch Course; students will learn to determine how to work with other agencies, route calls to the appropriate agency, multi-task and make good decisions

Advanced Dispatch Clinical: students spend a minimum of 90 contact hours working with dispatchers at the county and city law enforcement offices, handling calls as well as working with fire dispatchers

<input checked="" type="checkbox"/> CHECKLIST
<input type="checkbox"/> Meet with recruiter
<input type="checkbox"/> Take entrance exam*
<input type="checkbox"/> Submit transcript(s)
<input type="checkbox"/> Pay enrollment fee
<small>*some exceptions apply</small>

TOTAL 2017-2018 PROGRAM COSTS (ESTIMATED) - HIGH SCHOOL

Enrollment fee	\$20
Tuition	FREE
All other fees	\$432
TOTAL	\$452

ADDITIONAL ESTIMATED CHARGES

Tools/Books Estimate*	\$100
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TOTAL 2017-2018 PROGRAM COSTS (ESTIMATED) - ADULT

Enrollment fee	\$50
Tuition	\$2,394
All other fees	\$432
TOTAL	\$2,876

ADDITIONAL ESTIMATED CHARGES

Tools/Books Estimate*	\$100
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* A list of required tools/books is on a separate sheet of paper and on our website, WashburnTech.edu. Students also will need to purchase supplies such as (but not limited to) pens/pencils, notebooks/paper, three-ring binder, etc. Students may purchase them at the vendor of their choice.



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KanTRAIN is a WIOA Title I-financially assisted program and is therefore an equal opportunity employer/program which provides auxiliary aids and services upon request to individuals with disabilities by calling 711 or 800-766-3777 Voice/TTY.

Kansas Technical Re-training Among Industry-targeted Networks (KanTRAIN) grant project of \$11,997,957 is 100% funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The U.S. Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability or ownership.



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