

911 & EMERGENCY SERVICES COMMUNICATIONS (ESC)

About the Program

This eight-month certificate program will provide you with principles and skills to effectively manage the public and work in emergency services and perform under stressful conditions. An emergency services communicator is often the first person involved in responding to members of the public during times of distress and crisis. Your training will combine professional knowledge and practical scenarios related to the important role of 911 and emergency communicators. You will learn how to record and analyze data received from calls, and how this critical information can direct the response to an incident. This program uses blended and online strategies across our curriculum to deliver innovative and flexible learning.

Upon completion of required hours and professional exams, you will have the opportunity to qualify for the Public Safety Telecommunicator certificate offered by the Association of Public Safety Communications Officials (APCO).

Graduates of Ontario Police Foundations programs are eligible to receive four courses as credit towards the 12 courses required for the certificate in Emergency Services Communications.

Credential Awarded

Ontario College Certificate

Duration

2 Semesters (8 Months)

Starts

January, September

Program and Course Delivery

This program is offered online. Students learn remotely and do not need to come to campus. Online learning can be synchronous – scheduled class time with professors – or asynchronous – no scheduled class time, with all learning independent.

Your Career

Graduates of the program can explore the following career options:

- An emergency communications operator or dispatcher
- Police, fire, emergency medical services
- Private police, security, alarm response or other public safety agencies

Program of Study

Course Code	Course Name	Weekly Hours
Semester 1		
COM101 or COM111	Communicating Across Contexts Communicating Across Contexts (Enriched)	3
ECP110	Introduction to Public Safety Communications	4

ECP121	Communications and Conflict Management	3
ECP130	Law for Communications Operators	3
ECP141	Communication Centre Technology	2
ECP150	Ethical Considerations for Telecommunicators	3

Semester 2		
ECP210	Health and Stress Management	2
ECP220	Police Communications Procedures	3
ECP230	Fire Communications Procedures	4
ECP240	EMS Communications Procedures	3
ECP250	Crisis and Emergency Management	3
PSY100	Introduction to Psychology	3
plus: General Education Course (1)		3

Program Learning Outcomes

This Seneca program has been validated by the Credential Validation Service as an Ontario College Credential as required by the Ministry of Colleges and Universities.

As a graduate, you will be prepared to reliably demonstrate the ability to:

- Explain the role and responsibilities of an emergency response call taker/dispatcher.
- Communicate in a manner that demonstrates customer service skills and an assertive and professional approach to call taking.
- Manage calls using emergency telecommunications hardware/software.
- Assess and control calls using crisis management techniques.
- Demonstrate critical thinking, problem solving, and decision making in given simulated emergency situations.
- Demonstrate multitasking in role-plays of emergency calls.
- Prepare legal documentation and reports.
- Demonstrate and explain effective stress management techniques.
- Apply the knowledge of legal issues, ethics and relevant legislation to the role of an emergency call taker.
- Assess communications equipment for malfunction and perform minor maintenance.
- Demonstrate effective radio communication knowledge and procedures.
- Demonstrate crisis-handling techniques
- Explain the roles and responsibilities of the call taker in a range of disasters and emergencies.
- Interpret the Fire Marshall's Office communicator standards.
- Obtain patient history and communicate to ambulance responders.
- Recognize policy, procedures and legislation unique to emergency medical services.

Admission Requirements

- Ontario Secondary School Diploma (OSSD), or equivalent, or a mature applicant (<https://www.senecapolytechnic.ca/registrar/canadian-applicants/admission-requirements/mature-applicants.html>)
- English: Grade 12 C or U, or equivalent course

Canadian citizens and permanent residents may satisfy the English requirements for this program through successful Seneca pre-admission

testing. (<https://www.senecapolytechnic.ca/registrar/canadian-applicants/admission-requirements/mature-applicants.html>)

Recommended upgrading for applicants who do not meet academic subject requirements. (<https://www.senecapolytechnic.ca/registrar/canadian-applicants/admission-requirements/upgrading-options.html>)

Pathways

As a leader in academic pathways, we offer a range of options that will allow you to take your credential further in another Seneca program or a program at a partner institution.

To learn more about your eligibility, visit the Academic Pathways (<https://www.senecapolytechnic.ca/pathways.html>) web page.

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