



**Santa Cruz Consolidated
Emergency Communications Center**

495 Upper Park Road
Santa Cruz, California 95065
(408) 471-1000 Fax (408) 471-1010

Michael J. McDougall
General Manager

9-1-1 FIRE
POLICE
MEDICAL

**COMMUNICATIONS TRAINING
POLICY/PROCEDURE**

Policy No.: 8112
Date Issued: February 26, 1998
Date Revised:

APPROVED: _____


General Manager, SCCECC

SUBJECT: TRAINING ACADEMY - EQUIPMENT TRAINING

All newly hired entry-level dispatchers are required to complete a designated training academy. The goal is to provide new employees with a comprehensive orientation to equipment used.

1.0 Learning Objectives:

- 1.1 The student will have a basic understanding of use and functions of the telephone system.
- 1.2 The student will have a basic understanding of the use and functions of the radio system.
- 1.3 The student will know how to troubleshoot common radio problems and the procedure for reporting equipment trouble.
- 1.4 The student will demonstrate a basic knowledge of Windows programs and know how to maneuver in a Windows environment.
- 1.5 The student will know the location and use of available resources and resource materials.
- 1.6 The student will locate crash carts, identify various dispatch cards and demonstrate their use.

2.0 Topics:

2.1 Communications Equipment and Technology.

2.1.1 Communications equipment will involve an overview and demonstration of various equipment used by dispatchers including, but not limited to, the telephone system, radio system, printers, and fax machines.

2.1.2 Communications technology will include an overview of types of systems and how they interrelate, and communication regulations.

2.2 Computer Aided Dispatch (CAD)

2.2.1 This topic will provide an overview of computer components and Windows operating environments. Specific instruction will be provided for call taking and radio dispatching as it applies to CAD.

2.3 Resources, Referrals and Manual Operations.

2.3.1 This section will provide an overview of tangible and abstract resources available to dispatchers.

2.4 Manual Operations will provide a tour and instruction for activation of the Alternate Site.