

# FIRE PROTECTION TRAINING GUIDE - DISPATCH CLERK - EMERGENCY COMMAND CENTER 4020.30

(No. 8 May 1999)

INDIVIDUAL PROFESSIONAL TRAINING - DISPATCH CLERK - EMERGENCY COMMAND CENTER							
Course			Participant Time Frames			Prerequisites	Notes
Title	Hours	Location	When	Requirement	Frequency		

## JOB REQUIRED

### *Job Required Within First Year - Dispatch Clerk - Emergency Command Center*

Emergency Command Center Operations - CDF	160	CDF Academy	Within 1 year of assignment to the ECC	CDF Policy	One time training	Current ECC assignment or selection to fill an anticipated vacancy within 12 months.	(1)
EEO/Workplace Free of Discrimination/Sexual Harassment	8	Academy, Unit	8 hrs during initial year of employment	CDF Policy Mandated	4 hours every 2 years thereafter	None	(*)

**162.00 Total Hours Job Required Within First Year - Dispatch Clerk - Emergency Command Center**

## JOB ENHANCEMENT

Public Safety First Aid - CDF	26	Unit					
Sudden Infant Death Syndrome	[1]	Unit/Station					
Child and Elder Abuse W&I 15630	[1]	Unit/Station					
Communicable Disease Awareness	[4]	Unit/Station					
Public Safety CPR - CDF	8	Unit					
First Responder Awareness -Haz-Mat	4	Region/Unit					
Incident Dispatcher - ICS	24	Region/Unit					

Course			Participant Time Frames			Prerequisites	Notes
Title	Hours	Level	When	Requirement	Frequency		
Dispatch Recorder D-110	24	Unit/Zone Region					
Introduction to Telecommunications	40	General Services					
Emergency Medical Dispatcher	24	Region/Unit			Refresher every 2 years	CPR	

**150.00 Total Hours Job Enhancement Training**

NOTES: (\*) = New Department policy  
 (----) = Subject Area Taught in the Course Listed Above  
 (1) = All students should be familiar with the Emergency Command Center Procedures Handbook - Procedures 1, 3, 5, 6, 7, 8, and 9. Participants must also have demonstrable computer skills and basic exposure to console operations, alarm handling, resource identification, agency/interagency orientation, principles of status keeping, and protocol.

[\(see Next Section\)](#)

[\(see HB Table of Contents\)](#)

[\(see Forms and Form Samples\)](#)