PENSACOLA STATE COLLEGE

Department of Allied Health

**911 Public Safety Telecommunicator Program
(911 Emergency Dispatcher)**

Program Information Packet

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PLEASE READ THIS MATERIAL CAREFULLY!

The purpose of this program is to prepare students for the state certification exam and employment as a 911 emergency dispatcher (Public Safety Telecommunicator) for police, fire, and Emergency Medical Services. Content includes ethics; role of the telecommunicator; standard operating procedures; relationship to field personnel; command levels; message center layouts; performance aids; overview of emergency agencies; functions and terminology; use of correct words and grammar; types of communications equipment, functions and terminology; malfunctions and maintenance agreements; proper, correct telephone and dispatching procedures and techniques; cooperation and reciprocal agreements with other agencies; communication rules (federal, state, local); emergency situations and operating procedures; emergency medical dispatch procedures; leadership and human relations skills; and health/ safety including CPR.

Class Schedule

This is a one semester program with starts in August (fall) or as needed. Please apply early, as acceptance is based on a first completed, first seated standard. You will be notified when a seat is available for you, so it is important that you keep us informed of any changes to your contact information.

Once you have applied, all official communication from Pensacola State College will be sent via Pirate Email. Go to www.pensacolastate.edu and click on the Pirate icon to learn how to access and use Pirate Email.

Class Schedule

Month	Class Days	Class Hours	Location of Class
In addition to these designated classroom hours, students, ***when approved to do so by program director***, will schedule hours in dispatch centers.			
Fall & Spring	Lecture	Monday 5p-9:00p	Warrington Campus
	Lab	5p-9:30p	
	Clinical	Schedule with student: M, T, W, F, S, Su	At local dispatch centers

Course hours are set by the Florida Department of Health and the Florida Department of Education. Attendance is strictly enforced. You cannot miss several classes and still complete the course. Please plan ahead accordingly.

Each class will include lecture, lab and work at dispatch centers in Escambia and Santa Rosa counties. In addition, occasional weekend class dates will be required. Weekend dates will be announced at the beginning of the program.

The program is designed to continue for 16 weeks. Actual time may vary, based upon the college calendar.

Program Costs

Course Number: EMS0000C, 8 vocational credits*.

Tuition:
Florida Residents:
8 vocational credits x $ 81.87 = $ 654.96, tuition only

Alabama Residents:
8 vocational credits x $ 82.87 = $ 662.96, tuition only

* No textbooks are required for this course. Course materials will be provided in class

Additional Costs:
Lab fee: $ 130.00
CPR Certification   45.00, plus the cost of a text book

Total Approximate Costs, Florida Residents $ 829.96
Total Approximate Costs, Alabama Residents $ 837.96

Application Process:

It is your responsibility to make sure all requirements are on file in the Health Admissions Office in Building 3600 on the Warrington Campus. Please apply as early as possible. It will take some time to receive and post transcripts, for example. It is to your advantage to contact Health Admissions (484-2210) to ensure your file is complete.

How to apply:

Apply to Pensacola State College. Do this online at www.pensacolastate.edu. Click on quick links, then applications and forms. If this is your first application to Pensacola State College, there is a $30 application fee. Complete "Request for Transcript" forms for your high school and every college you have attended, and mail to each school or college. These forms are also available online, under Quick Links.

1. If you have attended Pensacola State College before, but it has been over one year, you must complete the online application to update your file. There is no fee to do this.

2. Make sure all official transcripts are ordered.

3. Complete the Health-related application, at the back of this information packet. This form must be mailed or brought to the Health Admissions office on Warrington Campus. There is no fee for this application. Be sure to check "911 Public Safety Telecommunicator (Emergency Dispatcher)."

4. Completion of steps 1 – 3 will place you on the applicant list.

If you do not complete all requirements within one year following the submission of your application, you will be dropped from the applicant list. Once all admission requirements are met, you will be moved to the Candidate list, ranked by the date of completion of your final

admission criterion. Students for the next available class are selected in rank order from the Candidate list.

To be placed on the Candidate list:

1. Schedule and complete the TABE examination. A 10th grade score must be achieved prior to completion of the program in order to graduate.

2. Have an overall 2.0 GPA on high school and college transcripts.

3. Have official transcripts on file with Pensacola State College

When all the requirements in steps 1-3 have been met you will be moved to the candidate list, ranked by the date you completed the final requirement. It is from the candidate list that slots for the program are offered. You will be notified by mail and Piratemail regarding your acceptance to the program so please keep that information current. You must attend a mandatory orientation upon being offered a seat in the 911 Public Safety Telecommunicator Program.

Certification

Upon successful completion of all graduation requirements, the student will be eligible to take the Florida Public Safety Telecommunicator examination.

State law requires exam applicants to verify that they are free of physical or mental defect, alcohol or substance abuse. Once you are accepted into the program, you will complete a background check and drug screen.

A Drug Screen and Background check will be completed by all candidates accepted for the program. If information received from either the drug screen or background check indicates arrests in the past, you will be asked to schedule an appointment with the department head and the program director. Convictions and positive drug screens may prohibit your ability to attend clinical sessions and your ability to become certified as a Public Safety Telecommunicator (PST).

Convicted felon _and_ nolo contenders: If you are a convicted felon, or plead nolo contendere, you will not be allowed to complete the 911 Emergency Dispatcher Program

Students with any questions regarding the felony rule should contact the Program Director.

Remember to keep us informed of any address changes that you put on the Health Programs application.

Upon your initial application to the college, you will be assigned a "Pirate Mail" email address. All official information from the college will be distributed by Pirate Mail.

Please remember to check your Pirate Mail frequently!

Pensacola State College does not discriminate on the basis of race, ethnicity, national origin, gender, age, religion, marital status, disability, sexual orientation or genetic information in its educational programs and activities. For inquiries regarding nondiscrimination policies, contact the office of Institutional Diversity at (850) 484-1759, Pensacola State College, 1000 College Blvd., Pensacola, Florida 32504.

PENSACOLA STATE COLLEGE

Application for Health Related Programs

Student ID Number (**Required**)   Last Name   First   Middle and/or Maiden

Mailing Address:_____

Number & Street (apt # if applicable)   City   State   Zip Code

Check the program(s) you want to apply for and return this form to the Health Program Admissions Office at 5555 West Highway 98, Pensacola, FL 32507; or fax it to (850) 484-2375. You may check multiple programs.

✓	Program	Start Dates		
X	911 Public Safety Telecommunicator (Emergency Dispatcher)_	Jan		Aug
	Career Mobility – Licensed Practical Nurse (LPN) to Registered Nurse ⇨Florida LPN License required		May	
	Career Mobility –Paramedic to Registered Nurse ⇨ Florida Paramedic License required		May	
	Certified Nursing Assistant	Jan	May	
	Certified Nursing Assistant (CNA) to Licensed Practical Nurse ⇨Florida CNA License required			Aug
	Dental Hygiene		May	
	EKG Technology Program		May	
	Emergency Medical Technician (EMT) ⇨CPR Certification required	Jan	May	Aug
	Health Information Management			Aug
	Medical Information Coder/Biller Certificate			Aug
	Health Services Management	Jan	May	Aug
	Health Unit Coordinator			Aug
	Medical Assisting			Aug
	Medical Office Administration	Jan	May	Aug
	Medical Records Transcribing	Jan		Aug
	Nursing (A.D.) R.N.	Jan		Aug
	Nursing (A.D.) R.N. ⇨Weekend/Evening Option – See Information Packet for specifics	Jan		
	Paramedic ⇨Florida EMT License Required			Aug
	Perioperative Nursing ⇨Registered Nursing License required			Aug
	Pharmacy Technician		May	
	Phlebotomy	Jan		Aug
	Physical Therapist Assistant			Aug
	Practical Nursing	Jan	June	
	Radiography		June	
	Sonography	Jan		
	Surgical Technology			Aug
	Veterinary Technology			Aug

I understand that this application DOES NOT GUARANTEE admission into a health-related program and certify that the information is correct knowing that falsification of information could lead to dismissal if I am accepted into the program. I also understand that I must keep Pensacola State College informed of my current address and telephone number by submitting a Student Record Change Form at any Student Affairs Office or online in my Spyglass account.

_____   _____

Date   Signature of Health-Related Program Applicant