

Curriculum

	Credits
Fall Semester	
EN 101 English Composition	4
IT 102 PC Applications	3
PSC 101 Introduction to Public Safety Communications	3
PSC 102 Seminar in Public Safety Communications	3
PY 105 Introduction to Psychology	3
	16
Spring Semester	
EN 120 Communications	3
PSC 201 Advanced Public Safety Communications	3
PSC 270 Public Safety Communications Internship	4
PY 205 Crisis Intervention	3
	13
TOTAL CREDITS	29

Specific Admission Requirements

Incoming students must demonstrate that they are capable of performing the class work required for EN 101 (English Composition) by completing NHTI Placement Testing for English Composition. In lieu of this, students who have previously taken a college level English Composition course and earned a grade of "C" or higher may submit an official transcript documenting the course and grade. If a student is not capable of entering EN 101, that student must complete EN 100 (Introductory English) with a grade of "C" or higher to be eligible for acceptance into the Public Safety Communications Certificate program.

Course Descriptions

Health and Technical Standards

Program official will seriously consider all academically qualified candidates provided that the technical standards can be met with reasonable accommodation.

Applicants must be in good physical and mental health in order to qualify for the program such that they possess:

1. Sufficient stamina to sit at a radio console for extended periods of time with frequent reaching and turning;
2. Sufficient hearing to accurately discern speech over telephone and radio;
3. Sufficient eyesight to accurately read computer screens and LED indicators in various lighting conditions at reasonable distances.

The college must ensure that agency consumers are not placed in jeopardy by students during learning experiences. Therefore, students in internships must demonstrate sufficient emotional stability to withstand the stresses, uncertainties, and changing circumstances that characterize public safety communications. Furthermore, the student is expected to have the emotional stability required to exercise sound judgment, accept direction and guidance for a supervisor or faculty member, respect confidentiality, establish rapport and maintain sensitive interpersonal relationships with supervisors, employees, and service consumers.

Character Standards

Applicants should be aware that background checks, often including polygraph examinations, are completed by potential employers prior to obtaining most positions with public safety agencies, and typically, even before acceptance into an internship. Applicants who have been in difficulty with the law may not be employable or even eligible for an internship. Because future goals may be compromised, applicants are advised to discuss any concerns with the Co-Department Heads of the Public Safety Communications program.

PSC 101 Introduction to Public Safety Communications 3-0-3

This course offers an orientation in Public Safety Communications with a focused concentration on: the pre-hire process; pre-training for employment; the workplace environment; and the language of Public Safety Communications. Specific instruction will include, pre-hire requirements; expectations of potential employers; résumé construction; interview and selection process; introduction of codes, terms, and communication used in the public safety setting; and basic radio broadcast instruction.

PSC 102 Seminar in Public Safety Communications 3-0-3

This seminar will familiarize students in public safety operations with a focus on roles and responsibilities of public safety communicators, technology, terminology, and techniques. Topics include ethics; vital services; policies and procedures; risk management; NH E911; police, fire, and medical dispatching; and the interoperability of multiple service agents. When appropriate, the opportunity is taken to visit relevant agencies.

PSC 201 Advanced Public Safety Communications 3-0-3

In this course, students will learn, practice, and become proficient in call classification, analysis, input and broadcasting. Additional topics include software applications, liability, critical incidents, and stress management. (Prerequisites: PSC 101 and 102)

PSC 270 Public Safety Communications Internship 0-13-4

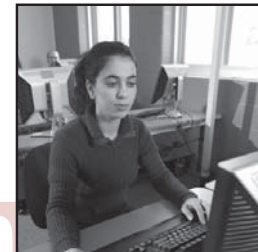
The internship offers the opportunity to apply learned theory to practice in the actual work environment. The student is responsible for seeking out the agency placement with the assistance of the course instructor. The internship requires the completion of a mandatory minimum number of hours. A log is kept by the hosting agency, and the final grade is based on a combination of the log, supervising agency assessment, and student's final analytical report containing identifiable procedures, technologies, and organization of the host agency. (Prerequisites: successful completion of PSC 101 and 102 and permission of the Co-Department Heads of the Public Safety Communications program or their designee.)

Call 9-1-1
Save a *Life*
Report a *Fire*
Stop a *Crime*



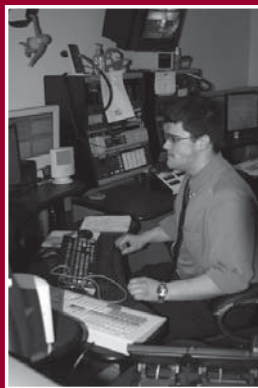
*We are all teachers;
We are all learners."*

*- from NHTI
Mission Statement*



Public Safety Communications Certificate

is designed to meet the **nationwide critical need** for qualified Public Safety Communications personnel for such positions as telecommunicator, call taker, communications specialist, and 9-1-1 operator/dispatcher. Completion of this Public Safety Communications Certificate will assist applicants in securing positions and in advancing their careers in the communications field. *Financial aid eligibility is pending.*



NHTI, Concord's Community College, is a fully accredited, public community college located in the heart of New Hampshire. NHTI serves students, businesses and the community by providing excellent academic, technical and professional education. The benefits of NHTI:

- Affordable
- Accessible
- Transfer Opportunities
- Full Campus Experience

NHTI offers 62 associate degrees and certificates in business, computers, criminal justice, education, engineering technologies, human services, nursing and other health sciences, general studies, visual arts and liberal arts. NHTI's academic facilities allow **hands-on learning** that, combined with internship and clinical experiences, prepare students for the work force or to continue their education at public and private four-year colleges and universities.

NHTI's 240-acre campus located just off I-93 is an easy commute and offers residence halls, a new student center and library, and recently expanded cafeteria and food court. With more than 30 student clubs and organizations, a full student life program, and intercollegiate and intramural athletics, **NHTI offers a complete campus experience.**

NHTI is accredited by the Commission on Institutions of Higher Education of the New England Association of Schools & Colleges, Inc.

**For more information on the
Public Safety Communications Certificate contact
Chief (Retired) James Rowe, Sr.
(603) 271-6952 • jrowe@ccsnh.edu**

Admissions Office
(603) 271-7134 • 1 800-247-0179 • nhtiadm@ccsnh.edu
Financial Aid Office
(603) 271-7135 • nhtifinaid@ccsnh.edu
31 College Drive, Concord, NH 03301-7412

*NHTI offers 62 academic programs, to view a complete list visit
www.nhti.edu/academics/academicprograms/*



***Start here,
go anywhere!***

KNOWLEDGE

Critical