

Dedicated to providing quality certification programs for the safe installation, operation and maintenance of public safety systems; delivering value for members by providing the latest information and education in the industry.

Certification

IMSA's internationally recognized Certification programs identify individuals who have demonstrated required knowledge, skills and experience to perform specific technical tasks in one or more of the following fields:

Fiber Optics

Fire Alarm Monitoring

Interior Fire Alarm

Public Reporting Systems

Public Safety Telecommunicator

Roadway Lighting

Signs and Pavement Markings

Traffic Signal Inspection

Traffic Signals

Transportation Center System Specialist

Work Zone Temporary Traffic Control

IMSA Certification reflects an individual's accomplishment and professional advancement while demonstrating achievement to the general public, coworkers, employers and others.

IMSA

597 Haverty Court, Suite 100
Rockledge, FL 32955-3613
www.IMSAafety.org

IMSA is the oldest established association of its kind in the world. Although it dates back to 1896, its hardworking staff and volunteers are continuously developing and updating its many programs to ensure they are current and technically correct.

The driving purpose of the organization is to keep its members and others in the profession up-to-date on proper procedures in the industry. Through our publication, *The IMSA Journal*, and our website, we keep our members informed about new products and developments.

Since its origin, IMSA has grown in size, stature, and prestige. Today, the Association has members throughout the United States, Canada, and the world. Through its continuing dedication to public safety, IMSA has gained recognition and influence with local, state, provincial and national governments, as well as other professional organizations.

Visit the IMSA website at:

www.IMSAafety.org

or Call Toll Free: (800) 723-4672

or Fax to: (321) 806-1400

or E-mail to: info@IMSAafety.org

IMSA

597 Haverty Court, Suite 100
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Your Partner in PUBLIC SAFETY

Public Safety Telecommunicator Certification Program



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Public Safety Telecommunicator Certification Program

Program Description

The dispatcher is the first responder to medical emergencies, crimes, fires or other emergencies. Questions asked, decisions made, and actions taken by the dispatcher have a profound influence on the outcome of the call.

Legal liability is an increasingly large problem for government agencies and both agencies and individuals must take all possible preventive measures. As technology advances and public expectations rise, attention is increasingly being focused on dispatchers and communications centers. Training is a necessity for dispatchers to do their jobs effectively.

Our two-day Public Safety Dispatcher Certification program is designed to keep the public safety dispatcher current with changing technology and proper dispatching techniques. Our program stresses practical applications of the information presented.

Public Safety Telecommunicator Level I

Level I is the entry level of certification. A certification exam is administered and a certificate is issued upon passing. Distinctive uniform patches are available to certified individuals, which may be worn in recognition of their achievement of certification.

This seminar will review:

- The job of the telecommunicator
- History
- Expectations
- Liability

Special Note: The procedures of specific state and local agencies may vary from those presented in these programs. It is highly recommended that each participant become familiar with the practices of their own applicable agency which has jurisdiction over his or her area of operation.



- Call center structure
- Customer service
- Dispatcher wellness
- Understanding human communication under normal circumstances and in an emergency
- Receiving the call
- Citizen-based voice/data systems
- Central station-based signal systems, and public signaling systems (fire, police, medical, service)
- Processing the call
- Routine versus emergency calls
- Initial call taking
- Manual systems and automated systems
- Documentation and record keeping
- Paper logs
- Audio recorders and time standards
- Practice call taking

Prerequisite

- None

Who Should Participate

Individuals interested in the field of telecommunicator or who have only been working for a short time will benefit from this seminar.

Benefits of This Program

Individuals with minimal experience will benefit by having the opportunity to polish their skills in a classroom at a slower pace than on-the-job training. Skills learned in Level I will transfer to any type of public safety telecommunications, fire, police, EMS or public works. Students will also become familiar with the legal ramifications of their decisions.

IMSA also offers certification in Fiber Optics for ITS, Traffic, Fire Alarm, and Communication Systems.

Visit IMSA's website for information on certification renewal, CEUs, and IMSA's TARP program.