# Public Safety Standards and Skills

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## Health & Safety Standards

### Standard 1: Safety and Health in Public Safety Environment

Students will apply health and safety practices in law enforcement, firefighting, and dispatch operation environments, including managing and maintaining required equipment and tools, utilizing appropriate personal protective equipment (PPE), adhering to regulatory protocols and safety standards, and demonstrating preparedness for emergency situations.

* Aligned with Industry Recognized Credential: OHSA 10 – General Industry

#### Skills:

* Identify, describe, and demonstrate the effective use of Safety Data Sheets (SDS) to meet documentation requirements.
* Locate emergency response equipment, e.g., first aid kit, fire extinguisher, and review the emergency action and response plan, including labels and signage following OSHA’s Hazard Communication Standard (HAZCOM).
* Use appropriate PPE, such as gloves, facemasks, footwear, eye protection, respiratory protection, traffic safety gear (reflective vests) hearing protection, body armor, helmets, as well as specialized tactical gear like riot and SWAT armor, to prevent injury and in accordance with NFPA and OSHA guidelines.
* Identify the key components of firefighter PPE, e.g., turnout gear, SCBA, helmets, gloves, boots, and describe the basic procedures for its use and maintenance in accordance with NFPA standards, e.g., NFPA 1500, NFPA 1971, to ensure firefighter safety.
* Demonstrate safe body mechanics, proper lifting techniques, and ergonomic practices to reduce the risk of musculoskeletal injuries during emergency operations, particularly in rescue and recovery incidents.
* Demonstrate the safe use, maintenance, and proper storage of hand and power tools used in emergency services, following manufacturer guidelines to ensure functionality and safety.
* Explain the importance of safely storing weapons and ammunition, to ensure they are secure, properly maintained, and accessible only to authorized personnel.
* Identify and apply safety procedures for confined space entry, including ventilation, atmospheric testing, rescue protocols, and the critical role of emergency responders in risk management during rescue operations.
* Establish safe zones and traffic control measures, such as blocking traffic, using cones, flares, or warning signs, to protect emergency responders and civilians during vehicle accidents, roadway incidents, or crime scene investigations.
* Identify electrical hazards in public safety operations, e.g., fire scenes, accidents involving power lines, and demonstrate the procedures for proper grounding, wiring, and equipment checks to mitigate electrical risks in emergency response environments.
* Demonstrate the safe handling, containment, and disposal of hazardous and flammable materials (including fuels, oils, solvents, batteries, etc.) during emergency responses, adhering to OSHA, EPA, and MEMA regulations to mitigate risks and prevent environmental contamination.
* Identify fire hazards, select the appropriate fire extinguishers (Class A, B, C, D), and apply fire suppression techniques in response to hazardous materials or other fire risks, implementing effective evacuation procedures to ensure the safety of personnel, civilians, and property during emergency situations.
* Implement safety protocols for working in extreme heat or cold, including hydration, rest breaks, and temperature-appropriate clothing, to prevent heat exhaustion, hypothermia, and other weather-related injuries.
* Explain basic officer safety protocols during routine patrols, arrests, and high-risk situations, including the importance of situational awareness, maintaining a tactical advantage, and identifying potential threats.
* Explain Standard Operating Procedures (SOPs) used in both law enforcement and firefighting, emphasizing their role in ensuring consistent, effective, and safe practices during routine and emergency operations.
* Examine essential components of a wellness program for public safety personnel that combines physical fitness (cardiovascular, strength, flexibility) with mental health strategies (stress management, PTSD relief) to prevent burnout and ensure optimal physical and mental well-being, meeting fitness requirements essential for success in law enforcement, firefighting, dispatch, and other public safety roles.

## Technical & Integrated Academic Standards

### Standard 2: Role of Public Safety Professionals in Society

Students will be able to explain the history, roles, and responsibilities of public safety professionals, including those in law enforcement, legal services, fire services, and emergency communications—and how these services adapt to emerging challenges, technological advancements, and legal frameworks to ensure public safety.

#### Skills:

* Describe the historical development of public safety services (legal services, law enforcement, fire services, and dispatch operations), emphasizing societal factors that shaped their evolution and how they have adapted to modern challenges in community safety and public health.
* Identify and explain the roles of key national and state regulatory bodies, e.g., OSHA, DOJ, FBI, MEMA, MassDEP, in shaping public safety protocols, crisis management, and environmental protection standards across law enforcement, fire services, and dispatch operations.
* Analyze the impact of tragic incidents, e.g., natural disasters, mass casualties, public health emergencies, on the evolution of public safety measures and the increased collaboration among law enforcement, fire services, and dispatch operations.
* Evaluate the impact of emerging technologies, e.g., communication systems, drones, GIS, data analytics, body cameras, on public safety operations, crisis response, and decision-making across law enforcement, fire services, and dispatch operations.
* Describe the roles and responsibilities of professionals in the legal system. e.g., judges, prosecutors, defense attorneys, paralegals. and how their work supports the public safety mission through law interpretation, due process, and judicial oversight.

### Standard 3: Constitutional and Legal Foundations of Public Safety

Students will be able to apply constitutional principles, key amendments, and the U.S. and Massachusetts Constitutions to public safety practices and the rights of individuals, and understand how legal services, including courts, prosecutors, and defense attorneys, interact with law enforcement, fire services, and emergency dispatch operations in upholding these principles.

#### Skills:

* Examine the events that led to the U.S. Constitution, drawing connections between historical events and the creation of foundational government principles.
* Interpret the development of the three branches of government as outlined in the U.S. Constitution and differentiate their distinct yet interconnected roles in maintaining democratic governance.
* Explain the system of checks and balances in the U.S. government and illustrate how this system prevents excessive power in any branch, with a focus on how it impacts public safety agencies and their operations.
* Explain the creation and significance of the Bill of Rights and analyze how these amendments protect individual freedoms and shape public safety practices.
* Assess the constitutional balance between individual rights and government authority, and apply these principles to practices across law enforcement, fire services, and emergency dispatch.
* Apply key constitutional amendments (First, Fourth, Fifth, Sixth, and Eighth) to public safety contexts by interpreting how they guide actions, such as arrests, searches, interrogations, and detention procedures.
* Evaluate the influence of the 13th, 14th, and 15th Amendments on modern public safety practices, focusing on civil rights protections and equitable enforcement.
* Compare and contrast the U.S. Constitution and the Massachusetts Constitution and interpret how both documents inform public safety decisions and legal authority at the state level.
* Examine how landmark legal challenges involving excessive force, search, and seizure have influenced law enforcement protocols, including the impact of *Miranda v. Arizona* on interrogation procedures and *Terry v. Ohio* on stop-and-frisk practices.
* Explain how historical events, Supreme Court rulings, and ongoing legal challenges have shaped public safety practices, focusing on the balance between individual rights and government power.
* Differentiate the roles and responsibilities of legal professionals, including judges, prosecutors, and defense attorneys, and illustrate how each contributes to constitutional protection and due process within public safety contexts.
* Apply judicial decisions to real-world public safety scenarios by evaluating how rulings such as *Miranda* and *Terry* shape policy and ethical decision-making across law enforcement, legal services, and emergency response roles.

### Standard 4: Introduction to Public Safety Occupations

Students will be able to apply legal and constitutional principles to understand the roles within public safety occupations, including legal services, fire services, law enforcement, dispatch operations, and related fields, and how these principles guide professional conduct and decision-making.

#### Skills:

1. Explain the common objectives and mission of the Public Safety profession, and analyze how solving problems, saving lives, and protecting property guide emergency response strategies.
2. Describe the basic structure of public safety agencies (legal services, fire services, law enforcement, dispatch operations, and public information officers, etc.) and how these agencies interact and work together during emergency responses, e.g., how prosecutors coordinate with law enforcement or how courts handle emergency protective orders during a crisis.
3. Interpret the management structure and rank system within public safety agencies and identify roles and responsibilities at each level within the chain of command.
4. Apply the principles of the Incident Command System (ICS) by explaining its structure and evaluating its effectiveness in organizing disaster response.
5. Assess the role of fire services, dispatch, and Public Information Officers (PIOs) in managing large-scale crises, e.g., natural disasters, mass casualty incidents, and explain how these services operate under the ICS framework, with a focus on coordination, communication, and professionalism for effective crisis response and recovery.
6. Explain the protocols used when multiple agencies share jurisdiction over an incident and describe how these agencies coordinate their efforts to effectively manage situations where their responsibilities intersect or overlap, ensuring a smooth and efficient response.
7. Demonstrate how the National Incident Management System (NIMS) integrates with ICS by applying both frameworks to simulated or real-world emergency scenarios.
8. Analyze the impact of extreme emergencies on community infrastructure and evaluate how disruptions affect public safety responses and recovery efforts.
9. Interpret ethical and legal standards in public safety professions and assess the responsibilities of personnel in scenarios involving confidentiality, liability, and duty to act.
10. Identify and describe various career paths in public safety, including roles in firefighting, 911 dispatch, and related fields, and outline the necessary skills, certifications, and educational requirements for each career.
11. Assess the physical fitness expectations across public safety roles and demonstrate awareness of physical standards (e.g., strength, agility, endurance requirements).
12. Evaluate the importance of mental health and wellness for public safety professionals and identifying signs of stress, trauma, and burnout.
13. Explain emotional cycles such as adrenaline dumps and describe various outlets for stress that can support emotional resilience and mental well-being in high-stress work environments.
14. Apply principles of cultural competency to evaluate how public safety professionals interact with diverse populations during emergencies.
15. Assess the impact of language barriers, cultural beliefs, and community relationships on the delivery of emergency services and propose strategies for effective communication and outreach.

### Standard 5: The Role of Courts in Public Safety and Justice

Students will be able to evaluate the historical development of the United States court system, differentiate between civil and criminal legal processes, and analyze how the structure and decisions of the courts, including the U.S. Supreme Courts, shape public safety, justice, and legal precedent.

#### Skills:

1. Trace the historical development of the court system in the United States and evaluate key events and philosophies. e.g., common law, constitutional law, which influenced its structure.
2. Distinguish between common law and statutory law and assess their roles in shaping judicial outcomes.
3. Compare and contrast the structures, functions, and jurisdictions of civil and criminal courts within the dual court system.
4. Construct a diagram of the dual court system (state and federal) and explain how jurisdiction and venue affect where a case is heard.
5. Illustrate the stages of a trial, from pretrial proceedings to sentencing, and evaluate how due process is upheld at each stage.
6. Categorize and explain the responsibilities of courtroom participants, including the judge, prosecutor, defense attorney, court officer, probation officer, and victim witness advocate.
7. Apply court and legal terminology, e.g., jurisdiction, venue, felony, adversarial, warrant, in context by interpreting case scenarios.
8. Explain how a case reaches the court and under what circumstances it can escalate to appellate or Supreme Court review.
9. Analyze landmark U.S. Supreme Court decisions, e.g., *Gideon v. Wainwright*, *Miranda v. Arizona*, to demonstrate the authority and influence of the judicial branch in shaping public safety policies.
10. Compare traditional trial-based justice with the restorative justice model and evaluate its effectiveness in promoting accountability and healing.

### Standard 6: Structure and Function of the Criminal Justice System

Students will be able to evaluate the historical foundations, structure, and function of the American criminal justice system, analyze the roles and goals of its key components, and apply data and legal principles to understand crime, punishment, and system effectiveness.

#### Skills:

1. Trace the influence of British legal traditions on the development of the American criminal justice system and evaluate how these foundations continue to shape modern practices.
2. Compare early British and post-colonial American justice systems to identify key legal, structural, and philosophical differences.
3. Design a flowchart or infographic to trace the progression of a criminal case through the justice system, from incident to sentencing and corrections, identifying the function of each system component.
4. Describe the magistrate’s hearing process and its role in initiating criminal proceedings, particularly in misdemeanor and non-arrest cases.
5. Analyze the structure and function of the three major components of the criminal justice system, law enforcement, courts, and corrections, and evaluate how each supports the goals of justice, deterrence, and rehabilitation.
6. Apply criminal codes to realistic case scenarios to determine the appropriate charges, citing relevant statutes and justifying the decision.
7. Calculate crime rates using raw data and interpret trends to draw conclusions about community safety and system performance.
8. Differentiate between the Uniform Crime Reporting (UCR) system and the National Incident-Based Reporting System (NIBRS) and evaluate the strengths and limitations of each in accurately portraying crime data.
9. Compare and interpret recidivism rates across various demographics and offense types and assess what the data reveals about the effectiveness of the correctional system.
10. Evaluate the role and impact of plea bargaining in the criminal justice system, including its effect on conviction rates, court efficiency, and perceptions of fairness and justice.

### Standard 7: Law and Legal Services: The Trial Process and Courtroom Practice

Students will be able to analyze the structure and procedures of criminal and civil trials, explain the collaboration between law enforcement and legal services during investigations and prosecutions, apply courtroom strategies through participation in a mock trial, and critically evaluate contemporary issues facing the legal system.

#### Skills:

1. Differentiate between the major components of criminal and civil trials, explaining how their procedures and goals diverge.
2. Compare and contrast bench trials and jury trials, analyzing differences in process, decision-making authority, and legal strategy.
3. Diagram the plea-bargaining process, evaluating its role and impact on the judicial system.
4. Explain the purpose and procedures of *voir dire* and apply jury selection strategies to hypothetical scenarios.
5. Discuss factors influencing sentencing decisions, including statutory guidelines, judicial discretion, and mitigating/aggravating circumstances.
6. Diagram the appeal process, outlining steps from trial court to appellate review and potential outcomes.
7. Explain how law enforcement and legal services collaborate during investigations, prosecutions, and courtroom proceedings, including the integration of evidence rules and protocols for witness testimony.
8. Formulate a clear and persuasive opening statement for a trial setting.
9. Create a direct examination script, demonstrating effective questioning techniques to elicit favorable testimony.
10. Anticipate arguments and prepare targeted questions for cross-examination in mock trial scenarios.
11. Outline a compelling closing argument that summarizes evidence and persuades the jury.
12. Prepare to actively participate in a mock trial by assuming a courtroom role, e.g., attorney, witness, juror, and applying learned trial strategies.
13. Debate current challenges facing the court system, such as case backlogs, unequal access to legal representation, plea bargaining ethics, or jury bias, supporting positions with evidence and reasoned argument.
14. Explain the Federal and Massachusetts Rules of Evidence and apply their principles in trial simulations, focusing on admissibility, relevance, and objections.

### Standard 8: Juvenile Justice and Youth Legal Systems

Students will be able to apply restorative and rehabilitative principles to case scenarios involving youth offenders, analyze the structure, philosophy, and procedures of the juvenile justice system, and evaluate the differences between juvenile and adult legal processes.

#### Skills:

1. Explain the historical movements that led to the creation of a separate juvenile justice system, including the goals of rehabilitation and protection.
2. Evaluate key U.S. Supreme Court decisions that shaped the juvenile justice system, e.g., *In re Gault*, *Kent v. U.S.*, *Roper v. Simmons*, and explain their impact on juvenile rights.
3. Compare and contrast the goals, terminology, and procedures of juvenile and adult justice systems.
4. Describe the roles of the juvenile system beyond criminal cases, including support for youth experiencing truancy, neglect, or behavioral issues (status offenses and CHINS cases).
5. Diagram the juvenile justice process from apprehension to disposition, highlighting key decision points and the roles of involved professionals.
6. Distinguish among the various outcomes, sentencing options, and types of detention used in the juvenile justice system, including diversion programs, probation, DYS commitment, and community-based rehabilitation.
7. Analyze the three primary approaches to juvenile crime: punishment, rehabilitation, and restorative justice, and evaluate their use in case scenarios.
8. Apply restorative justice principles to youth cases, identifying appropriate participants, goals, and outcomes.
9. Debate current issues in juvenile justice, such as disproportionate minority contact, school-to-prison pipeline, or the minimum age of criminal responsibility.

### Standard 9: Corrections, Rehabilitation, and Reentry

Students will be able to apply correctional philosophies and procedures to real-world scenarios, analyze the roles of institutions and community-based alternatives in the correctional system, and evaluate the effectiveness of rehabilitation and reentry programs in promoting public safety and reducing recidivism.

#### Skills:

1. Compare and contrast the purposes of jails, prisons, probation, and parole within the correctional system.
2. Analyze the impact of correctional philosophies (punishment, deterrence, rehabilitation, incapacitation, restitution) on sentencing and incarceration practices.
3. Examine the rights of incarcerated individuals and explain how constitutional protections apply within correctional facilities.
4. Evaluate ethical dilemmas faced by correctional staff, including use of force, solitary confinement, and treatment of vulnerable populations.
5. Investigate career paths within the corrections field, including roles, required qualifications, and challenges.
6. Assess the effectiveness of rehabilitation programs, e.g., substance abuse treatment, education, job training, in reducing recidivism.
7. Explain how reentry planning, community supervision, and support services impact post-incarceration success.
8. Interpret recidivism data and trends to assess the performance of correctional systems.
9. Debate current correctional issues, such as mass incarceration, privatization of prisons, and juvenile detention reform.

### Standard 10: Effective Communication in Emergencies

Students will apply the principles of effective communication during emergencies, including the role of Public Information Officers (PIOs) in managing public information, utilizing appropriate communication channels, and combating misinformation in real-time.

#### Skills:

1. Apply and evaluate key communication protocols essential to public safety work, including interpersonal communication, technology, terminology, call classification, radio communication techniques, and the role of PIOs in managing public messaging during crises.
2. Analyze communication challenges during emergencies, including time constraints and barriers to understanding, and propose solutions for overcoming them.
3. Apply key communication protocols essential to public safety work, including radio communication techniques, terminology, call classification, and explain how Public Information Officers (PIOs) manage public messaging during crises.
4. Demonstrate understanding of core PIO responsibilities by analyzing how they gather, verify, and disseminate information through multiple platforms.
5. Evaluate the collaborative role of PIOs within the broader public safety team (law enforcement, fire services, emergency management), particularly in coordinating and supporting information flow during emergency responses.
6. Evaluate the effectiveness of various communication channels (radio, phone, social media, press releases) and demonstrate their appropriate use in emergency messaging.
7. Demonstrate proficiency in emergency communication systems (radio, call handling, reporting), ensuring coordination between responders, dispatchers, and agencies during crisis scenarios.
8. Develop and apply strategies for overcoming communication barriers (e.g., misinformation, language, noise) during emergencies.
9. Communicate clear and actionable information, e.g., evacuation routes, sheltering, and manage public expectations during crises.
10. Demonstrate the use of visual media tools (maps, evacuation routes, alert systems) in crisis communication and their role in coordinating emergency response and decision-making.
11. Design visual elements of public alerts, ensuring that messages are clear, consistent, and easily interpretable across multiple platforms.
12. Interpret and apply incident maps and GIS data to support decision-making and resource deployment within the Incident Command System (ICS).
13. Analyze how local agencies use digital signage, text alerts, and multimodal systems to ensure public access to critical information during crises.

### Standard 11: Foundations of Emergency Response

Students will be able to explain the key concepts, systems, and protocols that form the foundation of emergency response, including the roles of first responders, the basic principles of emergency care, and the procedures for managing various types of emergencies.

* Aligned with Industry Recognized Credentials: First Aid Certification and BLS Certification

#### Skills:

1. Differentiate between various types of emergencies, e.g., medical, fire, natural disasters, hazardous materials, and mass casualty incidents, and understand how each requires a tailored response from first responders.
2. Demonstrate how ICS roles are activated in real-life emergencies by explaining the flow of communication, decision-making hierarchy, and role-specific actions during critical incidents.
3. Identify and analyze the responsibilities of firefighters, police officers, and dispatchers during initial response, and evaluate how early actions influence emergency outcomes.
4. Demonstrate basic life-saving techniques (CPR, bleeding control, airway management) and explain their role in stabilizing patients before advanced care arrives.
5. **Utilize c**urrent CPR and First Aid protocols from nationally recognized organizations, e.g., AHA, Red Cross, in alignment with emergency medical standards.
6. Demonstrate proficiency in applying First Aid techniques to treat common injuries and medical emergencies, e.g., bleeding, fractures, burns, choking, in both routine and high-stress public safety situations.
7. Achieve certification in Basic Life Support (BLS), including CPR, AED (automated external defibrillator) use, and airway management, to stabilize individuals (infants, children, and adults) until professional medical help arrives.
8. Demonstrate the ability to systematically assess emergency situations, identify life-threatening conditions, e.g., airway obstruction, severe bleeding, shock, determine the severity of injuries, and prioritize medical care based on urgency, taking immediate action to address these critical issues during high-stress emergencies.
9. Apply techniques for opening an airway, controlling bleeding, treating hypothermia, and managing shock to stabilize individuals until advanced medical care is available.
10. Apply the principles of scene safety and personal protective equipment (PPE) for first responders, emphasizing self-care and safety to prevent further harm during emergencies.
11. Evaluate the ethical and legal responsibilities of providing First Aid and BLS, including duty to act, consent, and legal limitations for non-medical personnel.
12. **Identify** specialized emergency fields (HAZMAT, SAR, technical rescue) and **analyze h**ow they integrate with other services during large-scale responses.
13. Develop and evaluate emergency preparedness plans, e.g., evacuation routes, disaster kits, for schools, communities, and organizations to support readiness and resilience.

### Standard 12: Procedures in Law Enforcement

Students will be able to apply key law enforcement procedures, including use of force, defensive tactics, traffic enforcement, and safety protocols, and explain how legal precedents, societal changes, and modern technologies enhance operational effectiveness, community trust, and officer safety.

#### Skills:

1. Examine the historical evolution of law enforcement, analyzing key developments, influences, and changes in policing over time from colonial America to modern law enforcement practices.
2. Evaluate how societal changes (e.g., urbanization, civil rights movements) influenced evolving policing strategies and organizational reform.
3. Demonstrate basic self-defense and suspect restraint techniques and analyze their alignment with the Use-of-Force Continuum and case law (e.g., *Tennessee v. Garner*, *Graham v. Connor*).
4. Interpret key U.S. Supreme Court rulings (e.g., *Tennessee v. Garner*, *Graham v. Connor*) and assess their implications on use-of-force policies in modern law enforcement.
5. Apply the Use-of-Force Continuum to evaluate appropriate officer responses based on suspect behavior and threat levels.
6. Demonstrate the report writing process, identifying, and differentiating between various types of police reports, such as incident and arrest reports, and produce an accurate incident report.
7. **Apply** proper procedures for using emergency lights, sirens, and equipment during traffic enforcement and emergency operations, ensuring compliance with departmental policy.
8. Demonstrate the use of radar and LIDAR for speed enforcement and interpret speed readings in accordance with legal standards.
9. Identify defensive driving techniques used in high-speed pursuits and evaluate when to disengage based on safety protocols and legal considerations.
10. Demonstrate traffic stop procedures, including vehicle positioning, officer approach, communication techniques, and search protocols using the Plain View Doctrine.
11. Apply tactical entry and building-clearing procedures, assessing threats, coordinating team movements, and maintaining officer safety.
12. Demonstrate search procedures for vehicles and buildings while ensuring compliance with Fourth Amendment protections.
13. Apply systematic scanning techniques to maintain awareness during patrols and prevent oversight of critical environmental cues.
14. Demonstrate environmental awareness and adaptability during law enforcement operations, considering factors such as time of day. e.g., night shifts, weather conditions, terrain, and crowd density.
15. Demonstrate the ability to maintain situational awareness by continuously assessing the environment, e.g., people, surroundings, and behaviors, for potential threats and risks during law enforcement operations.
16. Apply tactical thinking by anticipating risks and planning actions during evolving law enforcement situations.
17. Demonstrate de-escalation and tactical advantage techniques when approaching potentially dangerous situations, including threat assessment and use of cover.
18. Demonstrate physical arrest procedures, including appropriate use-of-force, suspect control tactics, and safe recovery of weapons.
19. Recognize escalating behavior and apply verbal and tactical de-escalation strategies to gain control while minimizing harm.
20. Apply threat assessment models, such as the OODA loop (Observe, Orient, Decide, Act), to enhance decision-making under pressure.
21. **Demonstrate** clear and concise communication with team members and dispatch to coordinate safe, unified emergency responses.
22. Explain how to identify and secure potential hazards, e.g., weapons, explosives, inside vehicles or buildings, minimizing risk to officers and civilians.
23. Utilize digital tools, e.g., surveillance, social media monitoring, intelligence platforms, to track threats and enhance operational awareness in real time.
24. Explain the use of less-lethal equipment and tactics, e.g., impact weapons, chemical control agents, and electronically controlled weapons.
25. Understand crowd management and control strategies in various scenarios, such as protests and large public events, incorporating the use of technology like surveillance systems and real-time communication tools to enhance coordination and decision-making.
26. Coordinate control and direction strategies during multi-agency responses, ensuring unified operations and clear communication across teams.

### Standard 13: Investigative Procedures

Students will be able to apply key procedures in criminal investigations, including identifying and using evidence, managing crime scenes, conducting interviews, and utilizing specialized tools and systems in law enforcement.

#### Skills:

1. Identify key sources of information crucial for an investigation, e.g., eyewitnesses, informants, arrest records, reports, and explain how to use them to build a case.
2. Interpret and utilize data from law enforcement databases, e.g., CJIS, NCIC, AFIS, CODIS, to identify suspects, support investigations, and retrieve relevant criminal information.
3. Utilize digital tools and forensic technologies, e.g., surveillance systems, digital evidence from social media, cell phone data to support investigations while adhering to legal and ethical standards.
4. Demonstrate how to gather, interpret, and analyze digital evidence, ensuring its integrity for use in legal proceedings.
5. Demonstrate proper crime scene procedures, including securing the scene, collecting evidence, photographing/sketching, and maintaining chain of custody.
6. Apply Locard’s Exchange Principle to crime scene investigations by identifying and interpreting evidence transfers between suspects and environments.
7. **Identify** biological evidence (e.g., blood, saliva, hair) and **demonstrate** correct procedures for collection and preservation according to legal standards.
8. Implement contamination prevention protocols during evidence collection, including sterile techniques and correct handling procedures.
9. Apply the legal elements of a crime (actus reus and mens rea) to assess whether an offense has occurred.
10. Differentiate among culpable mental states, e.g., intentional, knowing, reckless, and analyze their relevance in establishing criminal liability.
11. Evaluate the legal elements and evidentiary requirements necessary to determine whether a prosecutable crime has occurred.
12. Demonstrate effective interviewing and interrogation techniques, ensuring accuracy, ethical practices, and the protection of rights, e.g., using open-ended questions, maintaining professionalism.
13. Apply effective questioning techniques in interviews, such as distinguishing between open-ended and leading questions.
14. Evaluate the ethical use of silence and deception during interrogation, ensuring compliance with legal standards and departmental policy.
15. Assess how interview location and physical setup impact rapport, safety, and effectiveness in information-gathering.
16. Demonstrate proper documentation and recording of interviews, ensuring compliance with legal standards, e.g., Miranda rights.
17. Apply investigative protocols for traffic accidents, including scene safety, evidence documentation, and resolution procedures.
18. Explain the safety measures and traffic control required at accident scenes.
19. Describe procedures for assessing impairment, issuing citations, and conducting field sobriety tests, e.g., BAC levels.
20. Apply legal criteria to determine when arrest, vehicle impoundment, or release is appropriate during traffic stops.
21. Identify unique challenges and procedures in investigating domestic violence (DV) crimes and understand the legal implications and officer safety concerns.
22. Demonstrate trauma-informed interviewing techniques for DV cases, ensuring party separation, victim sensitivity, and comprehensive documentation.
23. Explain the importance of respecting cultural identities and diversity in law enforcement practices, promoting fairness and impartiality in investigations.

### Standard 14: Specialized Law Enforcement and Interagency Cooperation

Students will be able to explain the roles and coordination of specialized law enforcement units and federal agencies, and describe how these units collaborate during critical incidents, focusing on effective communication, interagency coordination, and operational strategies.

#### Skills:

1. **Analyze** the purpose of the Incident Command System (ICS) and **evaluate** how it promotes coordination and communication between law enforcement and mutual aid agencies during emergency incidents.
2. Describe the roles and responsibilities of specialized law enforcement units, e.g., SWAT, K-9, motorcycle patrol, bomb squads, analyzing their specific functions, training requirements, and how they support regular law enforcement operations in different types of incidents.
3. Compare the roles and functions of federal law enforcement agencies, such as the FBI, DEA, TSA, Border Patrol, and U.S. Marshals, to state and local law enforcement agencies, explaining their jurisdiction, responsibilities, and collaborative efforts in law enforcement, e.g., FBI's role in national investigations vs. local police involvement in community crime prevention.
4. Explain the function and duties of federal agencies involved in national security and counterterrorism, including the Department of Homeland Security and its role post-9/11.
5. **Analyze** how federal agencies coordinate with state and local agencies in responding to national security threats, emphasizing communication, shared protocols, and real-world examples, e.g., Boston Marathon bombing response.
6. Examine the benefits and challenges of joint task forces (JTFs), analyzing their role in enhancing law enforcement operations and addressing specific types of crimes through cooperative efforts between local, state, federal, and sometimes private agencies.
7. Assess how joint task forces improve resource sharing, integrate expertise, and expand access to tools such as intelligence systems and advanced technology, e.g., drones, surveillance systems.

### Standard 15: Code of Ethics and Community Involvement

Students will be able to apply key principles of the Law Enforcement Code of Ethics, such as integrity, impartiality, respect for human rights, accountability, and professionalism, and apply these principles in daily law enforcement duties to ensure ethical conduct and foster public trust.

#### Skills:

1. Analyze the core components of the Law Enforcement Code of Ethics, e.g., integrity, impartiality, professionalism, and evaluate how they guide professional conduct.
2. Develop strategies for addressing ethical dilemmas and demonstrate cultural awareness in applying fair and unbiased policing practices.
3. Demonstrate the ability to collaborate with colleagues to uphold ethical standards within the agency.
4. Apply an ethical decision-making model, such as the OATH model (Objective, Alternatives, Tactics, and How), to assess and resolve ethical dilemmas in law enforcement scenarios.
5. Evaluate the significance of cultural awareness in law enforcement and apply strategies for understanding diverse norms and values.
6. Explain how adherence to the Code of Ethics supports professional conduct, promotes trust within the community, and contributes to public safety and justice.
7. Recognize and respond to situations requiring accountability for unethical behavior within law enforcement agencies.
8. Demonstrate an understanding of how emerging technologies, e.g., body cameras, dash cameras, drones, and associated legal regulations, e.g., privacy laws, public recording laws, influence law enforcement practices.
9. Locate and evaluate reliable legal and professional sources for staying current on laws, regulations, and court decisions affecting law enforcement.
10. Assess the impact of diversity training on departmental culture and community relations.
11. Explain the history and evolution of community policing and apply its core concepts to given scenarios, emphasizing the importance of building positive relationships with the community and proactive problem-solving.
12. Maintain open and transparent communication channels with the community, providing updates on crime trends, law enforcement activities, and safety initiatives.
13. Engage with marginalized communities by understanding their unique challenges in law enforcement interactions, demonstrating empathy, active listening, and culturally competent communication to build trust and foster positive relationships.
14. Collect feedback from community members and assess the effectiveness of community policing strategies using both qualitative and quantitative methods, e.g., surveys, interviews, crime data.

### Standard 16: Introduction to Firefighting

Students will be able to explain firefighter roles in emergency response, prevention, and public education, and apply effective teamwork, communication, and Standard Operating Procedures (SOPs) to support firefighting operations, while recognizing the critical role dispatchers play in coordinating these efforts.

#### Skills:

1. Explain the basic structure of a fire department, e.g., chain of command, divisions, units, and compare the differences between career and volunteer fire departments in terms of rank structure, responsibilities, and resources.
2. Identify and describe the roles of major fire service organizations, including the National Fire Protection Association (NFPA), International Association of Fire Fighters (IAFF), and local/state fire agencies, with a focus on their primary functions and responsibilities.
3. Explain how situational awareness and adherence to Standard Operating Procedures (SOPs) enhance decision-making, mitigate risks, and improve safety for firefighters, civilians, and dispatch personnel during emergency responses.
4. Analyze the daily tasks performed by firefighters, e.g., equipment checks, training drills, station maintenance, and evaluate how each contributes to overall team effectiveness, readiness, and safety in both emergency and non-emergency situations.
5. Evaluate the impact of effective teamwork and communication on firefighter safety and mission success during complex emergencies.
6. Explain the role of firefighters during suppression, rescue, and recovery operations, and evaluate how dispatchers support these efforts by providing critical real-time information and resource coordination.
7. Describe the firefighter’s role in fire prevention and public education, including community outreach and education programs, and evaluate the impact of these efforts on reducing fire incidents, improving community safety awareness, and influencing public behaviors related to fire prevention.
8. Evaluate the firefighter’s Code of Ethics, and interpret how principles like integrity, respect, and accountability apply to dispatchers’ communication and decision-making during emergency situations.
9. Analyze the role of cultural competence in fire service operations and demonstrate how dispatchers apply culturally responsive communication to serve diverse communities.
10. Apply hazard recognition and risk management principles to assess and mitigate potential threats, making informed, real-time decisions during high-risk firefighting operations to ensure firefighter safety and operational effectiveness.

### Standard 17: Firefighting Operations and Equipment

Students will describe the critical role of firefighting tools and equipment in emergency response and apply communication strategies to support the effective deployment and coordination of resources during firefighting operations.

#### Skills:

1. Identify and describe key firefighting tools and equipment, e.g., axes, hoses, fire apparatus, and their role in effective firefighting operations.
2. Explain the role of dispatchers in coordinating the deployment of firefighting resources, ensuring the appropriate tools and apparatus are assigned based on the nature of the emergency.
3. Evaluate the importance of firefighter PPE, e.g., turnout gear, SCBA, and explain how dispatchers communicate these requirements to ensure responder safety.
4. Evaluate the factors that affect firefighting operations, such as water supply availability, hydrant access, and apparatus readiness, and how dispatchers must manage and convey these elements to first responders.
5. Demonstrate an understanding of effective communication protocols with fireground personnel to ensure safe and efficient use of tools and equipment during suppression and rescue operations.
6. Assess the role of the dispatcher in tracking and coordinating the maintenance and readiness of firefighting tools and equipment, ensuring that all resources are operational when dispatched to an emergency.

### Standard 18: Fire Behavior and Suppression Operations

Students will be able to explain fire behavior, combustion principles, and fire suppression methods, and apply this knowledge to understand how fire behavior affects response strategies and how suppression operations are coordinated to ensure effective response, firefighter safety, and the protection of lives and property.

#### Skills:

1. Apply the Fire Triangle and Fire Tetrahedron to analyze how combustion is sustained and evaluate its impact on firefighting tactics.
2. Identify the stages of fire development (incipient, growth, fully developed, and decay) and explain how each stage affects suppression efforts, ventilation, and safety considerations during firefighting operations.
3. Classify different types of fires (Class A, B, C, D, K) and explain which fire suppression agents, e.g., water, foam, dry chemical, are most effective for each type, aiding dispatchers in understanding how to coordinate appropriate resources for various fire scenarios.
4. Describe the role of incident commanders in managing fire suppression operations, focusing on resource allocation, decision-making, and firefighter safety.
5. Explain the role of ventilation in fire suppression and how ventilation techniques, such as vertical and horizontal ventilation, can influence fire behavior, smoke control, and the safety of responders.
6. Compare and contrast direct and indirect attack methods and determine their appropriate use across different fire scenarios, e.g., structure, wildland, vehicle.
7. Demonstrate the use of fire suppression agents (water, foam, etc.), understanding how to select the right agent based on the fire class and scenario, ensuring safe and effective resource deployment.
8. Demonstrate understanding of fireground communication protocols by interpreting standard radio language and prioritizing safety messages, e.g., “Mayday,” “Emergency traffic”.
9. Apply firefighter accountability procedures using personnel accountability systems (PAS) to ensure responder tracking and safety.
10. Assess how fire behavior is influenced by weather conditions, such as wind, temperature, and humidity, and apply this understanding to determine fire spread, adjust suppression tactics, and coordinate resources during an incident.
11. Identify common fire hazards and evaluate fire prevention strategies used by fire departments to reduce risk and prevent incidents.
12. Evaluate the coordination of firefighting tactics, such as direct attack, indirect attack, ventilation, and search and rescue, and how these strategies integrate to ensure effective suppression and safety of responders and civilians.

### Standard 19: Search and Rescue Operations

Students will apply the fundamentals of search and rescue operations, including the importance of systematic search strategies, team coordination, and effective communication, to enhance the efficiency and safety of rescue efforts and ensure the successful recovery of individuals.

#### Skills:

1. Identify and explain the basic principles of search and rescue operations, including the need for a structured approach, rapid assessment, and communication to ensure safety in emergency environments like fires, hazardous materials incidents, or natural disasters.
2. Describe and evaluate the role of dispatchers in SAR operations, focusing on their coordination of resources, communication responsibilities, and integration with incident command.
3. Assess how teamwork, communication, and situational awareness contribute to the effectiveness and safety of SAR operations and explain how dispatchers support coordination between teams and agencies.
4. Identify and describe the types of environments where SAR operations occur, such as collapsed structures, confined spaces, or wildland areas, and apply this knowledge to assess the associated risks, challenges, and strategies for effective rescue coordination.
5. Evaluate the role of technology in SAR operations, including the use of GPS, mapping systems, drones, and other tools to assist with search efforts, and how dispatchers use this technology to track and direct SAR teams.
6. Apply water rescue procedures and analyze how dispatchers support swift-water rescue operations, including real-time coordination and safety management.
7. Assess the role of mental and physical resilience in SAR operations and develop strategies dispatchers can use to support psychological well-being and access necessary resources.
8. Explain the role of K9 units in SAR, including how canine units are deployed for search missions, and how dispatchers assist with coordination and communication between handlers and rescue teams.
9. Assess how environmental factors, such as smoke, weather conditions, and structural integrity, influence search strategies, and apply this understanding to help dispatchers relay important updates about changing conditions to teams on the ground.
10. Demonstrate clear and concise communication in SAR operations, including proper radio procedures and key phrases like 'Mayday' and 'Emergency traffic,' and ensure effective communication between incident command and SAR teams.
11. Manage resource allocation during SAR operations, ensuring the right teams and equipment are dispatched quickly and effectively, while maintaining situational awareness and prioritizing the most critical needs.

### Standard 20: Introduction to Emergency Telecommunicator Certification

Students will be able to apply the principles of organizational integrity and ethical responsibilities in their work as telecommunicators, including adhering to the agency's mission and values, complying with legal standards, and fulfilling core responsibilities in public safety operations.

* Aligned to Industry Recognized Credential: Telecommunicator Certification (5-day Mandatory training by State 911 Department)

#### Skills:

* Articulate and apply the concept of ethics in the 911 Dispatch profession, demonstrating the ability to discern right from wrong and commit to actions that align with doing what is right, good, and proper in emergency response situations.
* Identify the core values and professional conduct expected of telecommunicators, such as integrity and accountability and explain how these principles foster public trust and support effective, ethical decision-making in all aspects of the role.
* Identify and apply jurisdictional boundaries and geography to ensure the appropriate allocation of resources and coordination with local, state, or federal agencies in emergency situations.
* Explain and evaluate the specific duties and responsibilities of a 911 dispatcher, including call handling, dispatching, and coordination with other emergency services to ensure timely and effective responses.
* Explain the telecommunicator’s role within the agency’s organizational structure and chain of command, and apply this understanding to effectively report, escalate issues, and collaborate with other professionals in a coordinated public safety response.
* Apply the role of a telecommunicator in Incident Command Systems (ICS), including coordinating and communicating effectively in multi-agency incidents.
* Explain the telecommunicator’s role in state and local emergency operations plans (EOPs), ensuring that all actions align with local, regional, and federal response efforts.
* Explain the National Incident Management System (NIMS), including key elements such as Tactical Interoperable Communication Plans (TICP) and required training, and describe how NIMS ensures interoperability and effective communication during large-scale incidents.
* Recognize and apply principles of inclusivity and sensitivity in public safety interactions to ensure equitable service for diverse populations.
* Interpret and apply the agency’s written procedures and protocols when responding to various emergency and non-emergency situations, ensuring they align with agency standards and legal requirements.
* Apply confidentiality laws and best practices governing the use of sensitive data, including handling information about calls for service, criminal records, and victim information, while ensuring privacy and legal compliance.
* Identify mandatory reporting obligations and evaluate the legal and ethical consequences of mishandling sensitive information.
* Explain the key concepts of legal liability, negligence, and vicarious liability, and describe how these concepts impact the management and communication of information during emergency situations, including the consequences for individuals and the agency.
* Investigate common litigation issues in the dispatch field, identifying frequent legal challenges such as negligence, breach of duty, improper conduct, and strategies for mitigating risks.
* Identify and access agency resources, such as databases, communication tools, and personnel, ensuring the correct allocation and use of available resources during emergency and non-emergency situations, while adhering to legal protocols for resource management.
* Identify and examine relevant laws and codes that telecommunicators must follow in their day-to-day duties, including key standards for operating 911 systems and how to maintain compliance in an ever-evolving legal landscape, emphasizing liability and ethical decision-making.

### Standard 21: Essential Functions and Skills of the Telecommunicator

Students will be able to evaluate the role of 911 dispatchers as the initial point of contact in emergency response, focusing on effective communication, call prioritization, resource allocation, stress management, and cross-agency coordination, applying strategies to ensure a unified and efficient response.

* Aligned to Industry Recognized Credential: Telecommunicator Certification (5-day Mandatory training by State 911 Department)

#### Skills:

1. Demonstrate the ability to speak and write clearly, concisely, and effectively, using plain language techniques, proper enunciation, and active listening skills to ensure that information is accurately understood by callers, responders, and team members.
2. Use agency-specific terminology, codes, signals, and the phonetic alphabet accurately during communication, ensuring clarity and uniformity in all emergency exchanges.
3. Apply communication protocols used in emergency services (radio communication, call handling, call classification) and evaluate how these impact the timeliness, clarity, and effectiveness of responses across agencies.
4. Demonstrate professionalism, answering incoming emergency calls promptly and with a demeanor that fosters trust, calm, and effective customer service.
5. Demonstrate the ability to obtain, verify, and analyze incident information to include, location, reporting party contact information, nature, and severity of the incident while applying effective communication skills to control the call.
6. Evaluate situations to determine if a response is warranted and select the appropriate action, in accordance with agency policies and procedures, considering the severity and urgency of the situation.
7. Identify threats to public and responder safety based on caller information, including environmental hazards, and take protective actions, e.g., requesting additional support, advising on evacuation, or sheltering in place.
8. Demonstrate the ability to accurately document incident information including, but not limited to incident urgency details, establish call priority, appropriately label call types and other relevant data, using agency-specific software or forms.
9. Maintain calm and professional demeanor during emotionally charged calls, providing emotional support to distressed callers, such as missing persons or those with communication impairments, and ensuring their safety while waiting for responders.
10. Demonstrate the ability to manage challenging calls and callers including, but not limited to, missing, abducted and sexually exploited children, child callers, communications impaired callers, and callers with limited English language proficiency.
11. Offer agency-approved guidance to callers, ensuring they can take effective actions until emergency responders arrive, e.g., CPR instructions, evacuation protocols.
12. Maintain communication with callers in life-threatening situations, offering reassurance, critical instructions, and emotional support until field personnel arrive.
13. Implement call prioritization strategies, managing multiple emergency calls simultaneously to ensure timely responses to critical incidents.
14. Ensure efficient resource allocation by evaluating the need for, and deploying, available resources, such as dispatching responders and utilizing agency databases and communication tools.
15. Ensure proper call transfers and referrals, escalating calls to the appropriate agency, when necessary, while maintaining accurate documentation throughout the call.
16. Utilize location data, e.g., GPS, address, to ensure accurate and timely response initiation, ensuring that location remains a priority even in disconnected or incomplete calls.
17. Coordinate cross-agency communication in emergency response, acting as the central link between fire, EMS, and law enforcement to ensure the timely and coordinated dispatch of resources.
18. Apply Incident Command System (ICS) and National Incident Management System (NIMS) protocols to ensure seamless communication and coordination across agencies during large-scale incidents.
19. Participate in post-incident activities, including conducting debriefs, reviewing documentation, and managing follow-up communications according to agency protocols.
20. Demonstrate effective stress management techniques during high-pressure situations, ensuring clarity of thought, decision-making, and communication.
21. Apply strategies for maintaining emotional resilience in high-stress environments and design a personal stress reduction plan tailored to the demands of emergency dispatching.
22. Recognize the emotional toll of dispatch work and apply strategies to maintain professionalism and empathy while managing distressing or traumatic situations.

### Standard 22: Tools, Equipment, and Technology for Public Safety Telecommunicators

Students will be able to use the tools, equipment, and technology required to effectively perform the duties of a public safety telecommunicator, in accordance with agency directives, legal standards, and operational needs.

* Aligned to Industry Recognized Credential: Telecommunicator Certification (5-day Mandatory training by State 911 Department)

#### Skills:

1. Demonstrate the ability to utilize incident data systems, including creating, accessing, and updating incident data in accordance with agency directives and established procedures.
2. Demonstrate how incident data systems and mapping tools enhance situational awareness, help assess the severity of the situation, and guide decision-making for resource allocation and response coordination.
3. Demonstrate proficiency in using communication tools and technologies, including radios, telephones, and electronic relay systems, to meet operational needs in both normal and backup modes, including intra/interoperability, local and state resources, mapping tools, wireless communication systems, and emergency alert systems.
4. Operate agency radio systems, including dispatch and coordination protocols, ensuring proper radio etiquette and adherence to communication standards for clear, accurate, and timely communication during emergency and non-emergency situations.
5. Demonstrate the ability to operate agency telephone systems, including TTY/TDD (Text Telephone for the Deaf), ensuring timely, effective, and compliant call handling.
6. Demonstrate use of Computer-Aided Dispatch (CAD) software, ensuring efficient data entry, retrieval, and updating to support incident management and decision-making.
7. Operate agency records management systems, ensuring that all data entries are accurate, complete, and comply with agency long-term record keeping policies, legal standards, and privacy regulations.
8. Conduct routine equipment checks, troubleshooting, and preventive maintenance practices to ensure the operational readiness of communication tools and systems.
9. Demonstrate procedures for handling system downtimes or failures, activating backup systems, switching to manual protocols, and ensuring continuous communication and incident management.
10. Explain the protocols for activating emergency alert systems, including weather warnings, Amber Alerts, and other emergency notifications, in accordance with agency parameters and legal requirements.
11. Demonstrate how technology (radio systems, CAD, emergency alert systems) enables collaboration and communication with local, state, and federal agencies, ensuring interoperability and efficient multi-agency responses.
12. Explain how technologies, such as Next-Generation 911 (NG911), telematics, and broadband communication systems, enhance response capabilities, improve service delivery, and integrate multimedia communication (text, images, video) alongside traditional voice-based communication systems.
13. Understand and apply cybersecurity protocols when using communication and data management tools to ensure the protection of sensitive information and prevent unauthorized access.

### Standard 23: Essential Functions and Skills of the Law Enforcement Dispatcher

Students will be able to identify the administrative structure of law enforcement agencies, understand the roles and responsibilities of key personnel, and align their communication and coordination efforts to support agency operations, ensure responder safety, and maintain legal compliance.

* Aligned to Industry Recognized Credential: Telecommunicator Certification (5-day Mandatory training by State 911 Department)

#### Skills:

1. Explain the administrative structure of law enforcement agencies, including the roles of the chief executive officer, assistant chiefs, chief deputies, and undersheriffs, and align their communication and coordination efforts with these roles to ensure efficient operations, legal compliance, and timely support to law enforcement personnel.
2. Explain how dispatchers interact with support service units within a law enforcement agency, such as vehicle maintenance, fingerprinting, data entry, prisoner booking, and criminal records, by relaying relevant information and ensuring smooth communication, particularly during ongoing investigations or when additional support services are needed.
3. Identify the role and responsibilities of patrol officers and describe how dispatchers support them in crime prevention, routine patrol, and responding to crimes in progress by relaying real-time information, prioritizing incidents, and coordinating resources to ensure timely and effective law enforcement responses.
4. Describe the relationship between the Uniform Patrol Division and community policing efforts, including the role of school-based resource officers, youth programming, and crime prevention initiatives, and explain how dispatchers support these efforts through effective communication and resource allocation.
5. Explain the dispatcher’s role in promoting public safety through community-focused initiatives, ensuring officers are well-informed, coordinating outreach programs, and addressing community concerns while facilitating efficient and responsive dispatching.
6. Demonstrate the ability to gather and verify essential information from callers, including location, caller details, and the nature and severity of the emergency, ensuring the safety of law enforcement officers, callers, victims, and the public, while accurately relaying all critical details to responding units.
7. Analyze incoming calls for service and determine the appropriate response action by considering the nature and priority of the incident and available resources, in accordance with agency directives.
8. Demonstrate the ability to create, update, and maintain accurate records, including incident logs and call narratives, using Computer-Aided Dispatch (CAD) systems or other documentation methods.
9. Evaluate the priority of incidents and assign appropriate resources based on agency protocols, ensuring a timely and effective response.
10. Track and document radio activity, unit status, and incidents per agency directives, ensuring accurate communication logs are maintained.
11. Identify and describe regulations of the Federal Communications Commission (FCC) that directly apply to public safety radio.
12. Demonstrate relaying critical incident details (including initial and updated information) to field units, supervisors, and other resources, ensuring effective communication for ongoing response coordination.
13. Monitor call acknowledgments from responders and ensure that all units are informed, en route, and following agency procedures.
14. Demonstrate the ability to analyze and disseminate information to additional responders and resources including, but not limited to Hazmat teams, the Forest Service, Fire and EMS Units, etc.
15. Transfer pertinent shift activities and information to relief dispatchers during shift changes, ensuring continuity of service and seamless handovers.
16. Demonstrate the ability to analyze and evaluate all available information to identify the potential for escalation of the incident and perform status checks to determine scene and responder safety.
17. Evaluate incident updates, broadcast BOLO (Be on the Look-Out) messages, and attempt to locate pertinent information for responders and supervisors as appropriate.
18. Identify and describe regulations and requirements for the use of any data systems accessible through local, state, regional, federal, tribal, or international networks, e.g., RMS, DOL/DMV, any criminal justice information systems, NCIC, Interpol, CPIC.
19. Outline the dispatcher’s role within ICS, NIMS, and state and local emergency operations plans, including their role in ensuring effective communication and coordination during emergency incidents.
20. Participate in post-incident activities such as debriefs, reviews, and follow-up communications, contributing to continuous improvement and organizational learning.

### Standard 24: Essential Functions and Skills of the Fire Service Dispatcher

Students will be able to efficiently process emergency calls, dispatch fire service resources, maintain accurate documentation, coordinate with multiple agencies, and manage radio communications, ensuring safe and effective responses to fire incidents in accordance with agency protocols and national standards.

#### Skills:

1. Demonstrate an understanding of the fire service's basic operational needs, including personnel, equipment, training, communication, and response time, and explain how dispatchers contribute to meeting these needs by facilitating effective communication and resource coordination during emergency responses.
2. Describe the types of fires (Class A, B, C, D, K) and analyze how dispatchers must prioritize calls based on fire type, coordinate appropriate resources, and relay critical information to responding units to ensure an effective and timely response.
3. Demonstrate the first fundamental responsibility of a fire communications officer by gathering and verifying essential information from callers, e.g., location, caller details, nature, and severity of the emergency, dispatching the appropriate resources, and maintaining communication with responding units to ensure safety and effective fire scene management.
4. Demonstrate the ability to accurately create and maintain CAD records, incident logs, and call narratives, ensuring up-to-date and comprehensive documentation of radio activity, incident status, and resource deployment in accordance with agency documentation requirements.
5. Evaluate and assign necessary resources (units and equipment) based on the nature and priority of the fire incident, ensuring compliance with agency directives, and maintaining operational efficiency throughout the response.
6. Monitor, track, and document radio communication to ensure continuous contact with field units, including relaying updates or critical information to additional resources, e.g., Hazmat, EMS, and maintaining situational awareness during evolving incidents.
7. Continuously assess available information to identify potential hazards or escalation risks, and initiate status checks to ensure the safety of responders and the public, adjusting resource deployment, as necessary.
8. Dispatch updates and safety information to responders, adjusting resources rapidly in response to incident escalation or new risks, ensuring swift and coordinated decision-making.
9. Coordinate with other agencies, such as EMS, Law Enforcement, and Hazmat, ensuring efficient deployment of resources in compliance with mutual aid agreements, maintaining communication and safety across all responding units.
10. Follow all applicable regulations, including FCC standards and agency protocols, for managing radio communication and utilizing data systems to ensure compliance with legal and operational standards.
11. Demonstrate proper application of written directives for processing alarm signals, tracking alarm activity, resolving alarm conflicts, maintaining alarm accounts, and generating alarm reports.
12. Effectively hand off incident information to relief dispatchers at shift changes, ensuring continuity in service and communication, and that all critical updates are passed on to incoming personnel.
13. Apply the principles of ICS and NIMS to ensure structured response coordination, integrating fire service operations within broader emergency management frameworks, to support multi-agency coordination during large-scale incidents.
14. Engage in post-incident activities, such as debriefs and incident reviews, to identify lessons learned and improve future operations, ensuring ongoing performance improvement and organizational readiness.

### Standard 25: Emergency Medical Services Dispatcher (EMD)

Students will be able to manage emergency medical service requests efficiently and effectively by analyzing calls, prioritizing incidents, assigning resources, and ensuring clear communication with responders.

#### Skills:

1. Analyze the role of EMTs in providing Basic Life Support (BLS) and how Emergency Medical Dispatchers (EMDs) coordinate the timely response of EMTs, including licensed ambulances staffed by certified EMTs, to ensure that national standards of care are met during medical emergencies.
2. Explain the additional role of EMT-Ds (EMTs trained in the use of Automated External Defibrillators - AEDs) and describe how dispatchers must be aware of the need for this specialized training during cardiac emergencies, ensuring that EMT-Ds are deployed when necessary to provide enhanced care.
3. Demonstrate the ability to accurately create and maintain CAD records, incident logs, and call narratives, ensuring up-to-date and comprehensive documentation of radio activity, incident status, and resource deployment in accordance with agency documentation requirements.
4. Demonstrate the process of gathering and verifying essential medical information, such as location, caller details, the nature of the emergency, and the patient's condition, to ensure accurate deployment of EMTs and other necessary medical resources.
5. Assess the urgency and severity of medical emergencies based on the gathered information and determine the appropriate response actions following agency protocols for prioritization.
6. Apply national standards of care (as set by NHTSA and the Department of Transportation), ensuring that dispatch operations align with these standards and contribute to optimal outcomes in medical emergencies.
7. Identify, evaluate, and assign the necessary EMS resources, e.g., ambulances, paramedics, medical equipment, based on the nature and severity of the incident, while coordinating with other emergency service entities, e.g., Fire, Law Enforcement, to ensure a unified and timely response.
8. Manage, track, and document radio communication with responders, ensuring continuous updates on incident status and the rapid relay of critical information to ensure timely adjustments to resources and strategies.
9. Relay pertinent incident information to additional responders and agencies, e.g., Hazmat, Fire Services, Law Enforcement, as necessary, ensuring effective multi-agency coordination during medical emergencies.
10. Monitor and document hospital diversion status and emergency facility availability, coordinating with hospitals to ensure optimal patient care and resource utilization.
11. Continuously assess available information to detect potential escalation risks and initiate status checks, ensuring responder and public safety throughout the incident.
12. Demonstrate effective communication during shift changes, relaying incident details and relevant shift activities to relief dispatchers, ensuring continuity of operations and service.
13. Adhere to all applicable regulations, including FCC guidelines for public safety radio communications, as well as agency-specific protocols related to dispatch operations.
14. Apply the principles of ICS and NIMS to ensure the structured coordination of EMS operations within the broader emergency response framework, including inter-agency cooperation and resource allocation.
15. Actively engage in post-incident activities, including conducting debriefs, reviewing documentation, and identifying opportunities for improvement in response protocols and resource deployment.

## Employability Standards

### Standard 26: Employability Skills

Students will demonstrate professional communication, critical thinking, problem-solving, professionalism, teamwork, and collaboration within the context of public safety.

#### Skills:

1. Demonstrate effective communication and interpersonal skills across various platforms, including face-to-face interactions, telephone conversations, written, and electronic correspondence maintaining professionalism, clarity, and courtesy, ensuring that information is conveyed in a way that is easily understood by all parties, regardless of their background or expertise.
2. Demonstrate communicating under stress, maintaining calmness, clarity, and professionalism when receiving or relaying emergency calls or instructions, including managing high-stress calls and diffusing tense situations.
3. Recognize and manage body language, facial expressions, and tone, particularly in face-to-face interactions, to foster trust and cooperation in emergency situations.
4. Demonstrate professionalism and accuracy in written communications, required documentation, standardized reporting formats, e.g., incident reports, emails, and electronic communications to ensure clarity and consistency in information, to meet legal requirements.
5. Demonstrate the ability to collaborate effectively with colleagues, emergency responders, and other agencies to ensure coordinated and efficient public safety responses.
6. Demonstrate critical thinking skills, evaluating complex information and assessing viable solutions to ensure the best outcomes.
7. Demonstrate making rapid, informed decisions in high-stress, high-pressure situations, prioritizing tasks to ensure the safety of all parties involved.
8. Demonstrate the ability to adjust approaches and decisions based on new information, evolving situations, or changes in the operational environment, e.g., shifting fire dynamics, new medical reports from responding teams.
9. Explain the importance of leadership in critical moments, e.g., scene command during a fire or disaster response, while also understanding the importance of followership and supporting team leaders and other colleagues during their leadership moments.
10. Demonstrate professionalism by regularly reviewing industry-specific publications and resources to stay informed on current events, regulatory changes, and best practices within public safety communications.
11. Demonstrate ethical behavior and adhere to industry standards, ensuring safety, compliance, and integrity in all professional activities.

## Entrepreneurship Standards

### Standard 27: Entrepreneurship

Students will be able to describe opportunities for entrepreneurship and evaluate the value proposition of business ownership in public safety.

#### Skills:

1. Evaluate the licensing, regulatory, and tax implications of self-employment and business ownership in public safety compared to traditional employment.
2. Analyze the public safety job market, identify opportunities for entrepreneurial ventures that cater to unmet needs or underserved markets, such as specialized security services, safety technology companies, or public safety consulting.
3. Assess the impact of technological advancements on business opportunities and strategies in public safety, including new tools, software, and innovations in response systems.
4. Analyze market demand and identify niche opportunities within public safety to establish a sustainable business.
5. Understand the challenges and risks associated with entrepreneurship in public safety, including liability, insurance, and emergency response readiness.

## Digital Literacy Standards

### Standard 28: Digital Literacy

Students will be able to use digital tools, technologies, and platforms in public safety to enhance communication, improve response times, support decision-making, and ensure security.

#### Skills:

1. Use digital communication tools, such as radio systems, email, mobile apps, and messaging platforms, including telematics, Next Generation 911 (NG911), text-to-911, geospatial mapping tools, and CAD systems, in dispatch operations.
2. Demonstrate the ability to utilize available technologies to meet operational needs in both normal and back-up modes (i.e., radio intra/interoperability, telephone, (including TTY/TDD), and/or electronic relay system patches, local and state resources/networks, mapping and wireless communications, etc.) in accordance with agency policy and procedures, local, state, tribal, or federal laws.
3. Explain the importance of interoperability between different public safety agencies and technologies, e.g., fire, EMS, law enforcement, emergency management, to facilitate effective collaboration and response.
4. Evaluate the use of digital incident management software and fire inspection software used to track and coordinate responses in real time and for documentation, compliance, and reporting in fire services.
5. Identify and describe cybersecurity threats, e.g., ransomware, phishing attacks, which target public safety agencies and how to mitigate risks.
6. Implement data security protocols to protect sensitive information in law enforcement, including criminal records and investigation files, by adhering to proper computer and data security practices.
7. Apply GIS technology to enhance situational awareness, map emergency incidents, and determine the fastest routes for emergency responders.
8. Explain how social media platforms, e.g., Twitter, Facebook, Instagram, are used by public safety agencies to disseminate critical information to the public, including during emergencies.
9. Understand how mobile technology can be integrated with body-worn cameras, drones, and other wearable devices to provide additional data and improve operational safety.
10. Assess how artificial intelligence (AI) and machine learning are used in public safety for predictive modeling, crime analysis, and improving operational efficiency.