EMERGENCY DISPATCH CERTIFICATE

Program Number: 61-504-3
Certificate
Campus: Fond du Lac, Online
This program is **not** eligible for financial aid

Embark on a fulfilling and empowering career journey by enrolling in Moraine Park's Emergency Dispatch program.

About the Program

According to the US Bureau of Labor Statistics, major work duties and responsibilities of emergency dispatchers include answering emergency and nonemergency calls to assist people in need. They use computers to document facts related to the calls, which they can receive via phone, text, social media, or other alarm systems. Emergency dispatchers determine the type of emergency and where to dispatch the appropriate resources. Dispatchers relay information to responding agencies, monitor and track the status of responding agencies, and keep documentation of received calls.

What You'll Learn

Students will examine the roles of a communications officer and the technology utilized within the call center. Students will learn about the types of calls received, including managing and directing resources through various training scenarios along with strategies and techniques to minimize stress. Courses in the Emergency Dispatch Certificate can be directly transferred to the Criminal Justice (https://catalog.morainepark.edu/program-information/programs/criminal-justice/) Associate of Applied Science degree.

Transfer Opportunities

Your academic journey can continue at a four-year college or university. Earn your associate degree at Moraine Park and then apply those credits toward a bachelor's degree. Starting at MPTC makes completing a bachelor's degree **affordable**, **accessible** and **convenient**. You can go anywhere as MPTC has transfer agreements with colleges and universities both in Wisconsin and throughout the country.

Visit the Transfer to a Four-Year College (https://www.morainepark.edu/transfer-to-a-four-year-college/) page for more information on credit transfer agreements between Moraine Park and four-year colleges, both public and private.

Admission Process

Standard Admissions (http://www.morainepark.edu/admissions/new-student/how-to-apply-for-admissions/) steps details

This program also requires:

- Criminal Background Check

Credit for Prior Learning

Transform the skills and abilities developed through previous experience into college credit through MPTC's Credit for Prior Learning process.

- Transfer credit from other colleges/universities
- Earn college credit for your military training and experience
- Earn college credit via Advance Placement, CLEP, DANTES/DSST or MPTC Challenge Exams
- Earn college credit from previous/current work and life experiences

Visit MPTC's Credit for Prior Learning (https://www.morainepark.edu/academics/credit-for-prior-learning/) page for more information.

Approximate Costs

Tuition

Occupational

- $157.45 per credit (resident)
- $236.18 per credit (out-of-state resident)

Associate of Arts/Associate of Science

- $196.05 per credit (resident)
- $294.08 per credit (out-of-state resident)

Online students are not charged out-of-state fees.

Student Fees

- $6.00 minimum per course Material Fee
- $13.76 per-credit Supplemental Fee for Undergraduate courses
- $4.50 per term mandatory Student Accident Insurance Fee

Please refer to Tuition & Fee Information (https://catalog.morainepark.edu/billing/cost/) for additional enrollment fee information.

Course Requirements

Course	Title	Credits
Courses		
504-114	Fundamentals of Communication	3
504-115	Telecommunications	3
504-155	Stress Management	3
	Credits	**9**
	Total Credits	**9**

Pathways

- Criminal Justice Associate Degree (https://catalog.morainepark.edu/program-information/programs/criminal-justice/)
  - Emergency Dispatch Certificate (p. 1)

Earn a certificate and an associate degree along this pathway. Start with some courses for entry-level employment, and continue with additional courses for higher wages and job advancement.

Career Opportunities

- 911 Dispatcher
- Communications Officer
- Communications Operator
- Communications Specialist
- Dispatcher
- Emergency Communications Operator (ECO)
- Police Dispatcher

Moraine Park Technical College is an equal opportunity and affirmative action College. Women, minorities, those with different abilities and veterans are encouraged to apply. For more information, visit http://www.morainepark.edu/nondiscrimination.

- Public Safety Dispatcher
- Telecommunicator

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