

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/programs/criminal-justice/>) Associate of Applied Science degree.

Transfer Opportunities

Earn credits at MPTC and transfer to a four-year college to earn your bachelor's degree.

Visit the Transfer to a Four-Year College (<https://www.morainepark.edu/academics/transfer-information/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

Earn college credit outside the classroom through Moraine Park's Credit for Prior Learning (CPL) opportunities. Credit opportunities are available for:

- Previous college coursework from prior institutions
- Military training and experience
- Passing of MPTC or national exams

- Skills or knowledge developed on the job or through other life experiences

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

Approximate Costs

Tuition

Occupational

- \$146.20 per credit (resident)
- \$219.30 per credit (out-of-state resident)

Associate of Arts/Associate of Science

- \$188.90 per credit (resident)
- \$283.35 per credit (out-of-state resident)

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

Student Fees

- \$4.50 minimum per course Material Fee
- \$12.50 per-credit Supplemental Fee for Undergraduate courses
- \$10 minimum per credit Online Course Fee (Fee suspended for 2023-2024)
- \$4.50 per term mandatory Student Accident Insurance Fee

Please refer to Tuition & Fee Information (<https://catalog.morainepark.edu/admissions-registration/tuition-fee-information/>) 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/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

- Public Safety Dispatcher
- Telecommunicator

Statewide Median Salary for Recent Graduates

\$46,670