

# EME-112 911 Communications & Operations II

## **COURSE DESCRIPTION:**

Prerequisites: EME-111

Corequisites: None

This course is designed to introduce the student to the various roles, functions, and governance models that impact a Public Safety Answering Point (PSAP). Topics include an introduction to human resources, employee relations, local government finance, federal and local legislation and oversight of a PSAP, cybersecurity policies and procedures, Next Generation technology and applications, policy and procedure writing, and grant writing. Upon completion, students should be able to demonstrate an understanding of human resources processes as a telecommunicator, basic budgeting and finance, general knowledge of cybersecurity practices, Next Generation technology and applications in the PSAP and an introduction to federal and state legislation relating to 911 and grant writing.

## **LEARNING OUTCOMES:**

Upon completing requirements for this course, the student will be able to:

1. Discuss human resources with emphasis on recruitment processes and employee relations.
2. Demonstrate a basic understanding of financing and budget including the differences between quotes, bids, contracts, and replacement cycles.
3. Summarize federal and some state legislation and governance models and their impact on PSAPs.
4. Demonstrate a general understanding of cybersecurity and Next Generation technologies and applications and their impact on the operations of the PSAP.
5. Effectively write and document information in the PSAP through memos, policies, procedures, and a basic strategic plan.
6. Exhibit an understanding of grant writing and processes.

## **OUTLINE OF INSTRUCTION:**

- I. Course Introduction
- II. Human Resources
  - A. Employment Rules and Regulations
  - B. Performance Evaluations
  - C. Conflict Resolution
- III. Employee Relations
  - A. Recruitment
  - B. Retention
  - C. Employee Satisfaction

- IV. Financial Management
  - A. State and Local Government Budgeting
  - B. Purchasing Rules
  - C. Budget Management
  
- V. Legal Considerations of PSAP Management
  - A. Federal Guidance
  - B. N.C. Administrative Code
  - C. Accreditation and Compliance
  
- VI. Policies and Procedures
  - A. Policy vs. Procedure
  - B. Policy Process
  - C. Implementation
  
- VII. Strategic Planning
  - A. Program Evaluation
  - B. Planning for Growth
  - C. Grants
  
- VIII. Course Summary

**REQUIRED TEXTBOOK AND MATERIAL:**

The instructor will determine the textbook and other instructional material.