

Public Safety Communications: Certificate

Faculty of Trades and Technology	kwantlen.ca/trades
Public Safety Communications	kwantlen.ca/pscm
Implementation Date	01-Sep-2011
Start Date(s)	September
Admission Type	Selective entry
Enrolment Type	Limited enrolment
Program Type	Undergraduate
Credential Granted	Certificate
Offered At	Cloverdale
Format	Full-time
How to Apply	www.kwantlen.ca/admission

DESCRIPTION

In 1990, Kwantlen introduced the first Public Safety Communications Program in Canada.

This unique, 8-month program prepares students for a growing industry that requires professionally selected and trained public safety communicators. A public safety communicator's expertise means the difference between life and death for a caller. Rapid technological changes, as well as greater social and cultural diversity, have heightened the need for communicators who can successfully function under considerable pressure. The introduction of 9-1-1 throughout North America has brought increased public attention to the role of the public safety communicator. While the duties performed by communicators vary considerably according to the function and structure of the organization, there is a simple common element: the communicator critically links the public to those who provide police, fire, and emergency medical assistance. Additional information is available from our program website at: kwantlen.ca/trades/public_safety.

STUDENT PROFILE

A desire to help people is an important qualification for public safety communicators but it does not ensure success in this demanding career. The public safety communicator must have superior multi-tasking abilities, be able to simultaneously manipulate telephones and radios while thinking quickly and critically, and make necessary decisions with limited information. The communicator must have excellent listening skills, be assertive but not aggressive, be able to maintain emotional control, and work well in a team setting.

Students must be prepared to work hard, participate actively in all facets of the program, show enthusiasm and commitment, and be willing to accept constructive criticism to attain the skills necessary for employment. Ideally, applicants will have some experience in related fields such as victims' assistance and crisis management.

PROGRAM ADMISSION REQUIREMENTS

In addition to Kwantlen's General university admission requirements including the undergraduate-level English Proficiency Requirement, the following program admission requirements apply.

- Submission of a researched, 500 word essay detailing the job function of a public safety communicator
- Submission of a resume with 3 current, signed letters of reference
- Completion of a criminal record check review through the Ministry of Public Safety and Solicitor General's Criminal Records Review Program
- Achieve keyboarding speed of 40 wpm or higher (students are required to complete 50 wpm to graduate)
- Participation in an orientation interview that includes a performance evaluation

Note: A hearing exam, while not mandatory, is recommended as many agencies require them for employment.

Students with mental or physical impairments, who may require program or practicum accommodations, should contact the Program Coordinator at 604.598.6118 to discuss required skills and competencies and a Disability Advisor at 604.599.3233 to ensure appropriate accommodations can be arranged.

PROGRAM REQUIREMENTS

This intensive Certificate program is organized according to the following learning goals:

- The development of an appropriate level of understanding of practical and theoretical concepts that graduates of the program will be expected to apply in industry.
- The provision of hands-on training in our lab with various communications systems similar to those used in the field. The comprehension of human behaviour patterns and development of the interpersonal skills needed to effectively manage crisis calls, relate to co-workers and supervisors, and cope with on-the-job stress.
- The integration of learning through a wide variety of experiential activities, oral and written presentations, field trips, and agency practica.

Components of the program focus on cultural and societal diversity and teamwork.

Courses are kept up-to-date through instructors' professional development, through consultations with the program's advisory committee and with the field generally, and through the procurement of appropriate equipment. Program curriculum is continually updated to industry needs.

Semester 1 – September – December

PSCM 1100	Call Processing	3 credits
PSCM 1120	Radio Communications	3 credits
PSCM 1140	Human Behaviour	3 credits
PSCM 1150	Legal & Regulatory Influences	3 credits
PSCM 1280	Public Safety Communications Lab 1	1.5 credits

PSCM 1400	Emergency Planning	3 credits
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Semester 2 – January – May

PSCM 1200	Police Communications	3 credits
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PSCM 1240	Human Behaviour II	3 credits
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PSCM 1260	Practicum	3 credits
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PSCM 1281	Public Safety Communications Lab 2	1.5 credits
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PSCM 1300	Fire Communications	3 credits
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PSCM 1500	Emergency Medical Communications	3 credits
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CREDENTIAL AWARDED

Upon successful completion of this program, students are eligible to receive a **Certificate in Public Safety Communications**.