# PUBLIC SAFETY COMMUNICATIONS (PSCM)

This is a list of the Public Safety Communications (PSCM) courses available at KPU.

### PSCM 1100 CR-3
### Call Processing
Students will work in cooperative teams to learn and practise call-processing skills needed by communicators for successful integration into public safety and related industries, using both manual and automated systems. They will learn technical language used in the industry and how agencies function.

*Co-requisites: PSCM 1280 PSCM 1280*

### PSCM 1120 CR-3
### Radio Communications
Students will gain competency through practice in simulated radio dispatching within a communication centre team environment, applying radio protocol and procedures to Industry Canada specifications. They will identify the technologies (telephone, radio, and computer-aided dispatch systems) used within the communications industry in radio communications.

*Co-requisites: PSCM 1280 PSCM 1280*

### PSCM 1140 CR-3
### Human Behaviour
Students will analyze and practice inclusive techniques for dealing with the elderly, young children, the mentally and emotionally disadvantaged, and those members of our community with language barriers. They will learn to recognize and deal effectively with occupational, organizational, and event-related stress within themselves through journal writing and personal reflection.

*Co-requisites: PSCM 1280 PSCM 1280*

### PSCM 1150 CR-3
### Legal & Regulatory Influences
Students will examine the legal and regulatory influences on primary responding public safety agencies such as police, fire, and ambulance services. They will research federal and provincial statutes, municipal by-laws, and common laws affecting the public safety sector.

*Co-requisites: PSCM 1280 PSCM 1280*

### PSCM 1200 CR-3
### Police Communications
Students will work in a team environment to operate a simulated tri-service communications centre. They will learn the protocols and techniques for police call processing and radio dispatching through practical simulations, beginning at an entry level of operational competency and working up to handling multiple incident scenarios

*Prerequisites: PSCM 1100 and 1120 and 1140 and 1150 and 1400*
*Co-requisites: PSCM 1281 PSCM 1281*

### PSCM 1240 CR-3
### Human Behaviour II
Students will further study psychological disorders, social disobedience and victimization emphasized from the perspective of public safety communicators. The student will apply stress management techniques to deal with: critical incident stress, shiftwork, media stress, and sleep disorders. Students will also reflect on and acquire practical insights into different types of behaviors and their effects as they practice interaction with a diverse group of callers.

*Prerequisites: PSCM 1100 and 1120 and 1140 and 1150 and 1400*
*Co-requisites: PSCM 1281 PSCM 1281*

### PSCM 1260 CR-3
### Practicum
Students will observe and experience hands-on operations in a variety of public safety communications centres. They will produce written reports on procedures, technologies, and organization used in each centre.

*Prerequisites: PSCM 1100 and PSCM 1120 and PSCM 1140 and PSCM 1150 and PSCM 1400*
*Co-requisites: PSCM 1281 PSCM 1281*

### PSCM 1280 CR-1.5
### Public Safety Communications Lab 1
Students will examine computer aided dispatch software concepts, and its application to the public safety communications field. They will use the communications lab telephone system, computer aided dispatch software, mapping software and Records Management System (RMS) software to create and dispatch emergency calls in a simulated lab environment. Students will achieve a minimum 45 nwpm keyboarding speed.

### PSCM 1281 CR-1.5
### Public Safety Communications Lab 2
Students will continue to use the communications lab telephone system, current computer aided dispatch software, mapping software and Records Management System (RMS) software to create and dispatch emergency calls in a simulated lab environment. They will practice scenarios to assess a variety of responses for police, fire and ambulance and become proficient in the processing and dispatching of emergency calls. Students will achieve a minimum 50 net words per minute (NWPM) keyboarding speed.

*Prerequisites: PSCM 1280*

### PSCM 1300 CR-3
### Fire Communications
Students will identify the protocols and techniques for incident processing and dispatching in the fire service. They will utilize procedures for WHMIS and TDG in the context of fire exercises. Fire call processing, radio dispatching and incident command will be practiced in lab simulations. Students will work in a team environment to operate a simulated tri-service communications centre by the end of the course.

*Co-requisites: PSCM 1281 PSCM 1281*

**PSCM 1400 CR-3**
**Emergency Planning**
Students will examine emergency planning and preparedness regulations and procedures at the federal, provincial and municipal level, with the focus on analyzing the interaction of public safety agencies during a person-induced or natural disaster. They will apply their knowledge of emergency planning to establish and prepare personal strategies and equipment for themselves and their families.

*Co-requisites: PSCM 1280 PSCM 1280*


**PSCM 1500 CR-3**
**Emergency Medical Communications**
Students will learn the protocols and techniques for incident processing and dispatching in emergency medical situations. They will practice emergency medical call assessment and radio dispatching in lab simulations in a team environment, and will provide emergency medical telephone instruction. They will work together to operate a simulated tri-service communications centre.

*Prerequisites: PSCM 1100 and PSCM 1120 and PSCM 1140 and PSCM 1150 and PSCM 1400*
*Co-requisites: PSCM 1281 PSCM 1281*