



Dispatch

Basic Dispatch Academy

Course Information

Description

This 120-hour course includes: dispatching as a professional, legal aspects, telephone procedures, radio procedures, missing persons, domestic violence, critical incidents, concepts of emergency, medical dispatching, criminal justice system, telecommunication technology, cultural awareness, available resources, stress management, gang awareness, hate crimes, sexual harassment, practical exercises and final examination.

**POST requires that students maintain a 95% attendance standard in this course. South Bay Regional adheres to POST attendance requirements. Students may be disqualified from the Basic Dispatch Academy if they have been cumulatively absent for more than 5% of the course or if the absences have not been deemed "excusable" by the Academy staff.

Please note: The dress code for this class is business casual (Collared shirts, no jeans, no shorts, no flip-flops).

Designed For

This course is designed to provide entry level Public Safety Dispatcher training to Public Safety Dispatchers and anyone interested in a dispatching career and in the effective methodology of communications.

Hours

120 hours

Units

3 Units

Certification

P.O.S.T. Plan IV. Certificate awarded upon completion.

College Application Process

College Application Process

This program is presented through the South Bay Regional Public Safety Training Consortium of Community Colleges (SBRPSTC), which includes Gavilan College, Monterey Peninsula College, Ohlone College, Hartnell College, Lake Tahoe Community College, College of San Mateo, and Cabrillo College.

Only courses and programs presented for college credit will be funded, transcribed and certified through one of the above accredited institutions.

Funds generated through this process offset the costs of each course, thereby reducing student fees for the student/agency and allowing us to present more courses. Consequently, we require all students taking one of our college-based courses to apply to the designated college using OpenCCC, the online college application system by which the majority of community colleges collects registration and transcription information.

Students will receive reservation confirmation and class information along with college application instructions approximately 45 days before the class starts. If applicable, you will be required to complete the college application process and submit your South Bay Registration Form, to include your OpenCCC and applicable College ID numbers no later than 30 days before the class start date. ****Additional fees will apply to Non-College Registered Students. Contact our main office at (408) 229-4299 for specific amounts.***

Lodging

[Click here to reserve a special rate with Hampton Inn Morgan Hill](#)

[Click here to reserve a special rate with Residence Inn Marriott](#)

Payment / Registration Information

Payment Information

All classes require full payment or a designated deposit **at time of reservation**. We accept Visa and MasterCard (a transaction fee of 2% will apply), cash, money order and cashier's checks (made payable to SBRPSTC). Agency billing may also be arranged. Financial aid and VA benefits may be available.

***ALL FEES ARE SUBJECT TO CHANGE.** When possible, students will be advised of any fee changes prior to course start date. Tuition fee increases made at any time by the State Chancellor's office may require collection of additional fees from students.

semester or do not meet other college criteria may be considered “out-of-state” students, and subject to additional fees to the ones listed above. Please check with our staff for details and exact costs.

Reservations

Agency personnel: please phone in (or email to: sbrpstc@theacademy.ca.gov) the following information:

Class Requested

Agency Name

Training Officer (TO) Name

TO's Email Address

Phone Number

Attendee Name(s), Email Address, DOB

Method of payment if applicable

Self-sponsored students: Contact our main office at (408) 229-4299 to register. Be prepared to submit full or partial payment, depending on the class

Non-U.S. Citizens: If you are not a U.S. citizen but have a Permanent Resident card, email a copy of the front and back of the card (indicate the class in which you are registering) to: sbrpstc@theacademy.ca.gov

Cancellation/Refund Policy

All classes require full payment due by or before the first day of class. Out of consideration for people who are on a waiting list, your reservation must be cancelled no later than 30 days prior to first day of class. After the 30-day cancellation period, students/agencies will forfeit a minimum of \$50 for materials expenses associated with unexcused cancellations. Substitutions or transfer of your reservation to another student is permitted upon approval.

Course Cancellation by South Bay

Each class has a minimum enrollment requirement. If the minimum enrollment is not reached for the course three weeks prior to the beginning of the class, the class may be cancelled and any deposits/payments will be refunded in full.

Fee Information

\$475

Additional fees may apply to Non-College Registered Students. Contact our main office at 408-229-4299 for specific amounts.

Late Cancellation Fee

\$50 late cancellation fee if cancelled after 06/29/2022

College of Record: Gavilan College

College Term: SUMMER

Location**The Academy (Coyote Valley Campus)**

560 Bailey Ave.

San Jose, CA 95141 United States

(408) 229-4299

[View Venue Website](#)

Fees

\$475