



911 COMMUNICATIONS
TECHNICAL CERTIFICATE OF CREDIT

MAJOR CODE: 9C21 REQUIRED CREDIT HOURS: 12 CIP Code: 439999

Location(s): Rockdale Career Academy

Program Description: The 911 Emergency Communications Operator Technical Certificate of Credit prepares students to receive emergency calls by telephone, radio system or computer-aided dispatch system. They will be prepared to question callers to obtain the information needed to determine an appropriate course of action such as requesting calls for service from law enforcement, fire, and other emergency services. This is a state certification program. Graduates will qualify for Georgia Peace Officer Standards and Training Council (POST) certification as a Communications Officer. This TCC will consist of four courses. Communications Officers are responsible for gathering critical information from callers and subsequently dispatching appropriate first responders. Students who successfully complete the program will earn a Communications Officer Certification through the Georgia Peace Officer Standards and Training Council, upon successful completion of the Communications Officer POST exam.

<u>Course Number</u>	<u>Course</u>	<u>Credit Hours</u>	<u>Pre/Co-Requisite(s)</u>
LETA 1000	Effective Communication & Writing Skills for the Communications Officer	3	Program Admission
LETA 1100	Introduction to the Communications Officer Profession	3	Program Admission
LETA 1101	Crisis and Special Population Communication Operations	3	Program Admission
LETA 1102	Applied Communication Procedures	3	Program Admission
Total		12	

Notes

- This TCC is currently only offered to senior students at Rockdale Career Academy through dual enrollment.
- Course descriptions, and required pre/co-requisites are available in the college catalog, which can be found online at [Catalog](#)
- Changes to program requirements can be made and will be properly communicated to students.

Gainful Employment Information

- No gainful employment information is available for this program.

Additional Information

- As set forth in its student catalog, Georgia Piedmont Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, sex, religion, disability, age, political affiliation or belief, genetic information, veteran status, or citizenship status(except in those special circumstances permitted or mandated by law). Contact Lisa Peters, the ADA Coordinator

at 404-297-0522, ext. 1154, ADA504Coordinator@gptc.edu or at the main DeKalb campus, 495 N. Indian Creek Drive, Clarkston, GA 30021, Room A-170; or Dr. Debra Gordon, the Title IX Coordinator, at 404-297-9522, ext. 1176, TitleIXCoordinator@gptc.edu or at the main DeKalb campus, 495 N. Indian Creek Drive, Clarkston, GA 30021 Room A103 for assistance.

- For more information about our graduation rates and other important program information, please visit our website at: <http://www.gptc.edu/wp-content/uploads/2018/02/Placement-rate-by-program.pdf>
- Georgia Piedmont Technical College is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award Associate of Applied Science degrees, diplomas and technical certificates of credit. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Georgia Piedmont Technical College. The Commission should be contacted only if there is evidence that appears to support Georgia Piedmont Technical College's significant non-compliance with Commission requirements or standards. Inquiries related to normal and ongoing College operations such as admission requirements, financial aid, programs, etc., should be addressed directly to Georgia Piedmont Technical College and not to the Commission on Colleges.