

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,

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- 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.