



Spanish for Telecommunicators

Online Course

Equivalent to Intermediate Spanish #22109
TCOLE Approved – 20 Hours

Only \$99
Not PRPC Sponsored

www.spanishonpatrol.com/prlea

Available 24/7

Short Summary:

The ability to understand 9-1-1 callers is often a matter of life or death. The inability to communicate can be devastating. Without effective communication, telecommunicators cannot serve the public. Enroll today and start answering emergency calls with success.

Course Summary:

For Telecommunicators, the ability to understand callers and relay correct information to first responders in the field is often a matter of life or death. Of the approximately 45-million Hispanics living in the USA, it is estimated that 10% speak only Spanish. Often, telecommunicators are the first point of contact. They need to understand emergency-specific, Spanish words and phrases that can help them effectively dispatch help without delay or confusion. The Spanish for 9-1-1 Dispatch audio-visual course features specific words and phrases, plus special *Alert Words* (slang, cuss, and threatening language). It's not necessary to be fluent to communicate. The focus is on understanding the nature of the call, collecting information about possible injuries, securing the correct street address, keeping the caller calm, and much more.

Course Requirement:

Students must complete 20 hours and all tests with a 70% or higher to receive a certificate of completion. Tests can be taken more than once to improve score. Students have 45 days from registration date to complete the course.

Objectives:

- The student will be able to communicate via the phone with a Spanish speaker
- The student will be able use his/her new Spanish skill under pressure
- The student will improve his/her job performance
- The student will improve his/her knowledge of spoken Spanish
- The student will be able to identify and understand Spanish words and phrases taught in each unit
- The student will be able to collect information from a Spanish speaker
- The student will be able to perform these tasks in a basic Spanish level
- The student will be able to recognize dangerous expression in Spanish to inform the police or fire personnel what type of environment they are entering
- The student will be able to have friendly Spanish conversations with members of the Hispanic communities
- The student will be able to evaluate a situation when the main language spoken is Spanish
- The student will be able to relate everyday information to the Spanish speaker and keep them calm on the phone
- The student will be able recognize the need for "help" when a Spanish speaker is talking with them.
- The student will be able to recall commands in Spanish needed to avoid further escalation of a situation

Questions?:

Contact Amarillo College Criminal Justice Programs at 806-354-6081 or CriminalJustice@actx.edu