



South Texas College Regional Center for Public Safety Excellence



COURSE ANNOUNCEMENT

TCOLE 1080 Basic Telecommunicator Certification

Date: Jul 10 - 28, 2023

Time: 8:00 a.m. - 5:00 p.m.

South Texas College in partnership with the City of Pharr is providing this course. The Basic Telecommunicator Licensing Course is designed to provide the new career Telecommunicator with an understanding of the emergency communications environment, and the core competencies in both emergency and non-emergency situations required by the Commission for licensing. Participants will also be shown the proper use of technology and how to effectively communicate under stressful situations. This course is designed to prepare participants to perform successfully as a telecommunications call taker or dispatcher.

This course consists of thirteen learning modules. After all modules have been completed, the participant will receive a comprehensive final exam. All examinations must be passed with a minimum score of 80%. Participants have three attempts to pass each module exam and one attempt to pass the final examination. Module quizzes and the final examination are timed events that can only be done in a single seating. Participants will be eligible to sit for the TCOLE Telecommunicators Licensing Examination at a TCOLE approved testing site upon successful completion of the course.

This course meets TCOLE requirements for Basic Telecommunicator Course #1080.

Registration is free.

PREREQUISITES

- The class is open to individuals who are already working for a public safety agency and are seeking to obtain their licensing requirements mandated by TCOLE
- Letter from Agency (on letterhead) stating employment dates and in good standing with agency must be emailed to Amy Espericueta @ aespericueta_3728@southtexascollege.edu upon completing registration below.
- Meet TCOLE hiring mandates and possess a Personal Identification Number (PID)

Questions: Please contact Melanie Gutierrez @ melanie.gutierrez@pharr-tx.gov

Phone: 956.402.4911 ext 4485

Work: 956.638-4847

REGISTRATION:

To register please visit <https://www.southtexascollege.edu/cpit/public-safety-training.html>