

# EMERGENCY COMMUNICATIONS AND RESPONSE CERTIFICATE

## Overview

Faculty of Health and Community Studies

Department of Public Safety and Justice Studies

MacEwan.ca/Emergency (<http://MacEwan.ca/Emergency/>)

In the increasingly complex field of emergency telecommunications, there is a need for personnel who have the ability to assess situations quickly and respond in an appropriate manner. Emergency communicators are the critical link between the public and those who provide police, fire and emergency medical assistance. As the field evolves, the need for highly skilled and knowledgeable professionals is critical. The field demands professionals who are able to multi-task, use high-tech equipment, think critically and quickly in a stressful setting, and respond to the challenges of the field.

The Emergency Communications and Response program develops the broad knowledge and skills required of call evaluators or dispatchers and the unique knowledge and skills in police, fire and emergency medical environments. The program is a full-time, eight-month certificate. Full-time program entry occurs each fall. The full-time program may be offered as a combination of day and evening courses. In the final month of the program, students participate in a short field placement that exposes them to different communication centres.

## Career Potential

Challenging and rewarding careers as call evaluators or dispatchers can be found in police, fire or medical communication centres in provincial, federal or municipal settings. Many opportunities are also available in specialized public or private communication centres dealing with priority service requests.

## Contact Information

T: 780-497-5221

E: [emergencycommunications@macewan.ca](mailto:emergencycommunications@macewan.ca)

### PROGRAM OFFICE

Robbins Health Learning Centre  
Room 9-407, 10910 - 104 Avenue  
Edmonton, AB T5J 4S2  
T: 780-497-4567

## Program Requirements

The following program requirements are needed to complete the credential. Refer to the Student Plan as this plan identifies the usual course schedule.

Code	Title	Credits
ECRP 131	Call Processing/Radio Communications	3
ECRP 141	Emergency Communications I	3
ECRP 151	Emergency Communications II	3
ECRP 161	Emergency Planning	2
ECRP 171	Field Placement	2

ECRP 172	Integration Seminar	1
ECRP 181	Document Processing in Emergency Communications	1
PSSC 121	Law and the Administration of Justice	3
PSSC 141	Interpersonal Skills	3
PSSC 212	Mental Health Foundations in Public Safety	3
PSYC 104	Introductory Psychology I	3
or PSYC 105	Introductory Psychology II	
Three credits of university English (includes WRIT 101)		3
Total Credits		30

The minimum passing grade for a course at MacEwan University is a D unless otherwise noted next to the appropriate course in the program of study.

## Course Substitutions

Credit Earned in:	May Be Substituted for Credit in Program Course:
INTD 105	PSSC 141

## Program Regulations

### Academic Residency - Exemption

A student in Emergency Communications and Response must complete at least 30 per cent of courses through MacEwan University. Challenge examinations, transfer credit and other special assessments (for example, prior learning and recognition) are not included in the 30 per cent.

### Program Standards

Students admitted to this program are presumed to be capable of fulfilling the academic requirements of their program with, if applicable, provision of reasonable accommodation. The reasonable accommodation of students with disabilities shall not require the University to lower its standards, academic or otherwise, nor shall it relieve a student of the responsibility to develop and demonstrate the essential skills and competencies expected of all students pursuing this program (policy E3400, Students with Disabilities).

### Regulations Governing Field Placement (Work Integrated Learning)

Students must achieve satisfactory performance in all field placement courses in accordance with the course learning outcomes and grading criteria. Field placement hours may include days, evenings and weekends. Students are required to arrange their own transportation for required field placement activities and any costs incurred for meals, travel and accommodation are the student's responsibility. Students will require daily access to a vehicle for any practice experience not accessible through public transportation. Required field placements will generally be within a 150 kilometer radius of the MacEwan University site.

Students cannot be in attendance at field placement agencies as a MacEwan University student except at times and locations authorized by the field placement course instructor for the course in which the student is currently enrolled. Students must comply with policy C2060 Work Integrated Learning regarding field placements. Students must have completed all prerequisite courses as well as all program and agency specific requirements prior to the start of any field placement course. In accordance with policy C2060 Work Integrated Learning, the University

reserves the right, at any point during a field placement, to remove a student from the placement for serious performance issues (i.e., engaging in behaviour that places a client and/or others at risk or that is contrary to the professional or safety requirements of the placement). In such cases and with the concurrence of the Dean, the student will be assigned a grade of F in the course. Although this decision may be appealed according to policy E3103 Student Appeals, the student will not be permitted to remain in the field placement during the appeal.

## Police Information Check

A student must meet the specific police information check requirements as set out in the admission criteria for the duration of the program or they may be required to withdraw from the program.

## Student Plan

Students must follow the Student Plan (listed below) to complete this credential in the year(s) indicated by the plan. Students must consult with a program Academic Advisor regarding any deviation from the Student Plan, as this may extend the time it takes to complete the program.

Year 1			
Term 1	Credits	Term 2	Credits
ECRP 131		3 ECRP 151	3
ECRP 141		3 ECRP 161	2
PSSC 121		3 ECRP 171	2
PSYC 104 (or)		3 ECRP 172	1
PSYC 105		ECRP 181	1
Three credits of university English (includes WRIT 101)		3 PSSC 141	3
		PSSC 212	3
		15	15
Total Credits 30			

## Admission Requirements

Applicants may be admitted to the following:

### Regular Admission

*To be evaluated through the Office of the University Registrar*

Applicants must have an Alberta high school diploma (or equivalent) or GED diploma.

Applicants must have a minimum overall average of 65% with no course grade lower than 50 percent, in the following high school courses:

1. ELA 30-1 or ELA 30-2
2. Social Studies 30-1 or 30-2
3. One subject from Group A, B, C, or D

Applicants with nine or more post-secondary level credits must also present a minimum Admission Grade Point Average of 2.0 on a 4.0 scale.

## Additional Admission Criteria

All applicants must meet the following:

### 1. English Language Proficiency

*To be evaluated through the Office of the University Registrar*

#### Applicable to All Admission Categories

All applicants must meet an acceptable level of English language proficiency. We will require official documents such as high school or post-secondary transcripts or proof of successful completion of standardized language evaluation. Full details are available in MacEwan University's academic calendar or online at [MacEwan.ca/ELP/](https://MacEwan.ca/ELP/) (<https://MacEwan.ca/ELPs/>).

### 2. Other Admission Criteria

*To be evaluated through the Program*

#### Applicable to All Admission Categories

Applicants offered admission must present a clear Police Information Check (or equivalent from another policing agency) that includes a Vulnerable Sector Search. The Police Information Check must be submitted by the published document deadline and have been issued within three months of the start of the program intake term.

## Equity Admission

The Department of Public Safety and Justice Studies at MacEwan University is committed to principles of equity and diversity. The department supports equitable representation of groups underrepresented in public safety and justice professions and has reserved up to 10% of admission spaces in each program as equity admission spaces for applicants who self-identify as Aboriginal. Aboriginal peoples of Canada are defined in the Constitution Act, 1982, Section 35 (2) as including the Indian, Inuit and Métis peoples of Canada. In order to be considered for admission under the Equity Admission criteria, candidates must still meet the minimum admission criteria for the program option to which they apply.