

EMERGENCY TELECOMMUNICATIONS CURRICULUM FRAMEWORK



This document was prepared by:

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All Nevadans ready for success in the 21st century

MISSION

To improve student achievement and educator effectiveness by ensuring opportunities, facilitating learning, and promoting excellence



INTRODUCTION

The Nevada Career and Technical Education (CTE) Curriculum Frameworks are a resource for Nevada's public schools and charter schools to design, implement, and assess their CTE programs and curriculum. The content standards identified in this document are listed as a model for the development of local district programs and curriculum. They represent rigorous and relevant expectations for student performance, knowledge, and skill attainment which have been validated by industry representatives.

This curriculum framework ensures the following:

- CTE course(s) and course sequence teaches the knowledge and skills required by industry through applied learning methodology and, where appropriate, work-based learning experiences that prepare students for careers in high-wage, high-skill, and/or in-demand fields. Regional and state economic development priorities shall play an important role in determining program approval. Some courses also provide instruction focused on personal development.
- CTE course(s) and course sequence includes leadership and employability skills as an integral part of the curriculum.
- CTE course(s) and course sequence is part of a rigorous program of study and includes sufficient technical challenge to meet state and/or industry-standards.

**NEVADA DEPARTMENT OF EDUCATION
CURRICULUM FRAMEWORK FOR
EMERGENCY TELECOMMUNICATIONS**

PROGRAM INFORMATION

| | |
|----------------------------------|--|
| Program Title: | Emergency Telecommunications |
| State Skill Standards: | Emergency Telecommunications |
| Standards Reference Code: | ETEL |
| Career Cluster: | Health and Public Safety |
| Career Pathway: | Law Enforcement |
| Program Length: | 2-year, completed sequentially |
| Program Assessments: | TBD |
| CTSO: | HOSA: Future Health Professionals |
| Grade Level: | 9-12 |
| Industry Certifications: | See Nevada’s Approved Certification Listing |

PROGRAM PURPOSE

The purpose of this program is to prepare students for postsecondary education and employment in the Emergency Telecommunications industry.

The program includes the following state standards:

- Nevada CTE Skill Standards: Emergency Telecommunications
- Employability Skills for Career Readiness
- Nevada Academic Content Standards (alignment shown in the Nevada CTE Skill Standards):
 - English Language Arts
 - Mathematics
 - Science
- Common Career Technical Core (alignment shown in the Nevada CTE Skill Standards)

CAREER CLUSTERS

The National Career Clusters® Framework provides a vital structure for organizing and delivering quality CTE programs through learning and comprehensive programs of study (POS). In total, there are 16 Career Clusters in the National Career Clusters Framework, representing more than 79 Career Pathways to help students navigate their way to greater success in college and career. As an organizing tool for curriculum design and instruction, Career Clusters provide the essential knowledge and skills for the 16 Career Clusters and their Career Pathways.*

*Cite: National Association of State Directors of Career Technical Education Consortium. (2012). Retrieved from <https://cte.careertech.org/sites/default/files/CareerClustersPathways.pdf> and <https://www.air.org/sites/default/files/CTEClusters.pdf>

PROGRAM OF STUDY

The program of study illustrates the sequence of academic and career and technical education coursework that is necessary for the student to successfully transition into postsecondary educational opportunities and employment in their chosen career path. (NAC 389.803)

PROGRAM STRUCTURE

The core course sequencing with the complementary courses provided in the following table serves as a guide to schools for their programs of study. Each course is listed in the order in which it should be taught. Complete program sequences are essential for the successful delivery of all state standards in each program area. A program does not have to utilize the complementary courses for students to complete their program of study.

EMERGENCY TELECOMMUNICATIONS**Required Core Course Sequence (R) with Complementary Courses (C)**

| Required/ Complementary | Course Title | Abbreviated Name | CIP Code | SCED Subject Area | SCED Course Identifier | SCED Course Level | SCED Unit Credit | SCED Course Sequence | SCED Course Number |
|----------------------------|--|---------------------|-------------|-------------------------|------------------------------|-------------------------|------------------------|----------------------------|-----------------------|
| R | Emergency Telecommunications I | EMER TELECOMM I | L1 | 43.0399 | 15 | G | 1.00 | 12 | 15104G1.0012 |
| R | Emergency Telecommunications II | EMER TELECOMM II | L2C | 43.0399 | 15 | G | 1.00 | 22 | 15104G1.0022 |
| C | Emergency Telecommunications Advanced Studies | EMER TELECOMM AS | AS | 43.0399 | 15 | E | 1.00 | 11 | 15104E1.0011 |
| C | CTE Work Experience - Law Public Safety Corrections and Security | WORK EXPER LAW | WK | 99.0012 | 15 | G | 1.00 | 11 | 15998G1.0011 |

STATE SKILL STANDARDS

The state skill standards are designed to clearly state what the student should know and be able to do upon completion of an advanced high school career and technical education (CTE) program. The standards are designed for the student to complete all standards through their completion of a program of study. The standards are designed to prepare the student for the end-of-program technical assessment directly aligned to the standards. (Paragraph (a) of Subsection 1 of NAC 389.800)

EMPLOYABILITY SKILLS FOR CAREER READINESS STANDARDS

Employability skills, often referred to as “soft skills,” have for many years been a recognizable component of the standards and curriculum in career and technical education programs. The twenty-one standards are organized into three areas: (1) Personal Qualities and People Skills; (2) Professional Knowledge and Skills; and (3) Technology Knowledge and Skills. The standards are designed to ensure students graduate high school properly prepared with skills employers prioritize as the most important. Instruction on all twenty-one standards must be part of each course of the CTE program. (Paragraph (d) of Subsection 1 of NAC 389.800)

CURRICULUM FRAMEWORK

The Nevada CTE Curriculum Frameworks are organized utilizing the recommended course sequencing listed in the program of study and the CTE Course Catalog. The framework identifies the recommended content standards, performance standards, and performance indicators that should be taught in each course.

CAREER AND TECHNICAL STUDENT ORGANIZATIONS (CTSOs)

To further the development of leadership and technical skills, students must have opportunities to participate in one or more of the Career and Technical Student Organizations (CTSOs). CTSOs develop character, citizenship, and the technical, leadership and teamwork skills essential for the workforce and their further education. Their activities are considered a part of the instructional day when they are directly related to the competencies and objectives in the course. (Paragraph (a) of Subsection 3 of NAC 389.800)

WORKPLACE READINESS SKILLS ASSESSMENT

The Workplace Readiness Skills Assessment has been developed to align with the Nevada CTE Employability Skills for Career Readiness Standards. This assessment provides a measurement of student employability skills attainment. Students who complete a program will be assessed on their skill attainment during the completion level course. Completion level courses are identified in the Program Structure table as SCED Course Level “G” and SCED Course Sequence 22 or 33. (Paragraph (d) of Subsection 1 of NAC 389.800)

END-OF-PROGRAM TECHNICAL ASSESSMENT

An end-of-program technical assessment may be implemented for those programs with current industry validated standards to align with the Nevada CTE Skill Standards for this program. This assessment provides a measurement of student technical skill attainment. Students who complete a program will be assessed on their skill attainment during the completion level course. Completion level courses are identified in the Program Structure table as SCED Course Level “G” and SCED Course Sequence 22 or 33. (Paragraph (e) of Subsection 1 of NAC 389.800)

CERTIFICATE OF SKILL ATTAINMENT

Each student who completes a course of study must be awarded a certificate which states that they have attained specific skills in the industry being studied and meets the following criteria: A student must maintain a 3.0 grade point average in their approved course of study, pass the Workplace Readiness Skills Assessment, and pass the end-of-program technical assessment. (Subsection 4 of NAC 389.800)

CTE ENDORSEMENT ON A HIGH SCHOOL DIPLOMA

A student qualifies for a CTE endorsement on their high school diploma after successfully completing the following criteria: (1) completion of a CTE course of study in a program area; (2) completion of academic requirements governing receipt of a standard diploma; and (3) meet all requirements for the issuance of the Certificate of Skill Attainment. (NAC 389.815)

CTE COLLEGE CREDIT

CTE College Credit is awarded to students based on articulation agreements established by each college for the CTE program, where the colleges will determine the credit value of a full high school CTE program based on course alignment. An articulation agreement will be established for each CTE program designating the number of articulated credits each college will award to students who complete the program.

CTE College Credit is awarded to students who: (1) complete the CTE course sequence with a grade-point average of 3.0 or higher; (2) pass the state end-of-program technical assessment for the program; and (3) pass the Workplace Readiness Assessment for employability skills.

Pre-existing articulation agreements will be recognized until new agreements are established according to current state policy and the criteria shown above.

Please refer to the local high school's course catalog or contact the local high school counselor for more information. (Paragraph (b) of Subsection 3 of NAC 389.800)

ACADEMIC CREDIT FOR CTE COURSEWORK

Career and technical education courses meet the credit requirements for high school graduation (1 unit of arts and humanities or career and technical education). Some career and technical education courses meet academic credit for high school graduation. Please refer to the local high school's course catalog or contact the local high school counselor for more information. (NAC 389.672)

CORE COURSES**RECOMMENDED STUDENT PERFORMANCE STANDARDS****COURSE INFORMATION**

Course Title: Emergency Telecommunications I
Abbreviated Name: EMER TELECOMM I
Credits: 1
Prerequisite: None
CTSO: HOSA: Future Health Professionals

COURSE DESCRIPTION

This entry-level course is designed for the student interested in a career in the emergency communications field. Areas of study will include telecommunications centers, dispatching, use of 911 computer systems, participation in emergency scenarios, and call processing. The appropriate use of technology and industry-standard equipment is an integral part of this course.

TECHNICAL STANDARDS**CONTENT STANDARD 1.0: INTEGRATE CAREER AND TECHNICAL STUDENT ORGANIZATIONS (CTSOS)**

Performance Standard 1.1: Explore the History and Organization of CTSOs

Performance Indicators: 1.1.1-1.1.3

Performance Standard 1.2: Develop Leadership Skills

Performance Indicators: 1.2.1-1.2.6

Performance Standard 1.3: Participate in Community Service

Performance Indicators: 1.3.1-1.3.3

Performance Standard 1.4: Develop Professional and Career Skills

Performance Indicators: 1.4.1-1.4.5

Performance Standard 1.5: Understand the Relevance of Career and Technical Education (CTE)

Performance Indicators: 1.5.1-1.5.3

CONTENT STANDARD 2.0: UNDERSTAND THE HISTORY OF TELECOMMUNICATIONS

Performance Standard 2.1: Analyze Development of Emergency Telecommunications

Performance Indicators: 2.1.1-2.1.3

CONTENT STANDARD 3.0: IDENTIFY THE ROLES AND RESPONSIBILITIES OF EMERGENCY TELECOMMUNICATIONS

Performance Standard 3.1: Identify the Roles of the Emergency Telecommunicator

Performance Indicators: 3.1.1-3.1.3

Performance Standard 3.2: Analyze the Responsibilities of the Emergency Telecommunicator

Performance Indicators: 3.2.1-3.2.4

Performance Standard 3.3: Distinguish the Character of an Emergency Telecommunications Center

Performance Indicators: 3.3.1-3.3.5

Performance Standard 3.4: Examine the Knowledge, Skills, Attitude, and Abilities of the Emergency Telecommunicator

Performance Indicators: 3.4.1-3.4.4

CONTENT STANDARD 4.0: LEGAL RESPONSIBILITIES

Performance Standard 4.1: Differentiate Between Laws and Ethics

- Performance Indicators:* 4.1.1-4.1.5
- Performance Standard 4.2: Identify and Explain Legal Terminology
- Performance Indicators:* 4.2.1-4.2.3
- Performance Standard 4.3: Identify Dispatch Danger Zones
- Performance Indicators:* 4.3.1-4.3.3
- CONTENT STANDARD 5.0: TELECOMMUNICATIONS TECHNOLOGY**
- Performance Standard 5.1: Identify and Explain Telephone and Radio Technology
- Performance Indicators:* 5.1.1-5.1.5
- Performance Standard 5.2: Identify and Explain Computerized Technology
- Performance Indicators:* 5.2.1-5.2.5
- Performance Standard 5.3: Explain Alternative Dispatching
- Performance Indicators:* 5.3.1-5.3.2
- CONTENT STANDARD 6.0: MAPPING AND GEO INFORMATION SERVICES**
- Performance Standard 6.1: Utilizing Mapping Systems
- Performance Indicators:* 6.1.1-6.1.4
- CONTENT STANDARD 7.0: DEMONSTRATE THE TYPES OF COMMUNICATION**
- Performance Standard 7.1: Employ Strategies for Effective Oral Communication
- Performance Indicators:* 7.1.1-7.1.4
- Performance Standard 7.2: Implement Strategies for Effective Written Communication and Reading Comprehension
- Performance Indicators:* 7.2.1-7.2.3
- CONTENT STANDARD 8.0: EFFECTIVE CALL MANAGEMENT**
- Performance Standard 8.1: Analyze and Assess Caller Types
- Performance Indicators:* 8.1.1-8.1.5
- Performance Standard 8.2: Identify the Importance of Crisis Intervention
- Performance Indicators:* 8.2.1-8.2.4
- Performance Standard 8.3: Classify Caller Behaviors
- Performance Indicators:* 8.3.1-8.3.3
- Performance Standard 8.4: Practice Customer Service Protocols
- Performance Indicators:* 8.4.1
- CONTENT STANDARD 9.0: HEALTH AND WELL-BEING**
- Performance Standard 9.1: Practice Stress Management
- Performance Indicators:* 9.1.1-9.1.9
- Performance Standard 9.2: Model Physical Health
- Performance Indicators:* 9.2.1-9.2.2

EMPLOYABILITY SKILLS FOR CAREER READINESS STANDARDS**CONTENT STANDARD 1.0: DEMONSTRATE EMPLOYABILITY SKILLS FOR CAREER READINESS**

Performance Standard 1.1: Demonstrate Personal Qualities and People Skills

Performance Indicators: 1.1.1-1.1.7

Performance Standard 1.2: Demonstrate Professional Knowledge and Skills

Performance Indicators: 1.2.1-1.2.10

Performance Standard 1.3: Demonstrate Technology Knowledge and Skills

Performance Indicators: 1.3.1-1.3.4

ALIGNMENT TO THE NEVADA ACADEMIC CONTENT STANDARDS*

English Language Arts: Reading Standards for Literacy in Science and Technical Subjects
Writing Standards for Literacy in Science and Technical Subjects
Speaking and Listening

*Refer to the Emergency Telecommunications Standards for alignment by performance indicator.

COURSE INFORMATION

Course Title: Emergency Telecommunications II
Abbreviated Name: EMER TELECOMM II
Credits: 1
Prerequisite: Emergency Telecommunications I
Program Assessments: Emergency Telecommunications
Workplace Readiness Skills
CTSO: HOSA: Future Health Professionals

COURSE DESCRIPTION

This course is a continuation of Emergency Telecommunications I. This course allows advanced emergency telecommunication students to develop their knowledge and skills learned in Emergency Telecommunications I. Areas of study will include instruction using NAED, management of emergency and non-emergency situations, operations of two-way radios, and computer-aided telecommunication software during catastrophic events. The appropriate use of technology and industry-standard equipment is an integral part of this course. Upon successful completion of this course, students will have acquired entry-level skills for employment and be prepared for postsecondary education.

TECHNICAL STANDARDS**CONTENT STANDARD 1.0: INTEGRATE CAREER AND TECHNICAL STUDENT ORGANIZATIONS (CTSOS)**

Performance Standard 1.1: Explore the History and Organization of CTSOs

Performance Indicators: 1.1.1-1.1.3

Performance Standard 1.2: Develop Leadership Skills

Performance Indicators: 1.2.1-1.2.6

Performance Standard 1.3: Participate in Community Service

Performance Indicators: 1.3.1-1.3.3

Performance Standard 1.4: Develop Professional and Career Skills

Performance Indicators: 1.4.1-1.4.5

Performance Standard 1.5: Understand the Relevance of Career and Technical Education (CTE)

Performance Indicators: 1.5.1-1.5.3

CONTENT STANDARD 10.0: LAW ENFORCEMENT CALL CLASSIFICATION

Performance Standard 10.1: Utilize Protocols to Classify Law Enforcement Calls

Performance Indicators: 10.1.1-10.1.4

CONTENT STANDARD 11.0: FIRE AND RESCUE CALL CLASSIFICATION

Performance Standard 11.1: Utilize Protocols to Classify Fire and Rescue Calls

Performance Indicators: 11.1.1-11.1.3

CONTENT STANDARD 12.0: MEDICAL CALL CLASSIFICATION

Performance Standard 12.1: Utilize Protocols to Classify Medical Calls

Performance Indicators: 12.1.1-12.1.4

CONTENT STANDARD 13.0: QUALITY ASSURANCE AND IMPROVEMENT

Performance Standard 13.1: Evaluate a Quality Assurance/Improvement Program

Performance Indicators: 13.1.1-13.1.4

CONTENT STANDARD 14.0: RECOGNIZE AND IMPLEMENT RADIO AND RADIO BROADCAST PROCEDURES

Performance Standard 14.1: Recognize Radio Technology Utilized in Public Safety

Performance Indicators: 14.1.1-14.1.2

Performance Standard 14.2: Analyze Effective Radio Communication Skills

Performance Indicators: 14.2.1-14.2.2

Performance Standard 14.3: Follow Radio Communication Regulations

Performance Indicators: 14.3.1-14.3.2

CONTENT STANDARD 15.0: DISASTER PREPAREDNESS AND MANAGEMENT

Performance Standard 15.1: Recognize the Need for Disaster Preparedness

Performance Indicators: 15.1.1-15.1.5

Performance Standard 15.2: Managing a Terrorist Event

Performance Indicators: 15.2.1-15.2.4

EMPLOYABILITY SKILLS FOR CAREER READINESS STANDARDS**CONTENT STANDARD 1.0: DEMONSTRATE EMPLOYABILITY SKILLS FOR CAREER READINESS**

Performance Standard 1.1: Demonstrate Personal Qualities and People Skills

Performance Indicators: 1.1.1-1.1.7

Performance Standard 1.2: Demonstrate Professional Knowledge and Skills

Performance Indicators: 1.2.1-1.2.10

Performance Standard 1.3: Demonstrate Technology Knowledge and Skills

Performance Indicators: 1.3.1-1.3.4

ALIGNMENT TO THE NEVADA ACADEMIC CONTENT STANDARDS*

English Language Arts: Reading Standards for Literacy in Science and Technical Subjects
Writing Standards for Literacy in Science and Technical Subjects
Speaking and Listening

*Refer to the Emergency Telecommunications Standards for alignment by performance indicator.

COMPLEMENTARY COURSES**RECOMMENDED STUDENT PERFORMANCE STANDARDS**

Programs that utilize the complementary courses can include the following:

- Continuation course(s)
- Advanced Studies course
- Lab course(s)
- CTE Work Experience courses

COURSE INFORMATION

Course Title: Emergency Telecommunications Advanced Studies

Abbreviated Name: EMER TELECOMM AS

Credits: 1

Prerequisite: Emergency Telecommunications II

CTSO: HOSA: Future Health Professionals

COURSE DESCRIPTION

This course is offered to students who have achieved all content standards in a program and desire to pursue advanced study through investigation and in-depth research. Students are expected to work independently or in a team and consult with their supervising teacher for guidance. The supervising teacher will give directions, monitor, and evaluate the students' topic of study. Coursework may include various work-based learning experiences such as internships and job shadowing, involvement in a school-based enterprise, completion of a capstone project, and/or portfolio development. This course may be repeated for additional instruction and credit.

TECHNICAL STANDARDS

Students have achieved all program content standards and will pursue advanced study through investigation and in-depth research.

EMPLOYABILITY SKILLS FOR CAREER READINESS STANDARDS

Students have achieved all program content standards and will pursue advanced study through investigation and in-depth research.

SAMPLE TOPICS:

- Participate in an internship opportunity
- Pursue additional industry credentials
- Complete a capstone project
- Explore college and career opportunities

COURSE INFORMATION**Course Title:** Emergency Telecommunications II LAB**Abbreviated Name:** EMER TELECOMM II L**Credits:** 1**Prerequisite:** Concurrent enrollment in Emergency Telecommunications II**CTSO:** HOSA: Future Health Professionals**COURSE DESCRIPTION**

This course is designed to expand the students' opportunities for applied learning. This course provides an in-depth lab experience that applies the processes, concepts, and principles as described in the classroom instruction. The coursework will encourage students to explore and develop advanced skills in their program area. The appropriate use of technology and industry-standard equipment is an integral part of this course.

COURSE INFORMATION**Course Title:** CTE Work Experience – Law, Public Safety, Corrections, and Security**Abbreviated Name:** WORK EXPER LAW**Credits:** 1**Prerequisite:** Level 1 course and concurrently enrolled in the Level 2 or higher course**CTSO:** HOSA: Future Health Professionals**COURSE DESCRIPTION**

This course is designed to expand the students' opportunities for applied learning. This course provides an in-depth CTE work experience that applies the processes, concepts, and principles as described in the classroom instruction. This course will encourage students to explore and develop advanced skills through work-based learning directly related to the program of study. The course must follow NAC 389.562, 389.564, 389.566 regulations.