9-1-1 COMMUNICATIONS DISPATCHER
COURSE CALENDAR 2026

ONTARIO
COLLEGE

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COMMUNICATIONS DISPATCHERS

Dispatchers operate radios and other telecommunication equipment to dispatch emergency vehicles and to co-ordinate the activities of drivers and other personnel. They are employed by police, fire and health departments, other emergency service agencies, taxi, delivery and courier services, trucking and utilities companies, and other commercial and industrial establishments.

Dispatchers perform some or all of the following duties:

Receive requests for emergency assistance or service and contact ambulances, police and fire departments, tow-trucks, and utility crews

Process and transmit information and instructions to co-ordinate the activities of vehicle operators, crews and equipment using a variety of computer-aided communications and dispatching equipment

Dispatch personnel according to written schedules and work orders, or as required by emergency situations

Advise vehicle operators of route and traffic problems such as construction, accidents, congestion, weather conditions, weight and size restrictions and other information

Operate radio equipment to communicate with ships, aircraft, mining crews, offshore oil rigs, logging camps and other remote operations

Monitor personnel workloads and locations

Maintain vehicle operator work records using computerized or manual methods and ensure time sheets and payroll summaries are completed accurately

Maintain computer and manual records of mileage, fuel use, repairs and other expenses, and generate reports.

ABOUT THE COLLEGE

Ontario College of Health & Technology was founded in 2006 and is registered as a Career College under the Ontario Career Colleges Act, 2005.

Our mission is to provide a learning experience for students based on trust, respect, optimism and intentionality; the assumptions of invitational education.

The College continually strives to learn what it is that students really want and need, to deliver it consistently and then make it even better. Our focus is to provide quality private education in an exceptional school environment.

Our instructors in the Communications Dispatcher Program are practicing Systems Status Controllers and Educators, with many years of commitment and practice in their respective fields who bring a variety of skills to the program, learned via experience and continued education.

ADMISSION REQUIREMENTS

THE ADMISSION REQUIREMENTS FOR THE DISPATCH PROGRAM ARE AS FOLLOWS:

1. Secondary School Diploma or GED
2. All activities (lectures, seminars, laboratories, etc.) at the Ontario College of Health & Technology are conducted in English so it is essential that every student possesses strong English writing, comprehension and speaking skills in order to prepare them for the program curriculum and any other components of the program (Clinics and Outreaches).

SELECTION CRITERIA

Students are required to submit a resume and their high school transcript at the interview and tour. The resume and transcript are graded and a minimum score is required for entrance into the program.
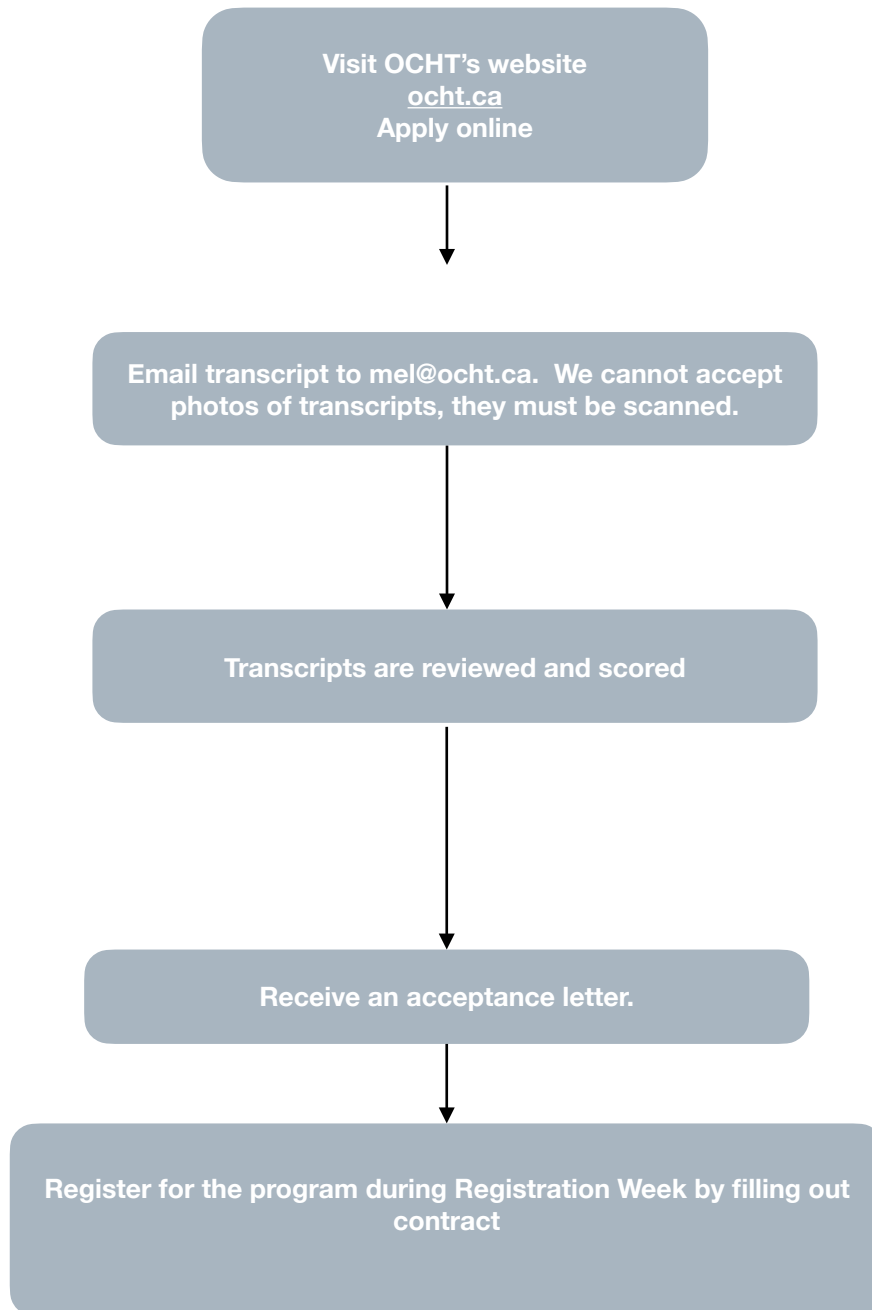
Factors used in scoring include:

1. High School academic grade average
2. Communication history

POLICY ON REFUSING ADMISSION

Applications are assessed by the Director of Academics which accepts, refuses, or defers the admission of applicants to the Dispatch program.

Meeting minimum admission requirements for a program does not guarantee an offer of admission to that program. Applicants can be refused admission if the Director of Academics believes they do not stand a reasonable chance of completing the program or successfully gaining employment in their chosen field. Applicants may also be refused admission at any time throughout the application process if they conduct themselves inappropriately or make comments considered derogatory or offensive.

HOW TO APPLY

Visit OCHT's website
ocht.ca
Apply online

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Email transcript to mel@ocht.ca. We cannot accept photos of transcripts, they must be scanned.

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Transcripts are reviewed and scored

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Receive an acceptance letter.

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Register for the program during Registration Week by filling out contract

SEMESTER DATES FOR 2026

SEPTEMBER 2026 START

SEMESTER 01	September 8 to December 16, 2026
SEMESTER 02	January 4 to April 16, 2027

TUITION COSTS

SEMESTER 01	$820.00/month
SEMESTER 02	$820.00/month

1. Tuition is to be paid the first day of every month.
2. If payment has not been received by the end of the 3rd day of the month, a **$100.00 penalty** will be added to your account.
3. If two consecutive tuition payments are missed, the College has the right to withdraw the student from the program.
4. If all fees have not been paid by the completion of the semester, the College has the right to withdraw the student from the program.
5. Payments must be made through the student portal on www.ocht.ca via VISA Debit or credit card. Tuition payments are not accepted at the front desk of the College.

**TOTAL TUITION COST
(SEPTEMBER, 2026)** **$6560.00*§**

*Text Books are NOT included in tuition fees
§ Students need to provide their own transportation to college and placements

OSAP

Financial assistance may be available for those who qualify.

Major banks offer Line of Credit Student Loans, as another source of funding.

OSAP SPECIFIC INFORMATION

When filling out your OSAP Application:
Ontario College of Health and Technology does not appear on the initial OSAP list of approved colleges, you must enter the name in the space provided exactly as written here: **Ontario College of Health & Technology**
You can only apply for OSAP for less than 52 weeks at a time.
You will apply for the first 45 weeks (semesters 1, 2 and 3) and then later apply for the second year (semesters 4) of 15 weeks.

THE INFORMATION YOU NEED TO PUT IN IS AS FOLLOWS:

START DATE:	September 8, 2026
END DATE:	April 16, 2027
NUMBER OF WEEKS:	30
PROGRAM COST FOR 45 WEEKS:	$6,560.00
TEXTBOOK COST:	$1,200.00

OTHER INFORMATION FOR YOUR OSAP APPLICATION

This is a Diploma program.

You are taking a 100% course load.

Read each line of the application carefully and make sure you have a record of all previous employment income and an idea of the income you will be making when you are in the program, ready before you start filling out the application.

The first OSAP payment will not be in your account before the first payment of $820.00 is due. You are still required to make this payment on time. If you need to wait until your OSAP is deposited in your account, you will have to pay a $100.00 late fee for the first of the month. You will also need approximately $500.00 for books before you receive your OSAP payments.

COMMUNICATIONS DISPATCHER
PROGRAM OVERVIEW

SAMPLE SCHEDULES

SEMESTER 01

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MORNING CLASS		MSOF 106	SLCS 106		
AFTERNOON CLASS	MSOF 106	ANPH 106		FTWL 106	
EVENING CLASS				KYBD 106	

SEMESTER 02

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MORNING CLASS	CRPR 106		PAHT 106		CMPT 106
AFTERNOON CLASS	FRSS 106		PLSS 106		EMSS 106
EVENING CLASS		CINT 106			

*these semester schedules are just an example

CLASS TIMES

MORNING CLASSES	9:00 AM-12:00 PM
AFTERNOON CLASSES	1:00 PM-4:00 PM
EVENING CLASSES	5:00 PM-8:00 PM

SEMESTER 1 COURSES

ANPH 106
ANATOMY & PHYSIOLOGY

45 Hours
1 Class per week

This course provides a basic overview of the human body systems as well as an introduction to homeostasis, cells, tissues, circulation, the immune response, and electrolytes. Students gain an understanding of how different systems within the human body relate to one another. Upon completion, students should be able to demonstrate a basic understanding of the fundamental principles of anatomy and physiology.

SLCS 106
SALES & CUSTOMER SERVICE

45 Hours
1 Class per week

 This course introduces the student to proven techniques and guidelines for coping with angry customers, minimizing stress, and making customer service providers feel great about doing their jobs. This course also focuses on the importance of viewing a sale not as a one-time encounter but as an opportunity to build a lifetime, mutually beneficial relationship with the customer. In addition to the traditional coverage of the selling process, students will learn includes unique content on processes and techniques of selling.

KYBD 106
INTRODUCTION TO KEYBOARDING

45 Hours
1 Class per week

This course teaches touch control of the keyboard and proper typing techniques. Students build speed and accuracy through specialized drills and practice on straight copy and numbers. Students apply keyboarding skills to the formatting of letters, reports, tables, and memos using word processing software.

MSOF 106
MICROSOFT OFFICE I

90 Hours
2 Classes per week

In this course, students will learn important topics of Microsoft Office 365. They will learn introductory skills for file management, Word, Excel, and PowerPoint. Students will also further develop their keyboarding skills, emphasizing both accuracy and speed while applying their knowledge to produce a variety of documents. Evaluation will involve the completion of production projects and SAM (Student Assessment Management) Exams.

BSCM 106
BUSINESS COMMUNICATION

45 Hours
1 Class per week

This course is designed to expand students' understanding of the complexities of oral and written communication in business. Individual and team projects will provide practical experience in the development of effective oral and written communication that reflects upon the students' ability to analyze an audience, adapt to the audience, and develop persuasive communication strategies reflecting the integration of written, oral, visual, and electronic modes of communication.

CHWP 106
CHALLENGES IN THE WORKPLACE

45 Hours

1 Class per week

This course will allow learners to recognize and examine the way that communication occurs in an organization, effective communicating skills, techniques for gathering information, and the use of those skills in the workplace, for effective and productive communication and conflict resolution. Learners will also explore public speaking, group communication, and leadership.

SEMESTER 2 COURSES

CRPR106
CAREER PREPARATION

45 Hours
1 Class per week

The purpose of this course is to prepare the student for interview and hiring processes. Students will learn and prepare a cover letter, resume. Students will understand the need for preparing and rehearsing for an interview. Students will understand the need for continued, planned professional and personal growth and develop a plan for that growth.

FRSS 106
FIRE SERVICE SYSTEMS

45 Hours
1 Class per week

This course will introduce the student to emergency dispatching/call taking in Fire Services. The course will identify principles of emergency dispatch, initial incident identification and pre-arrival instructions.

PATH 106
PATHOPHYSIOLOGY

45 Hours
1 Class per week

This course introduces the student to concepts of ethics and professionalism in the workplace. Topics will include ethical dimensions in health care settings, ethical decision making, ethical issues in end-of-life situations as well as using a portfolio to promote themselves to potential employers. The principles of creating a professional application and interviewing techniques will also be discussed.

PLSS 106
POLICE SERVICE SYSTEMS

45 Hours
1 Class per week

This course will introduce the student to emergency dispatching/call taking in Police Services. The course will identify principles of emergency dispatch, initial incident identification and pre-arrival instructions.

EMSS 106
EMERGENCY MEDICAL SERVICE SYSTEMS

45 Hours
1 Class per week

This course will introduce the student to emergency dispatching/call taking in Emergency Services. The course will identify principles of emergency dispatch, initial incident identification and pre-arrival instructions.

CMPT 106
COMMUNITY PARTNERS

Throughout Semester 2 the program faculty will be arranging several communication guest speakers to provide relevant context to the education of the students. Placements or tours in Communication Centres will be arranged where permitted.

FTWL 106
FITNESS & WELLNESS

45 Hours
1 Class per week

This course is designed to help students adopt and maintain the behaviours associated with an active and healthy lifestyle. Students will learn the facts about fitness, wellness, and physical activity, become an informed fitness, wellness, and exercise consumer, and plan their own personal lifetime fitness and wellness program. Through this course, students will learn the importance of maintaining fitness and wellness through a physically active lifestyle.

POLICIES AND PROCEDURES
FOR INCOMING STUDENTS

IMPORTANT POLICIES

PASSING GRADE:

Students must achieve a minimal of 50% to receive credit in every course. Students who do not achieve a minimal mark of 50% may be required to repeat the course. Students may be evaluated through multiple choice examinations, short answer type questions, essay type questions, group projects, assignments, and oral practical examination. Any grades below 50% will be discussed by the Academic Grades Committee at the end of the semester. A course of action will be determined by the Committee.

ATTENDANCE:

Students are expected to arrive to class at the scheduled time. Students who arrive late on a consistent basis disrupt other students may be asked to leave by the instructor. It is at the discretion of the instructor to admit students who arrive later than the scheduled time. Students are expected to maintain full time attendance.

USE OF CELL PHONES/TEXTING:

Students may NOT make use of electronic devices to make or receive calls or to text messages during the class as this is disruptive to students and the instructor.

MISSED TESTS OR ASSIGNMENTS:

If for unforeseen circumstances a student is unable to write a scheduled test or quiz, there will be a pre-scheduled day the last week of the semester that the test will be taken. Students are required to notify their instructor of all examinations, tests, or quizzes that cannot be attended. If an instructor is not notified of the absence, a zero may be given for that evaluation.

TEST/EXAM DAYS

Students who are late for class on a day when a test or exam is being delivered will not be allowed entry once the test/exam has started. Students who enter late cause undue distractions and interrupt students whom have already begun the evaluation. Late students will be allowed entry after the last person in the room has completed the evaluation. Students starting the exam late will only have the remainder of the original allotted time to complete the exam.

DAILY LECTURES:

Students should plan on arriving at the college at least 15 minutes prior to commencement of a scheduled class and be ready to participate in class at the scheduled start time. Once an instructor has started to deliver the scheduled content for a particular class, no student will be allowed entry into the classroom. Late arrivals interrupt the lecture and it is disrespectful to the instructor and members of the class. Students arriving late will only be allowed entry during the first break.

ACADEMIC DISHONESTY:

To act dishonestly or unfairly to gain an advantage is not acceptable at the Ontario College of Health & Technology. Students who are caught cheating or plagiarizing will receive a mark of zero and will be required to attend a discipline hearing. Students may be asked to withdraw from the College. Students are expected to cite all journals and textbooks for assignments using the APA format.

VIRTUAL CLASSES:

When classes are offered virtually on Zoom, it is expected that the student will have their camera and audio on and that they are set up in a professional environment for the learning experience. Participation in all discussions is mandatory. If the student is not engaged virtually it will be marked as an absence from the class.

COMPUTER AND TEXTBOOK REQUIREMENTS

REQUIRED COMPUTER HARDWARE FOR MSOF CLASS

1) Students must supply their own laptop computer with a minimum display resolution of 1366×768 and 32 bit colour.

2) Your computer must be compatible with Direct X video (64 MB+)

3) Your computer must be equipped with 802.11ac WIFI capability.

4) Your computer must be equipped with a 3.5 mm headphone jack.

5) A mouse is recommended.

6) A mobile phone or tablet is not acceptable.

REQUIRED SOFTWARE:*

1) A subscription to MS Office 365 Home or Personal. (monthly or annual).

   A free or trial version of 365 is not acceptable to complete the course

2) Windows 10 Home or Pro operating system is recommended.

3) The following additional software is also recommended
   a. anti-virus
   b. firewall
   c. password manager
   d. Utilities

* Please note that the course textbook was compiled using the above software on a PC. Consider this carefully if you will not be using a Windows 10 PC. Students are solely responsible for their choices.

DISABILITIES AND ACCOMMODATIONS

Ontario College of Health & Technology is committed to providing an appropriate level of accommodation and support to meet the needs of students with disabilities.

POLICY AND GUIDELINES ON DISABILITY AND THE DUTY TO ACCOMMODATE

The person with a disability is required to:

1. Advise the College Administration of their disability (although the accommodation provider does not generally have the right to know what the disability is).

2. Make her or his needs known to the best of his or her ability, preferably in writing, so that the person responsible for accommodation may make the requested accommodation.

3. Answer questions or provide information regarding relevant restrictions or limitations, including information from health care professionals, where appropriate and as needed.

4. Participate in discussions regarding possible accommodation solutions.

5. Co-operate with any experts whose assistance is required to manage the accommodation process or when information is required that is unavailable to the person with a disability.

6. Meet agreed-upon performance and education standards once accommodation is provided.

7. Work with the accommodation provider on an ongoing basis to manage the accommodation process.

8. Discuss his or her disability only with persons who need to know. This may include an instructor, the Director of Academics and the Director of Administration.

The College is required to:

1. Accept the students' request for accommodation in good faith, unless there are legitimate reasons for acting otherwise.

2. Obtain expert opinion or advice where needed.

3. Take an active role in ensuring that alternative approaches and possible accommodation solutions are investigated, and canvass various forms of possible accommodation and alternative solutions, as part of the duty to accommodate.

4. Keep a record of the accommodation request and action taken.

5. Maintain confidentiality.

6. Limit requests for information to those reasonably related to the nature of the limitation or restriction so as to be able to respond to the accommodation request.

7. Grant accommodation requests in a timely manner, to the point of undue hardship, even when the request for accommodation does not use any specific formal language.

8. Bear the cost of any required medical information or documentation. For example, Doctor's notes and letters setting out accommodation needs must be paid for by the College.

Commonly occurring accommodations that are made for students with identified special needs are:

1. Extra time on practical and written tests and examinations
2. Noise cancelling headphones.