

EMERGENCY SERVICES COMMUNICATION (ESCP)

Prepare to keep calm and carry on in emergencies

Train to work in the challenging field of 911 emergency operations and other dispatch centres. You'll gain the knowledge, skills, and confidence to handle demanding scenarios, manage the public, and collaborate with emergency personnel.

Equip yourself with the skills to work with a specialized workforce, covering call management, crisis intervention, pre-hospital care, professional communications, equipment operations, and more. Highlights include practical experience shadowing actual and simulated emergency calls. Most courses are delivered online, except for one in-person 60-hour placement.

Program highlights

- 120 hours placement – 60 hours in your home community and 60 hours in-person in the Sudbury region
- Shadow live and simulated emergency calls
- Grads can receive certification from the Association of Public Safety Communications Officials, Canada (APCO)

Program of study for 2025-26 Academic Year

Semester 1		Credits
EMC 1013	APCO Telecommunicator	3
KBD 1001	Computer Keyboarding Skills I	3
EMC 1012	Emergency Services Structure	3
EMC 1003	Crisis Intervention	3
EMC 1010	Foundations of Emergency Comm	3
PSY 1125	Positive Psychology	3
Credits		18
Semester 2		
EMC 1006	Emergency Management	3
EMC 1008	Interpersonal Communications	3
EMC 1009	Emergency Communication Placement	3
EMC 1011	Placement Seminar	3
NTN 1001	Stress Wellness and Nutrition	3
CAT 1000	Advocacy and Ethics	3
One General Education Course. ¹		3
Credits		21
Total Credits		39

¹ For more information regarding General Education courses, click here (<https://cambriancollege.ca/general-electives/>).

Admission requirements

For graduates of the new curriculum (OSS): Ontario Secondary School Diploma (30 credits) or equivalent or mature student status, including:

- Any grade 12 English (C) or (U)

Program delivery

2025-2026

Fall term start

SEMESTER 1: Fall 2025

SEMESTER 2: Winter 2026

Specific program pathways

College or university degree opportunities

If you are a graduate of this program, you may continue your studies at a college or university and you may receive credit(s) for your prior college education. Refer to Cambrian's college and university agreement (<https://cambriancollege.ca/supports-services/articulation-agreements/universities-in-canada/>) details for further information.

Employment opportunities

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
- Health departments
- Other emergency service agencies
- Taxi
- Delivery and courier services
- Trucking and utilities companies
- Other commercial and industrial establishments

Common titles for this occupation include 911 dispatcher, airline radio operator, alarm system dispatcher, alarm system operator, and ambulance dispatcher.

Contacts

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