



BEN CLARK TRAINING CENTER
 RIVERSIDE COUNTY SHERIFF'S DEPARTMENT
 16791 DAVIS AVENUE - SUITE A, RIVERSIDE, CA 92518
 (951) 486-2800



COURSE TITLE:	DISPATCHER/CRISIS NEGOTIATIONS												
OVERVIEW:	<p>This course is designed to provide the student with a better understanding of identifying a crisis negotiation situation, as well as the understanding of the principles of crisis negotiation.</p> <p>The student will receive information on the various roles and responsibilities of a dispatcher, responding field units and the crisis negotiations team. The course will discuss several techniques on how to combat stress during and after a crisis negotiation incident. The course will cover the importance of participating in a critical incident debriefing.</p>												
PREREQUISITE:	Must be currently employed by a law enforcement or public safety agency and have completed a Basic Public Safety Dispatcher course (ADJ-D1A) or equivalent.												
ADDITIONAL COURSE INFORMATION:	N/A												
DATE(S):	<table border="1"> <thead> <tr> <th>START:</th> <th>TO</th> <th>END</th> <th>COST:</th> </tr> </thead> <tbody> <tr> <td>04/08/2020</td> <td>*CANCELED*</td> <td>04/08/2020</td> <td>\$62.00</td> </tr> <tr> <td>10/14/2020</td> <td></td> <td>10/14/2020</td> <td>\$62.00</td> </tr> </tbody> </table>	START:	TO	END	COST:	04/08/2020	*CANCELED*	04/08/2020	\$62.00	10/14/2020		10/14/2020	\$62.00
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10/14/2020		10/14/2020	\$62.00										
DAYS:	MONDAY - FRIDAY												
TIMES:	0800-1700 HOURS												
LOCATION:	Ben Clark Public Safety Training Center Modular Classrooms 20848 11 th St., Riverside, CA 92518 Click to receive notifications when classes are updated												
CERTIFICATION:	POST Plan IV.												
POST #	2200-30875												
COURSE HOURS:	8												
INSTRUCTORS:	All instructors are experienced in their fields and are POST-certified.												
ENROLLMENT:	Register online: www.regionaltrainingprogram.org <ul style="list-style-type: none"> ▪ Create a "Site Login & Registration" (initial set up only), for enrollment access. ▪ After providing the standard registration information and successful submission, a verification email will be sent from the site to the email address provided. ▪ Click on the link provided in the email to activate the RTP user account. ▪ Log into the RTP site with selected username & password. Click on the title of the training event, fill out the course registration form and submit. ▪ If the form has been correctly submitted, registrant will receive an auto response confirmation to their email address. <p>* Registrants have sole responsibility to communicate event information to their agency supervisors/liasons.</p> <p>* Agency/Organization photo ID required at check-in.</p>												



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COST BREAKDOWN & CANCELLATION FEES:	N/A
PAYMENT OPTIONS:	<p>We are now accepting online credit card payments. To submit a payment online please click here. Make sure you have your invoice number on hand, you can find your invoice number on your event confirmation email.</p> <p><i>Please note: Tuition is due 10 days prior to the start of the class, if payment is not received on time you will be dropped from this course.</i></p> <p>If you were unable to submit credit card payment, please mail Check or Money Order Payable to:</p> <p>Riverside County Sheriff/Ben Clark Training Center Attn: BCTC Course Fees Accounting & Finance 16791 Davis Ave., Riverside, CA 92518</p> <p>For any other questions regarding course payment, you may contact us at: bctccoursefees@riversidesheriff.org</p>
CANCELLATION:	<p>To cancel a registration please contact the course coordinator.</p> <p>Students must cancel no later than 10 days prior to the class. Cancellation made less than 10 days before the first day of class will result in loss of tuition.</p>
COORDINATOR:	SHERIFF'S COMMUNICATIONS SUPERVISOR FELICIA BOWENS
EMAIL:	CTCDISPATCH@RIVERSIDESHERIFF.ORG
CONTACT PHONE:	951-486-2806
LODGING:	Reservations for lodging must be arranged by the students or by their agencies. Low cost, dormitory-style lodging is available on site. For information on lodging, please call 951-486-2802.
DRESS CODE WILL BE ENFORCED:	Students must wear department-issued uniform or casual business attire. No shorts, ripped, faded or inappropriate jeans, flip-flops, or T-shirts.
SPECIAL INSTRUCTIONS:	N/A