

SECC Training Timeline

| Phase | Description |
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| SECC-101 (Classroom Training) 4 Weeks <i>All Training after this phase is with a Certified Training Officer in the Communications Center</i> | <i>Orientation, Agency Policies</i> |
| | <i>Call-Taking Fundamentals</i> |
| | <i>Geography</i> |
| | <i>Console Orientation</i> |
| | <i>Introduction to CAD (Computer-Aided-Dispatch)</i> |
| | <i>Iowa Criminal Code</i> |
| | <i>EFD (Emergency Fire Dispatch) Certification</i> |
| | <i>EPD (Emergency Police Dispatch) Certification</i> |
| | <i>Phone and Radio System Operation</i> |
| | <i>IOWA System Certification (NCIC)</i> |
| | <i>HIPAA</i> |
| CALL-TAKING 4 Weeks | <i>Administrative Lines (Non-Emergency)</i> |
| | <i>Alarm Lines</i> |
| | <i>9-1-1 Lines (Landline and Wireless)</i> |
| BETTENDORF DISP. 4 Weeks | <i>Jurisdictional Items</i> |
| | <i>Law Enforcement Dispatching</i> |
| | <i>Fire Dispatching</i> |
| | <i>Outdoor Weather Siren Activation MABAS (Mutual Aid Box Alarm System)</i> |
| SCOTT COUNTY/RURAL DISP. 4 Weeks | <i>Jurisdictional Items</i> |
| | <i>Jail/Bailiff Operations</i> |
| | <i>Civil Division Operations/Paperwork</i> |
| | <i>Conservation (Scott County Parks)</i> |
| | <i>Law Enforcement Dispatching</i> |
| | <i>Fire Dispatching</i> |
| | <i>Auto-Mutual Aid</i> |
| | <i>Outdoor Weather Siren Activation</i> |
| | <i>NARS (Nuclear Accident Reporting System)</i> |
| <i>NAWAS (National Warning System)</i> | |
| DAVENPORT FIRE DISP. 4 Weeks | <i>Fire Dispatching</i> |
| | <i>Outdoor Weather Siren Activation</i> |
| INFORMATION CHANNEL 4 Weeks | <i>Iowa/NCIC Transactions</i> |
| | <i>Officer-Initiated Requests</i> |
| | <i>Assisting Police Dispatcher</i> |
| DAVENPORT POLICE DISP. 4 Weeks | <i>Law Enforcement Dispatching</i> |
| | <i>NETS/TOB/Traffic Operations</i> |
| SHADOW PERIOD 1-2 Weeks | <i>The Shadow Period is a Training Practical Test to ensure the Trainee is ready to work on their own</i> |
| IOWA TELECOMMUNICATOR 40-HOUR BASIC CLASS 1 Week | <i>Required by Iowa State Code to ensure minimum standardized training occurs for all New Iowa Telecommunicators (Dispatchers & Call-Takers)</i> |
| 30-31 Weeks | <i>Total Training Period</i> |