Course Syllabus

Code - Course Title	**ADY212U - Emergency Call Management**
Course Type	II. SEMESTER
Laboratory + Practice	0+0
ECTS	**5.0**
Language of Instruction	Türkçe
Course Type	Elective Courses

Mode of Delivery	Distance Education
Prerequisites	There is no prerequisite or co-requisite for this course.
Courses Recomended	There is no recommended optional programme component for this course.
Work Placement	Not Applicable

Course Syllabus

Weeks	Learning Outcomes	Topics	Teaching Methods
Week - 1		Introduction to Emergency Call Services	
Week - 2		Emergency Establishments	
Week - 3		Electrical-Electronic Systems of Emergency Call Centers	
Week - 4		Operation of the Emergency Management System	
Week - 5		Stress and Time Management in Emergency Call Services	
Week - 6		Management of Emergency Warning and Calls in the World and in our Country	
Week - 7		Midterm	
Week - 8		Crime Scene and Emergency Call Center Communication	
Week - 9		Problems Encountered in Emergency Call Centers	
Week - 10		The European Single Emergency Number (112) Application	
Week - 11		European Single Emergency Number Application Process in Turkey	
Week - 12		Application Examples of Technology in Emergency Call and Response Services	
Week - 13		The Role of Emergency Call Centers in Mass Incidents	
Week - 14		Final Examination	

Learning Outcomes

#	Learning Outcome
1	Define Emergency Call Services and Emergency Institutions
2	Define Stress and Time Management in Emergency Call Services
3	Definition of Emergency Alert and Call Management in the World and in Our Country
4	Define the Role of Emergency Call Centers in Mass Incidents

Sustainable Development Goals

No content has been provided.

Course Theme

No content has been provided.

AKTS Workload

Activity	Duration (Hour)	Count	Workload
Teorik Derse Katılım	0	0	0
Sınıf Dışı Çalışma (Ön Hazırlık & Pekiştirme Amaçlı)	0	0	0
Ödevler	0	0	0
Proje - Rapor - Sunum Hazırlama	0	0	0
Ara Sınav Hazırlığı (sınav süresi dahil)	0	0	0
Final Sınavı Hazırlığı (sınav süresi dahil)	0	0	0
Uygulama (Laboratuvar, Müzik/Enstrüman Uygulaması, Atölye/Saha Çalışması vb.)	0	0	0
Staj Uygulaması	0	0	0
		Calculated ECTS	**0**

Assessment Method and Passing Requirements

No content has been provided.

Assessment Method and Passing Requirements	Quamtity	Percentage (%)
1.Midterm Exam	1	30
Final Exam	1	70
	Sum (%)	**100**