

# APCO INSTITUTE AGENCY INSTRUCTOR CERTIFICATION REQUIREMENTS

2009

**APCO Institute**  
**351 N. Williamson Blvd.**  
**Daytona Beach, FL 32114-1112**  
386-322-2500 (Voice)  
386-322-9766 (Fax)  
Email us at [institute@apco911.org](mailto:institute@apco911.org)  
On the World Wide Web at [www.apco911.org](http://www.apco911.org)

*Where Public Safety Turns to Learn*



2009 Edition

## **TABLE OF CONTENTS:**

<b>Introduction</b>	2
<b>Agency Instructor Responsibilities &amp; Restrictions</b>	2
<b>Obtaining an APCO Institute Instructor Certificate</b>	3
<b>Upgrading Your APCO Institute Instructor Certificate</b>	4
<b>Training Course Certificate Requirements</b>	5
<b>Ordering Classroom Materials</b>	6
<b>Obtaining Student Certificates of Completion</b>	7
<b>Agency Instructor Recertification Requirements</b>	7
<b>Accumulating Hours for Teaching/Instructing</b>	8
<b>Accumulating Hours for Continuing Education</b>	8
<b>EMD Student Recertification Requirements</b>	9

---

# APCO INSTITUTE AGENCY INSTRUCTOR CERTIFICATION REQUIREMENTS

---

*APCO Institute is the premier organization addressing educational and certification needs of public safety communications agencies. The Institute offers a selection of affordable training and educational resources services for public safety telecommunicators throughout the United States and in the international arena. For more information, visit [www.apcoinstitute.org](http://www.apcoinstitute.org)*

## INTRODUCTION

APCO Institute Agency Instructors are certified by APCO Institute to teach APCO Institute training courses on an agency level as in-service training.

In order to be certified by APCO Institute to instruct APCO Institute courses, the Agency Instructor must meet the following experience and certification requirements:

1. Minimum one year experience as a trainer, supervisor or lead worker in a public safety communications center or a telematics or 3-1-1 call center; and
2. Possession of the APCO Institute certificates required for each course the Agency Instructor wishes to teach.

## AGENCY INSTRUCTOR RESPONSIBILITIES AND RESTRICTIONS

### Agency Instructor Responsibilities

APCO Institute expects its certified Agency Instructors to:

1. Conduct classes in a manner consistent with APCO Institute policies and procedures as outlined in the ***APCO Institute Agency Instructor Certificate Requirements***, 2009 edition
2. Provide professional training instruction using instructional techniques consistent with adult learning styles
3. Devote such time as may be reasonably necessary for the purpose of preparing for the delivery of any APCO program
4. Keep and maintain accurate records of all class activity, including:
  - Class rolls and rosters
  - Quizzes and tests
5. Submit paperwork for student certificates of course completion within ten business days of the end of the class

---

# APCO INSTITUTE AGENCY INSTRUCTOR CERTIFICATION REQUIREMENTS

---

## Agency Instructor Restrictions:

APCO Institute certified Agency Instructors may not:

1. Conduct any APCO Institute course in their own name.
2. Conduct any APCO Institute course for the purpose of seeking profit.
3. Photocopy, reproduce or distribute any APCO Institute materials without the written permission of APCO Institute.

APCO Institute reserves the right to revoke any instructor certificate at any time with cause. Cause is defined as any violation of APCO Institute policy regarding instructor responsibilities and restrictions.

## OBTAINING AN APCO INSTITUTE INSTRUCTOR CERTIFICATE

There are two options for obtaining an APCO Institute Instructor certificate:

### Option 1:

1. Register and attend the APCO Institute basic course you wish to become certified to teach and receive a certificate of completion, demonstrating you successfully completed the required course of instruction.
2. Register and attend an APCO Institute instructor course and receive a certificate of completion for the course, demonstrating you successfully completed the required course of instruction.

### Option 2:

1. Register and attend the APCO Institute basic course you wish to become certified to teach and receive a certificate of completion, demonstrating you successfully completed the required course of instruction.
2. Apply to APCO Institute for acceptance of a current Instructor Certificate you hold from a state- or federal-level government law enforcement or fire/EMS training academy.

### Procedure:

1. Print out the ***APCO Institute Instructor Certificate Application Form*** located on the APCO Institute website under the Forms and Information section. (Or call APCO Institute to receive a copy of the form)
2. Print out the ***APCO Institute Agency Instructor Agreement*** form located on the APCO Institute website under the Forms and Information section. (Or call APCO Institute to receive a copy of the form)

## APCO INSTITUTE AGENCY INSTRUCTOR CERTIFICATION REQUIREMENTS

---

### Option 2:

#### Procedure, *continued*:

3. Complete the ***APCO Institute Instructor Certificate Application Form*** and attach copies of:
  - a) Current Instructor Certificate(s)
  - b) Outline of the Instructor Course(s) curriculum(s)
  - c) Current APCO Institute course certificate for the basic course you wish to teach
  - d) Completed and signed ***Agency Instructor Agreement*** form
4. Return the completed ***APCO Institute Instructor Certificate Application Form***, all required attachments and the non-refundable course certificate application fee to APCO Institute. An APCO Institute Instructor certificate for the course you wish to teach will be sent to you upon acceptance of your application.

### UPGRADING YOUR APCO INSTITUTE INSTRUCTOR CERTIFICATE

If you have been certified as an APCO Institute Agency Instructor for a PST1, EMD, CTO, Fire Service Communications or Communications Center Supervisor course, you have proven that you can teach in a classroom environment. APCO Institute will allow you to apply your current APCO Institute Instructor Certificate for any of these courses toward an Instructor Certificate for certain other APCO Institute student-level courses for which you currently hold a certificate of completion.

#### Procedure:

1. Register and attend the APCO Institute basic course you wish to become certified to teach and receive a certificate of completion, demonstrating you successfully completed the required course of instruction.
2. Apply for an upgrade to receive an Instructor Certificate enabling you to teach this course.
3. Print out the ***APCO Institute Certified Instructor Upgrade Form*** located on the APCO Institute website under the Forms and Information section. (Or call APCO Institute to receive a copy of the form)
4. Print out the ***APCO Institute Agency Instructor Agreement*** form located on the APCO Institute website under the Forms and Information section. (Or call APCO Institute to receive a copy of the form).
5. Complete the ***APCO Certified Instructor Upgrade Form*** and attach copies of:
  - a) Current Instructor Certificate(s)
  - b) Current APCO Institute course certificate for the basic course you wish to teach
  - c) Completed and signed ***Agency Instructor Agreement*** form

---

# APCO INSTITUTE AGENCY INSTRUCTOR CERTIFICATION REQUIREMENTS

---

## UPGRADING YOUR APCO INSTITUTE INSTRUCTOR CERTIFICATE

### Procedure, continued:

6. Return the completed ***APCO Institute Certified Instructor Upgrade Form***, all required attachments and the non-refundable upgrade fee to APCO Institute. An APCO Institute Instructor certificate for the course you wish to teach will be sent to you upon acceptance of your upgrade request.

## TRAINING COURSE CERTIFICATE REQUIREMENTS

The following basic courses may be taught in-house or regionally by APCO Institute Agency Instructors who possess the required APCO Institute course certificates:

- Public Safety Telecommunicator I (PST1), 6<sup>th</sup> Edition
  - APCO Institute Course Certificates Required:
    - PST1, 6<sup>th</sup> Edition
    - PST1, 6<sup>th</sup> Edition Instructor or equivalent APCO Institute Instructor course OR
    - APCO Institute PST1, 6<sup>th</sup> Edition course certificate AND
    - Instructor course certificate from a state- or federal-level government law enforcement or fire/EMS training academy approved by APCO Institute.
- Communications Training Officer (CTO), 4<sup>th</sup> Edition
  - APCO Institute Course Certificates Required:
    - CTO, 4<sup>th</sup> Edition
    - CTO Instructor, 4<sup>th</sup> Edition or equivalent APCO Institute Instructor course OR
    - APCO Institute CTO, 4<sup>th</sup> Edition course certificate AND
    - Instructor course certificate from a state- or federal-level government law enforcement or fire/EMS training academy approved by APCO Institute.
- Fire Service Communications, 1<sup>st</sup> Edition
  - APCO Institute Course Certificates Required:
    - Fire Service Communications, 1<sup>st</sup> Edition
    - Fire Service Communications Instructor, 1<sup>st</sup> Edition or equivalent APCO Institute Instructor course OR
    - APCO Institute Fire Service Communications, 1<sup>st</sup> Edition course certificate AND
    - Instructor course certificate from a state- or federal-level government law enforcement or fire/EMS training academy approved by APCO Institute.

---

# APCO INSTITUTE AGENCY INSTRUCTOR CERTIFICATION REQUIREMENTS

---

## TRAINING COURSE CERTIFICATE REQUIREMENTS, *continued*

- Communications Center Supervisor, 4<sup>th</sup> Edition
  - APCO Institute Course Certificates Required:
    - Communications Center Supervisor, 4<sup>th</sup> Edition
    - Communications Center Supervisor Instructor, 4<sup>th</sup> Edition or equivalent APCO Institute Instructor course
    - OR
    - APCO Institute Communications Center Supervisor, 4<sup>th</sup> Edition course certificate AND Instructor course certificate from a state- or federal-level government law enforcement or fire/EMS training academy approved by APCO Institute
  
- Emergency Medical Dispatch, 5<sup>th</sup> Edition Version 2

**Note:** Course may be taught regionally ONLY if agency is part of a regional system that shares a Medical Director/Control and/or common Guidecards.

- APCO Institute Course Certificates Required:
  - Emergency Medical Dispatch, 5<sup>th</sup> Edition Version 2
  - Emergency Medical Dispatch Instructor, 5<sup>th</sup> Edition Version 2
  - Other Requirements:
    - ✓ CPR Certification
    - ✓ Minimum EMT-Basic Certification through DOT (Required to instruct the medical portion of the course. Individuals who do not possess a minimum EMT-Basic certification may only instruct the telecommunications portion of the course).

## ORDERING CLASSROOM MATERIALS

Agency Instructors must order student manuals from APCO Institute. Each student is required to have their own student manual for the course they'll be taking. Student certificates of completion are considered part of the student manual charge.

When APCO Institute receives your request for classroom materials and before any order is filled, the instructor name that appears on the form will be checked to verify certificate status. The order will not be filled if an Agency Instructor's certificate has expired or been suspended or revoked.

In order to avoid extra shipping charges, classroom materials should be ordered at least 21 days prior to the start date of the class. All orders submitted to APCO Institute for class materials must be accompanied by payment in the form of an original purchase order, check or credit card number.

---

## APCO INSTITUTE AGENCY INSTRUCTOR CERTIFICATION REQUIREMENTS

---

### OBTAINING STUDENT CERTIFICATES OF COMPLETION

The Agency Instructor must send the following items to APCO Institute for processing within **ten days** of conclusion of the class:

- A typed affidavit of training listing each student by name, total course attendance hours, and manual certification number (sticker removed from the inside cover of the student manual and attached to the affidavit of training). The affidavit of training must also indicate the Agency Instructor's name and Instructor certificate number. Students absent for more than 10% of the scheduled classroom hours will be required to retake the class.

All APCO Institute Agency Instructors will grade the student tests. Students must achieve a test score of 80% in order to receive an APCO Institute certificate of completion. APCO Institute will generate the course certificates based on the information contained in the above-listed paperwork.

Any printing errors that result from incomplete or improper information submitted by the Agency Instructor will require the payment of a processing fee for the corrected, replacement certificate. All course certificates issued will be returned to the Agency Instructor for distribution to the students.

EMD course affidavits of training must be accompanied by proof of completion of a formal basic telecommunicator training program and a completed grade report for each student showing "pass" or "fail" for the practical skills portion of the EMD test along with a copy of each student's current CPR certification.

### AGENCY INSTRUCTOR RECERTIFICATION REQUIREMENTS

All APCO Institute Agency Instructors are required to recertify every two years. An APCO Institute Instructor certificate is valid for two years. Each certificate has an expiration date printed in the lower right hand corner. In order to recertify, you must comply with all recertification requirements.

Recertification is a simple process based on accumulated hours in two venues – teaching/instructing and continuing dispatch education. To recertify an APCO Institute Instructor must perform **24** hours (minimum of 12 hours per year) of teaching/instructing and receive **24** hours (minimum of 12 hours per year) of continuing dispatch education over the two-year recertification period. Recertification covers all Instructor certificates you hold. If you accumulate the minimum hours and submit the proper paperwork and documentation, all Instructor certificates you currently hold will be recertified.

---

## APCO INSTITUTE AGENCY INSTRUCTOR CERTIFICATION REQUIREMENTS

---

### AGENCY INSTRUCTOR RECERTIFICATION REQUIREMENTS, *continued* Accumulating Hours for Teaching/Instructing

You must accumulate a minimum of 12 hours per year through teaching/instructing for a total of **24** hours over the two-year recertification period. One hour is equal to one hour of classroom instruction. Instruction may be in the form of formal classes or informal in-service type training.

Teaching APCO Institute courses, teaching college or academy courses, conducting in-service training and presenting conference seminars are examples of activities that qualify for teaching/instructing recertification points.

Agency Instructors must report the classes taught during each calendar year of the recertification period on the ***Continuing Education Reporting Form***. Although you are not required to attach documentation for teaching/instructing, you must retain all records or other official forms attesting to the training conducted. APCO Institute reserves the right to audit all requests for recertification. In the event of an audit, you will need to produce documentation verifying all entries on the ***Continuing Education Reporting Form***.

### Accumulating Hours for Continuing Dispatch Education

You must accumulate a minimum of 12 hours per year through continuing dispatch education for a total of **24** hours over the two-year recertification period. One hour is equal to one hour of classroom instruction. Instruction may be in the form of formal classes or informal in-service type training. Attending APCO Institute training courses, college courses, in-service training and conference seminars are examples of activities that qualify for continuing dispatch education recertification points. Subject matter for continuing education should be in the topical areas of adult education techniques, teaching methodology and public safety communications.

Agency Instructors must report the classes taken during each calendar year of the recertification period on the recertification ***Continuing Education Reporting Form***. Although you are not required to attach documentation for continuing dispatch education, you must retain all records or other official forms attesting to the training received. APCO Institute reserves the right to audit all requests for recertification. In the event of an audit, you will need to produce the documentation verifying all entries on the recertification ***Continuing Education Reporting Form***.

Agency Instructors who fail to complete and report teaching/instructing and continuing education hours within forty-five (45) days of the expiration of their Instructor certificate will be considered "inactive". Agency Instructors considered "inactive" are not able to submit documentation requesting certificates of completion for students who have been taught with APCO Institute curriculum. Inactive Agency Instructors are also not allowed to purchase APCO Institute course materials.

Inactive Agency Instructors may apply for reinstatement as an "active" instructor by remedying in a timely manner the problem(s) that caused the switch to inactive status. Depending on the circumstances, the remedy may include retaking an APCO Institute Instructor course. Each request for reinstatement to active status is evaluated on a case-by-case basis by the Institute Director. **Note:** *The National Standard for EMD requires EMD Instructors and EMD's that allow their certification to lapse more than 12 months to retake the course they are seeking recertification in.*

---

## APCO INSTITUTE AGENCY INSTRUCTOR CERTIFICATION REQUIREMENTS

---

### AGENCY INSTRUCTOR RECERTIFICATION REQUIREMENTS, *continued*

#### Procedure:

1. Print out the **Agency Instructor Recertification** form located on the APCO Institute website under the Forms and Information section. (Or call APCO Institute to receive a copy of the form)
2. Print out the **APCO Institute Agency Instructor Agreement** form located on the APCO Institute website under the Forms and Information section. (Or call APCO Institute to receive a copy of the form).
3. Complete the recertification form and attach copies of:
  - a. Current Instructor Certificate(s)
  - b. Completed **Continuing Education Reporting** form
  - c. Completed and signed **APCO Institute Agency Instructor Agreement** form
4. Return the completed recertification form, all required attachments and the nonrefundable recertification fee to APCO Institute. An APCO Institute Instructor certificate for the course(s) you wish to teach will be sent to you

Recertification forms submitted without the recertification fee will not be processed. If your recertification is rejected, you will have 90 days to correct any deficiencies and resubmit the form without having to resubmit a recertification fee.

### EMD STUDENT RECERTIFICATION REQUIREMENTS

Individuals who complete the APCO Institute EMD course must recertify every two years. The EMD must possess a current CPR certification and complete 12 hours of continuing dispatch education per year for a total of **24** hours within the two-year recertification period.

Acceptable topical areas for continuing dispatch education credit are:

- EMS topics
- CPR recertification/refresher training
- Public safety communications

Continuing education may be a single topic or several topics totaling at least twelve hours per year.

#### Procedure:

1. Print out the **EMD Student Recertification Form** located on the APCO Institute website under the Forms and Information Section. (Or call APCO Institute to receive a copy of the form)
2. Complete the **EMD Student Recertification Form** and attach copies of:
  - a. Current EMD Certificate
  - b. Current CPR Certificate
  - c. Completed **EMD Student CDE Reporting Form**

## APCO INSTITUTE AGENCY INSTRUCTOR CERTIFICATION REQUIREMENTS

---

### EMD STUDENT RECERTIFICATION REQUIREMENTS, *continued*

3. Return the completed ***EMD Student Recertification Form***, all required attachments and the non-refundable recertification fee to APCO Institute. An APCO Institute EMD certificate will be issued and sent to the Agency Instructor for distribution to students.

Recertification forms submitted without the recertification fee will not be processed. If the Recertification is rejected, the student will have 90 days to correct any deficiencies and resubmit the form without having to resubmit a recertification fee.

Agencies that wish to recertify several employees may use letterhead or similar formats in place of a single recertification form for each employee. However, all information requested on the form must be included in the group recertification letter and all required copies must be attached.

# APCO Institute Agency Instructor Agreement

**As a Certified APCO Institute Agency Instructor I agree as follows:**

1. I acknowledge receipt of the APCO Institute's **Agency Instructor Certification Requirements, 2009 Edition** and I will follow the policies, procedures and responsibilities outlined therein.
2. I will devote such time as may be reasonably necessary for the purpose of preparing for the delivery of any APCO program.
3. I will not conduct APCO Institute Courses in my own name or conduct courses for the purpose of seeking profit.
4. I will not photocopy, reproduce or distribute any APCO Institute materials without the written permission of APCO Institute. I understand that any such photocopy, reproduction or distribution is a violation of the copyright laws of the United States of America.
5. I understand that failure to follow policy and/or procedure set forth by APCO Institute in the **Agency Instructor Certificate Requirements, 2009 Edition** will result in my certification being revoked. I further understand that any students who receive certificates of completion through my instruction may also have their certification revoked should my certification be revoked for policy violations.

---

Signature of APCO Institute Agency Instructor

Date

---

Printed name of APCO Institute Agency Instructor

Instructor Email Address

---

APCO Institute Agency Instructor Agency Name

---

Agency Address (Street/City/State/Zip)

---

Agency Phone Number

Agency Fax Number

---

## APCO INSTITUTE INSTRUCTOR COURSE CERTIFICATES HELD

- Public Safety Telecommunicator I Course      Instructor Certificate #: \_\_\_\_\_
- Communications Training Officer Course      Instructor Certificate #: \_\_\_\_\_
- Fire Service Communications, 1<sup>st</sup> Edition Course      Instructor Certificate #: \_\_\_\_\_
- Communications Center Supervisor Course      Instructor Certificate #: \_\_\_\_\_
- \_\_\_\_\_
- Emergency Medical Dispatch Course      Instructor Certificate #: \_\_\_\_\_
- \_\_\_\_\_

---

**RETURN FORM TO:**  
APCO INSTITUTE, INC.  
351 N. Williamson Blvd.  
Daytona Beach, Florida 32114-1112  
Voice: 888-272-6911 Fax: 386-322-9766

Attach additional sheets as needed