

APCO International, Inc.

Agency Training Program Certification

Business Rules

Step 1: Application for Certification

An agency seeking certification shall complete a 'Training Program Certification Application' and submit a non-refundable application fee of \$500.00 for each training program for which certification is sought. A complete application must be submitted by December 1st so that application review can be completed by April 1st. This provides sufficient time to accommodate any delays in the evaluation process due to unforeseen circumstances and allows for awards to be ordered in time to present at the subsequent Annual Conference. Applications shall be completed within one (1) calendar year of initial submission. If an applicant agency has not made progress on the application within six months of initial submission an Email will be sent to the agency point of contact reminding them of the one year requirement. When the agency has 90 days left before their year will expire, a final reminder will be sent to the agency point of contact advising them that they have 90 days left to complete their application. Applications that take longer than one (1) calendar year to complete will not be considered for certification.

In addition to reviewing the Rules and Procedures that guide the certification process, all applicant agencies shall download and read the appropriate APCO ANS 3.1013.1-2015 Minimum Training Standards for Public Safety Telecommunicators, and complete a pre-application online training program. This training program consists of completing a PowerPoint presentation designed to educate applicant agencies on the requirements of the certification program and process. Once the applicant agency has completed the PowerPoint training, there is a short test/acknowledgement required. After this step is complete, the agency must download the certificate of completion and proceed to the formal application process online. The agency will be required to upload this certificate to its account prior to being allowed to complete the application and to pay the requisite fee. Once all pre-requisites are completed, the agency will be allowed to proceed to the application and review process.

Step 2: Compliance with APCO ANS 3.1013.1-2015 Minimum Training Standards for Public Safety Telecommunicators

An applicant must upload with its application proof of compliance with each element of the Standard. Proof of compliance includes; but is not limited to, the latest lesson plans used in the training program, a current version of additional training materials such as student manuals and workbooks, audiovisual aids and their description, performance examinations, testing instruments, class evaluation forms, and instructor support materials. Applicants are encouraged to include additional materials to prove compliance with the Standard. Examples of additional material include; but are not limited to, agency policies and/or written directives and training checklists.

The agency is required to identify within the application, the precise location of applicable proofs so that reviewers are able to go directly to the supporting material. It is not acceptable to cite as proof, for example, “see the dispatch policy manual”. It is acceptable to cite as proof, “see document name, page 14, line 3.”

All materials submitted remain the intellectual property of the applicant agency and are not disclosed beyond the Agency Program Certification Committee, and APCO support staff. Each member of the Agency Program Certification Committee is bound by the terms of a non-disclosure agreement that prohibits the release of information obtained through the application review process, except to members of the committee and to assigned APCO support staff. The identities of the Evaluators are confidential and known only to the Committee and APCO support staff to prevent undue influence or interference with the review process.

Step 3: Review for Application Completeness and Assignment of Evaluation Team

Within seventy-two hours of submission, APCO support staff will perform an initial review of the application and supporting material to ensure the application is complete, and will select an Evaluation Team from among the committee members. An Evaluation Team consists of a Team Leader and an additional Evaluator. If the application is incomplete, APCO staff will notify the agency and provide guidance on what is needed to make the application complete.

Evaluation Process

Step 1: Evaluating the Materials

The Evaluation Team is given access via the web portal to uploaded documentation provided by the agency in support of the application. Evaluators use the web portal to compare each element of the Standard against the proofs and other materials uploaded by the applicant. The Evaluation Team will complete a timely review of the application and mark each element as ‘approved’ or ‘need information’.

Deficiencies or Questions

If the Evaluation Team identifies any deficiencies in the proofs of compliance, or has any questions about the submitted material, the Team Leader will notify the Committee Chair and appropriate APCO staff. The Evaluation Team will note deficiencies as it reviews the application so that the applicant agency can begin to supplement its application as quickly as possible.

Step 2: The Evaluation Team Determination

Upon completion of the review, the Team Leader will notify the Committee Chair and APCO staff that the evaluation is complete and whether the Evaluation Team recommends certification or denial of certification.

Certification Approval

If the committee approves an applicant agency's certification, then a written notification of certification from the current APCO President will be sent to the agency.

Agencies achieving certification will be recognized at the next APCO International Annual Conference and Exposition with the presentation of a plaque. APCO International will produce a press release announcing the certification, and will work with the agency to produce a press release for use with the agency's local media outlets and public relations activities.

Request for More Information

If certification is not granted, a written notice of deficiency from the Committee Chair will be sent to the applicant agency outlining specific items of deficiency. If the review indicates that the application does not meet the Standard or the submitted proofs and other materials are deficient, then the applicant agency has up until thirty (30) days from the date of the notice of deficiency to request an extension. No additional application fee is required in such instances. The application must then be resubmitted within ninety (90) days from the date of the notice of deficiency to qualify under this no-cost extension of time. All correspondence shall be addressed to APCO staff.

Denial of Certification

An applicant that fails to respond to a notice of deficiency within thirty (30) days will have its application denied and is not eligible for an extension. Reapplication for certification must include a non-refundable certification fee of \$500.00, and the upload of all required documentary proofs and

supporting materials as required in the original program guidelines.

Applicants that do not receive certification after a second review will be required to wait a minimum of six months before reapplying for certification. Reapplication for certification must include a non-refundable certification fee of \$500.00, and the upload of all required documentary proofs and supporting materials as required in the original program guidelines.

Agency Recertification

Certification under the Standard is valid for three (3) years from the date of the award. The date of award will be noted on the plaque presented to the agency. Upon Successful recertification, the agency will be presented with a recertification plaque that will be valid for another three (3) year period from the date of the award.

The recertification process is the same as the original certification process. An Agency is required to complete an Agency Training Program Recertification Application, submit a non-refundable recertification fee of \$500.00 for each training program submitted and submit all updated documents, proofs and supplemental materials as required for original certification. An evaluation team comprised of individuals who were not involved in the initial certification for the applicant agency shall conduct the recertification evaluation.