



# Training & Resources

WHERE PUBLIC SAFETY TURNS TO LEARN





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# About the APCO Institute

As part of APCO International, the APCO Institute is uniquely positioned to offer highly specialized training and resources on foundational, current and emerging topics that public safety telecommunications professionals need to know. APCO International's leadership role in public safety communications worldwide means that our training programs and resources reflect the pressing issues that affect PSAPs of all sizes and that they meet the needs of our more than 30,000 members. As a non-profit entity, the Institute is able to offer exceptional and affordable training opportunities to public safety agencies and practitioners, regardless of their financial resources.

Our certification programs and certificate courses are delivered in several formats:

## ONLINE COURSES

*Training that's ready when you are.*

We understand how busy you are. And, that working in a PSAP isn't a 9-to-5 job. That's why most Institute classes are offered online. Their 24-hour accessibility — from any Internet enabled device — means that you can participate in training when it works for you. Lessons are released each Wednesday and must be completed prior to the following Wednesday.

## CO-HOST COURSES

*Serve as a co-host. Earn one complimentary registration.*

As a public-safety practitioner, you know what training is needed in your area. Serving as a co-host agency (or chapter) enables you to meet local training needs by inviting others from your area to attend a class taught by one of the Institute's experienced adjunct instructors. In exchange for providing the facility and promoting the course, co-host agencies are eligible to receive one complimentary registration for each confirmed class they offer.

## CONTRACT COURSES

*Onsite training you need, when you need it.*

If you have a group of individuals that need to be trained onsite, contact us about contracting a class at your agency or chapter event. We'll provide the training you need, when you need it, to groups large or small.

## AGENCY COURSES

*Staff training for only the cost of course materials.*

We will help you equip your agency for in-house training by certifying staff members as APCO Agency Instructors. Having in-house instructors who can teach specific APCO courses can result in significant savings of your scarce training dollars.

Agency instructors can be certified to teach the following APCO courses: Public Safety Telecommunicator; Fire Service Communications; Law Enforcement Communications; Emergency Medical Dispatch and; Communications Training Officer. The only cost to you is the necessary number of training manuals for students in the courses your agency instructors teach.

## APCO CHAPTER PRE- AND POST-CONFERENCE TRAINING COURSES

*Flexibility to meet your chapter training needs.*

Most Institute training classes are perfect for APCO chapters to offer to their members before or after chapter conferences.



# About APCO International

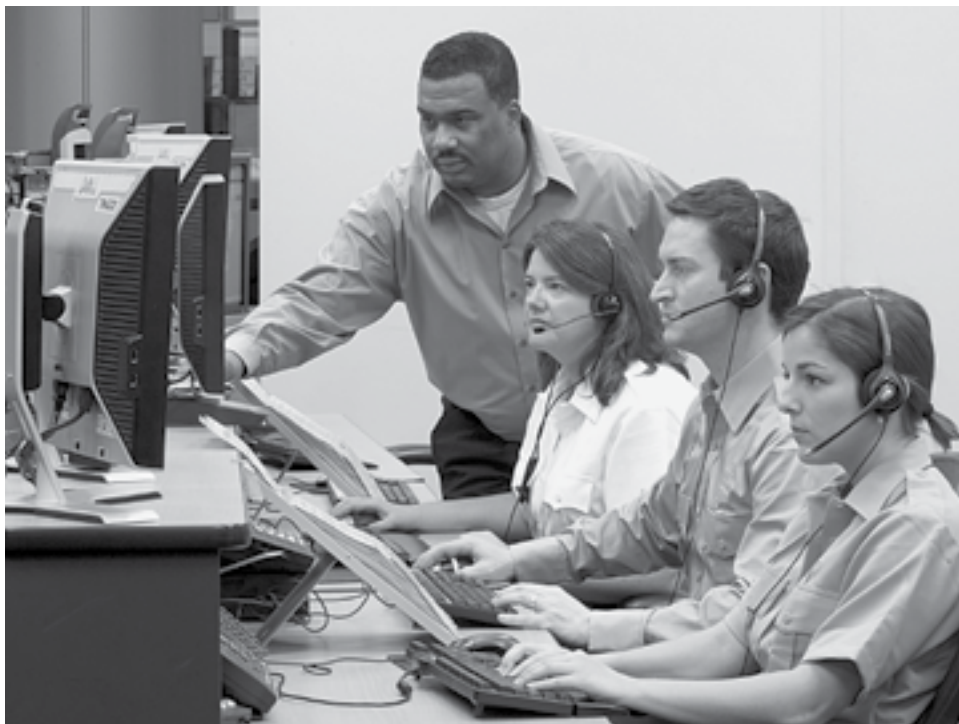
APCO International is the world's oldest and largest organization of public safety communications professionals and supports the largest U.S. membership base of any public safety association. It serves the needs of public safety communications practitioners worldwide — and the welfare of the general public as a whole — by providing complete expertise, professional development, technical assistance, advocacy and outreach.

## MISSION

The Association of Public-Safety Communications Officials (APCO) is an international leader committed to providing complete public safety communications expertise, professional development, technical assistance, advocacy and outreach to benefit our members and the public.

## VISION

APCO International commits to strengthen our communities by empowering and educating public safety communications professionals.



# Communications Training Officer Program

A comprehensive Communications Training Officer (CTO) Program can help ensure successful caller outcomes and decreased liability for your agency. The APCO Institute CTO Program provides all the tools your agency needs to help guarantee systematic, consistent training, documentation and recordkeeping.

## THE PROGRAM INCLUDES

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- **Communications Training Officer Course** — Focuses on the development and maintenance of an agency's one-on-one training program and provides the training necessary to foster levels of consistency for CTOs as they provide on-the-job training to new hires. Also includes paper versions of all documents vital to a comprehensive CTO program. Offered in Spanish as well. (See page 8)
- **Communications Training Officer, Instructor Course** — Teaches APCO certified CTOs what they need to know to become in-house CTO instructors for their agencies. (See page 22)
- **Comprehensive Quality Course** — CTOs interested in expanding their knowledge and skill set are encouraged to take this course. Includes training modules on: quality; building a performance evaluation program; feedback and coaching skills; and more. (See page 29)
- **Webinars** — Offer CTOs ready-made content on topics of interest to PSAP staff. Most are free to APCO members. (See page 42)
- **Illuminations Program** — Quarterly, subscription-based, online continuing dispatch education program that allows you to earn 3 CDEs per quarter. (See page 33)
- **Training Central** — Online resource that stores all individual and agency training records in one place. (See page 45)



# Communications Training Officer Course

APCO Institute's Communications Training Officer (CTO) Course focuses on the development and maintenance of an agency's one-on-one training program and provides the training necessary to foster levels of consistency for CTOs as they provide on-the-job training to new hires.

This updated version of the course includes the essential elements of a CTO program based on the industry recognized "San Jose Model" while also incorporating the requirements set by the national standard for CTO programs — APCO ANS 3.101.3-2017 - Core Competencies and Minimum Training Standards for Public Safety Communications Training Officer. To view the standard go to: [apcointl.org/standards/apco-standards-for-download.html](http://apcointl.org/standards/apco-standards-for-download.html).

## TOPICS INCLUDE

- Performance-Based Training
- Preparing, Motivating and Communicating with Trainees
- Customer Service in Public Safety Communications
- Counseling
- Stress Management
- Meeting the Needs of the Adult Learner
- Training Strategies
- Performance Evaluations
- Record Keeping and Documentation
- Total Quality Management
- Liability and Standards

Students will receive a CTO Workbook and Reference Guide filled with sample forms, templates and best practices to use in creating their own CTO program or enhancing an existing program.

## PREREQUISITES

Students must have successfully completed a formal, 40-hour basic telecommunicator training program.

## CDEs EARNED

24

## RECERTIFICATION REQUIREMENTS

APCO CTOs must provide proof every two years of 24 hours (12 hours per certification year) of continuing dispatch education and must pass the CTO recertification quiz.

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	3 days	\$389
APCO Institute Online	5 weeks	\$439 (includes \$50 distance learning fee)
Agency	3 days	\$0 (cost of student manuals only)
Contract	3 days	Contact us for pricing

\*APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

# Agente de capacitación en comunicación

El curso para Agentes de capacitación en comunicación (CTO) del APCO Institute se centra en el desarrollo y el mantenimiento de un programa de capacitación individual de la agencia y brinda la capacitación necesaria para promover la coherencia en los CTO, dado que estos ofrecen capacitación en el lugar de trabajo a los empleados nuevos.

Esta versión actualizada del curso incluye los elementos esenciales de un programa de CTO basado en el “Modelo San José”, reconocido en la industria y, a la vez, también incorpora los requisitos establecidos por el estándar nacional para programas de CTO denominado APCO ANS 3.101.1-2013: Estándares mínimos de capacitación para agentes de capacitación en comunicación en la seguridad pública. Para ver el estándar, visite [apcointl.org/standards/apco-standards-for-download.html](http://apcointl.org/standards/apco-standards-for-download.html).

## LOS TEMAS INCLUYEN LOS SIGUIENTES

- Capacitación basada en el desempeño
- Preparación y motivación de los aprendices y comunicación con ellos
- Atención al cliente en comunicaciones en seguridad pública
- Asesoramiento
- Control del estrés
- Satisfacer las necesidades del aprendiz adulto
- Estrategias de capacitación
- Evaluaciones del desempeño
- Conservación de registros y documentación
- Gestión total de calidad
- Responsabilidad y estándares

Los estudiantes recibirán un cuaderno y una guía de referencia del programa de CTO con plantillas y formularios de muestra, y las mejores prácticas para utilizar en la creación de su propio programa de CTO o mejorar un programa existente.

## REQUISITOS PREVIOS

Los estudiantes deben haber completado con éxito un programa de capacitación formal básica para telecomunicadores de 40 horas.

## REQUISITOS PARA LA RECERTIFICACIÓN

Ninguna

OPCIONES DEL CURSO	PERÍODO	INSCRIPCIÓN*
Coanfitrión	3 días	\$389
APCO Institute en línea	6 semanas	\$439 (incluye la tarifa de aprendizaje a distancia de \$50)
Agencia	3 días	\$0 (costo de manuales del estudiante solamente)
Contratos	5 días	Contacto para solicitar precios

\* Descuento a afiliados de APCO \$20 (afiliados de pleno derecho y comerciales solamente).

Para algunas compras, pueden aplicarse tarifas de envío internacionales, que varían según cada país.

# Emergency Medical Dispatch Program

Emergency Medical Dispatch (EMD) is a systematic program of handling medical calls. Trained telecommunicators, using locally approved EMD guidecards, quickly and properly determine the nature and priority of the call, dispatch the appropriate response, then give the caller instructions to help treat the patient until the responding EMS unit arrives. A comprehensive EMD program can reduce agency liability by providing thorough and consistent dispatch instructions, and can help meet the growing public expectation that when citizens call 9-1-1, appropriate medical care will be provided as quickly as possible.

The APCO Institute's comprehensive EMD Program is based on the NHTSA National Standard Curriculum for EMD, and incorporates all of the current ASTM and NHTSA guidelines. It is a cost-effective way for agencies to implement an EMD program and includes customization of EMD guidecards and locally controlled training by APCO Institute certified instructors.

## THE PROGRAM INCLUDES

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- **Emergency Medical Dispatcher Course** — During the course, all telecommunicators in your agency learn the basics of EMD; correct procedures for obtaining pertinent information over the phone; and how to use APCO's EMD guidecards. (See page 11)
- **Emergency Medical Dispatch, Instructor Course** — Anyone in your agency who completes the basic EMD course, can complete the Instructor Course and then serve as your in-house agency instructor. Having an agency instructor allows you to move your training in-house, saving valuable training dollars. (See page 22)
- **EMD Guidecards** — Guidecards provide EMDs with the tools they need to properly prioritize the response level of a call to provide pre-arrival instructions to callers. They can be used only in conjunction with full APCO EMD Program implementation. (See page 42)
- **APCO IntelliComm™ Electronic Guidecard Software** — Developed in conjunction with IBM Watson Analytics, APCO IntelliComm is cognitive criteria-based guidecard software that mirrors an agency's current guidecards for EMD, police and fire. It includes the most up-to-date NCMEC and ERG manual, as well as groundbreaking features to optimize QA efforts in call taking and dispatching. (See page 44)
- **EMD Illuminations** — This subscription-based online program allows individuals to earn 1 CDE each month on topics of particular interest to emergency medical dispatchers. (See page 33)

# Emergency Medical Dispatch Reciprocity

## EMD certified, but not by APCO? We offer reciprocity.

If your agency is EMD-certified by a nationally recognized entity other than APCO, our reciprocity program allows you to easily become APCO-certified. And, because our EMD Program allows you to equip an agency staff member to serve as an APCO Certified EMD Instructor, you save valuable training dollars by eliminating the need for travel and outside instructors.

Once certified, your instructor can provide training as needed, on your schedule. And, we've made the recertification process simple and affordable.

For more information about the APCO EMD Program, visit [apcointl.org/emd](http://apcointl.org/emd) or contact us at [emd@apcointl.org](mailto:emd@apcointl.org).

# Emergency Medical Dispatcher Course



The APCO EMD Course is based on the NHTSA's National Standard Curriculum for EMD. Completion of the APCO Institute EMD Course means that the student has met all of the requirements of the National Standard Curriculum—an important point for states that require compliance with the national curriculum.

Topics covered provide the student with the knowledge to answer calls for emergency medical service and properly prioritize the response. The course also provides the student with the knowledge necessary to convey proper pre-arrival instructions to the caller when needed.

## TOPICS INCLUDE

- EMD Roles and Responsibilities
- Legal and Liability Issues in EMD
- National and State Standards for EMD
- Resource Allocation
- Layout and Structure of the EMD Guidecards
- Obtaining Information from Callers
- Anatomy and Physiology
- Chief Complaint Types
- Quality Assurance & Recertification
- Stress Management

The classroom setting provides practical exercises that help the new EMD become familiar with the theories and practices of EMD. Students practice with their agency's EMD guidecards in simulated EMD calls. Completion of this course is required for enrollment in the EMD Instructor Course.

Note: The online EMD Course requires students to attend a webinar in week three and a practical practice conference call in week six. The week three webinar lasts approximately one hour. The week six practical practice conference call lasts around 1.5 hours. The final practical practice is completed by a one-on-one conference call with the instructor at the end of the course.

These sessions may or may not be during the student's regularly scheduled work time, especially if the student works overnight. Arrangements will/may have to be made at the agency level to allow the student to attend these required sessions.

## PREREQUISITES

Students must have successfully completed a formal, 40-hour basic telecommunicator training program and must hold current CPR certification from the American Heart Association, American Red Cross or equivalent.

## RECERTIFICATION REQUIREMENTS

To recertify, all APCO Institute Certified Emergency Medical Dispatchers must provide proof every two years of 24 hours (12 hours per certification year) of approved continuing dispatch education and proof of a current CPR certification as stated above and must pass a free, online EMD recertification quiz.

## CDEs EARNED

32

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	4 days	\$389
APCO Institute Online	6 weeks	\$439 (includes \$50 distance learning fee)
Agency	4 days	\$0 (cost of student manuals only)
Contract	4 days	Contact us for pricing

\* APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

# Emergency Medical Dispatch Concepts Course

The APCO Institute EMD Concepts Course will familiarize students with the philosophy of emergency medical dispatching and its role in today's communications center. The course deals with the national standards and guidelines of emergency medical dispatching as well as the design and components of EMD in general. Students learn how emergency medical dispatch works and the most common pitfalls to avoid when establishing an EMD program in their agencies.

Please note: Completion of the EMD Concepts Course will not result in an individual being certified as an APCO Institute Certified Emergency Medical Dispatcher. This is an awareness level course only. Anyone wishing to become an APCO Institute Certified EMD will still need to successfully complete the 32-hour APCO Institute Emergency Medical Dispatcher Course.

## TOPICS INCLUDE

- EMD Program Overview
- The Emergency Medical Dispatcher
- Implementation of EMD Guidecards
- Anatomy and Physiology
- Legal and Liability Issues
- Quality Control

## PREREQUISITES

None

## CERTIFICATION EARNED

None

## CDEs EARNED

8

## RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	1 day	\$199
APCO Institute Online	3 weeks	\$249 (includes \$50 distance learning fee)
Contract	1 day	Contact us for pricing

\*APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

# Emergency Medical Dispatch Manager Course

This course will assist with the implementation and management of the APCO Institute EMD Program. It is intended to provide appropriate personnel – whether administrator, communications supervisor or other management personnel – with the necessary guidelines and information required for the management of their agency’s EMD Program to include creating and maintaining an effective quality control program and tips and guidelines for ensuring compliance with the APCO Institute EMD Program and the relevant national standards.

## TOPICS INCLUDE

- Overview of an Emergency Medical Dispatch Program
- Implementing an EMD Program
- Overview of the EMD Program
- EMD Training and Certification
- EMD Quality Control
- EMD Compliance and Ongoing Maintenance

## PREREQUISITES

None

## CERTIFICATION EARNED

Emergency Medical Dispatch Manager

## CDEs EARNED

8

## RECERTIFICATION REQUIREMENTS

To recertify, all APCO Institute certified EMD Managers must provide proof every two years of 24 CDEs (12 per year) and 12 additional hours of CDEs related to EMD administration.

COURSE OPTIONS <small>(SEE PAGE 4)</small>	TERM	TUITION*
Co-Host	1 day	\$199
APCO Institute Online	3 weeks	\$249 (includes \$50 distance learning fee)
Contract	1 day	Contact us for pricing

\* APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

# Public Safety Telecommunicator Course

Ideal for training the new-hire or as a refresher for existing staff, APCO's PST course covers the basic skills, knowledge and abilities every successful public safety telecommunicator needs to meet the demands of this critical work. The basic Public Safety Telecommunicator Training Course meets or exceeds the American National Standards as contained in the ANSI approved Minimum Training Standard for Public Safety Telecommunicators (APCO ANS 3.103.2.2015).

Building on foundational topics such as communication skills, call taking and radio techniques, the PST Course incorporates the most up-to-date information on technology and work-related issues in public safety communications centers. Topics include NextGen 9-1-1, emerging technologies, continuing education and liability.

Students successfully passing the final exam receive certification demonstrating completion of a training course that meets and exceeds industry accepted national basic training standards.

## TOPICS INCLUDE

- Introduction to Your New Career
- Preparing for Your New Career
- Interpersonal Communications
- Telephone Communications Techniques: Call Processing
- Telephony, Traditional Technology
- Next Generation 9-1-1
- Telephony: TTY
- Telematics and Collision Notification Systems
- Computer-Aided Dispatch(CAD) and Related Technologies
- Radio Communications Techniques
- Radio Technology
- Call Classifications
- The Incident Command System
- Liability Issues

## PREREQUISITES

None

## CERTIFICATION EARNED

Public Safety Telecommunications

## CDEs EARNED

40

## RECERTIFICATION REQUIREMENTS

APCO Certified Public Safety Telecommunicators must provide proof every two years of 48 hours of continuing dispatch education (24 hours per certification year) and must pass the free, online PST 7th edition recertification quiz.

COURSE OPTIONS <small>(SEE PAGE 4)</small>	TERM	TUITION*
Co-Host	5 day	\$329
APCO Institute Online	4 weeks	\$379 (includes \$50 distance learning fee)
Agency	5 days	\$0 (cost of student manuals only)
Contract	5 days	Contact us for pricing

\*APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.



# Public Safety Telecommunicator Canada Course

The leading telecommunicator training program has been revised to address Canadian emergency services communications terminology and to introduce provincial and federal legislative requirements impacting public safety communications across Canada.

The course may be used for new-hire training and existing employee in-service training. All students successfully passing the final exam receive certification demonstrating completion of a training course that meets and exceeds industry accepted national basic training standards.

Instructional media and exercises used throughout the course reinforce the knowledge attained in lecture and demonstration. Tuition includes comprehensive course manual.

## TOPICS INCLUDE

- Introduction to Your New Career (roles and responsibilities of the position)
- Interpersonal Communications
- Telephone Communications Techniques: Call Processing
- Telephony: Traditional Technology
- Telephony: Emerging Technology
- Telephony: TTY
- Telematics
- Computer-Aided Dispatch & Related Technologies
- Radio Communications Techniques
- Radio Technology
- Call Classification
- The Incident Command System
- Liability Issues
- Preparing for Your New Career

## PREREQUISITES

None

## CERTIFICATION EARNED

Public Safety Telecommunications Canada

## CDEs EARNED

40

## RECERTIFICATION REQUIREMENTS

APCO Certified Public Safety Telecommunicators must provide proof every two years of 48 hours of continuing dispatch education (24 hours per certification year) and must pass the free, online PST Canada recertification quiz.

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	5 days	\$329
APCO Institute Online	6 weeks	\$379 (includes \$50 distance learning fee)
Agency	5 days	\$0 (cost of student manuals only)
Contract	5 day	Contact us for pricing

\*APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

# Telecomunicador de seguridad pública

Ideal para la capacitación de nuevos empleados o como actualización para el personal existente, el curso de telecomunicador de seguridad pública (PST) cubre las habilidades básicas, el conocimiento y las capacidades que cada telecomunicador de seguridad pública exitoso necesita para satisfacer las demandas de este trabajo crítico. El curso para instructores de telecomunicación de seguridad pública (PST) cumple o supera los estándares nacionales estadounidenses, según lo contenido en el estándar mínimo de capacitación para telecomunicadores de seguridad pública aprobado por el Instituto Nacional de Normalización Estadounidense (ANSI, American National Standards Institute) (APCO ANS 3.103.2.2015).

A partir de los temas fundamentales, como habilidades comunicativas y técnicas de radio y recepción de llamadas, el curso de PST incorpora la información más actualizada sobre tecnología y temas relacionados con el trabajo en centros de comunicaciones en seguridad pública. Los temas incluyen NextGen 9-1-1, tecnologías emergentes, educación continua y responsabilidad.

Los estudiantes que aprueban el examen final reciben la certificación del APCO Institute que demuestra que han realizado un curso de capacitación que cumple y supera los estándares de capacitación básica nacionales aceptados por la industria. La inscripción incluye el manual integral del curso.

## LOS TEMAS INCLUYEN LO SIGUIENTE

- Introducción a su nueva profesión
- Preparación para su nueva profesión
- Comunicaciones interpersonales
- Técnicas de comunicaciones telefónicas:  
Procesamiento de llamadas
- Telefonía, tecnología tradicional
- Next Generation 9-1-1
- Telefonía: TTY
- Procesamiento telemático de llamadas y sistemas de notificación de colisiones
- Sistema de envío asistido por computadora (CAD) y tecnologías relacionadas
- Técnicas de comunicaciones de radio
- Tecnología de radio
- Clasificaciones de llamadas
- Sistema de comando de incidentes del Sistema Nacional de Gestión de Incidentes (NIMS)
- Temas de responsabilidad

## REQUISITOS PREVIOS

Ninguna

## REQUISITOS DE RECERTIFICACIÓN

Ninguna

OPCIONES DEL CURSO	PERÍODO	INSCRIPCIÓN*
Coanfitrión	5 días	Contacto para solicitar precios
APCO Institute en línea	4 semanas	\$359 (incluye la tarifa de aprendizaje a distancia de \$50)
Contratos	5 días	Contacto para solicitar precios

\* Descuento a afiliados de APCO \$20 (afiliados de pleno derecho y comerciales solamente).

Para algunas compras, pueden aplicarse tarifas de envío internacionales, que varían según cada país.

# Curso para instructores de telecomunicación de seguridad pública

El curso para instructores de telecomunicación de seguridad pública combina técnicas de educación mejoradas con capacitación específica en cómo conducir el curso de PST para estudiantes. Una vez finalizado este curso, los instructores de su agencia pueden dictar el curso de PST para estudiantes, lo que deriva en ahorros importantes en costos de capacitación y viajes.

El curso de capacitación básica de PST cumple con los estándares mínimos de capacitación para telecomunicadores en seguridad pública del Proyecto 33 revisados de APCO. Los estándares de capacitación del Proyecto 33 de APCO son ampliamente reconocidos como el estándar nacional de la industria para la capacitación básica de telecomunicadores. Todos los participantes que aprueban el examen final reciben una valiosa certificación del APCO Institute que demuestra su aptitud para dictar este curso de capacitación básica.

## LOS MÓDULOS DE CAPACITACIÓN INCLUYEN LOS SIGUIENTES

### *Técnicas de educación*

- Planes de clases
- Diseño y uso de medios educativos
- Diseño y uso de simulacros
- Prueba y evaluación
- Responsabilidad en la capacitación

### *Recursos del instructor*

- Planes de clases integrales para cada módulo de la capacitación en el curso de PST para estudiantes
- Texto del manual del estudiante

*Una vez finalizado el curso, el instructor de su agencia podrá capacitar a su personal en el curso de PST para estudiantes y comprender cómo hacer lo siguiente:*

- Promover el desarrollo de habilidades a través del ejercicio práctico
- Desarrollar planes de clases
- Diseñar y usar medios educativos
- Crear simulacros eficaces
- Crear cuestionarios y exámenes basados en objetivos del curso
- Comprender los factores relacionados con la responsabilidad en la capacitación

## REQUISITOS PREVIOS

Haber finalizado la edición actual del curso de telecomunicador de seguridad pública para estudiantes.

## REQUISITOS PARA LA RECERTIFICACIÓN

Ninguna

OPCIONES DEL CURSO	PERÍODO	INSCRIPCIÓN*
Coanfitrión	5 días	Contacto para solicitar precios
APCO Institute en línea	6 semanas	\$509 (incluye la tarifa de aprendizaje a distancia de \$50)

\* Descuento a afiliados de APCO \$20 (afiliados de pleno derecho y comerciales solamente).

*Para algunas compras, pueden aplicarse tarifas de envío internacionales, que varían según cada país.*

# Fire Service Communications Course

Effective communications is a critical component of fire service operations. It provides the vital link between citizens and responders. APCO Institute's Fire Service Communications Course continues to advance fire communications training, improving service to the caller and increasing safety of the responders. This dynamic course covers the terms, techniques and protocols required for excellence in fire service call taking and dispatch.

## TOPICS INCLUDE

- Introduction to the Fire Service
- Fire Service Apparatus and Terminology
- Fire Service Communications Overview
- Fire Service Call Processing
- Fire Dispatch Procedures
- Fire Service Incidents
- The National Incident Management System and Incident Command System
- Hazardous Material Incidents
- Terrorism Incidents

The course manual contains numerous photographs and illustrations to bring the course material to life and serves as an excellent reference source once back on the job.

Instructional media and exercises used throughout the course reinforce the knowledge attained in lecture and demonstration. If taught by your own APCO Institute certified instructors, it becomes an economical way to train your staff at your own pace. Tuition includes comprehensive course manual.

## PREREQUISITES

Students must have successfully completed a formal, 40-hour basic telecommunicator training program.

## CERTIFICATION EARNED

Fire Service Communications

## CDEs EARNED

32

## RECERTIFICATION REQUIREMENTS

APCO FSCs must provide proof every two years of 24 hours (12 hours per certification year) of continuing dispatch education and must pass the free, online fire service communications recertification exam.

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	4 days	\$389
APCO Institute Online	6 weeks	\$439 (includes \$50 distance learning fee)
Agency	4 days	\$0 (cost of student manuals only)
Contract	4 days	Contact us for pricing

\*APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

APCO offers emergency dispatch guidecards for fire service. See page 43.

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

# Fire Service Communications Canada Course

Effective communications is a critical component of fire service operations. It provides the vital link between citizens and responders. APCO Institute's Fire Service Communications Canada Course continues to advance fire communications training, improving service to the caller and increasing safety of the responders. This dynamic course covers the terms, techniques and protocols required for excellence in fire service call taking and dispatch.

It prepares students to meet NFPA 1061 (Chapter 5, 2014 Edition) professional qualifications as they relate to fire service communications. Instructional media and exercises used throughout the course reinforce the knowledge attained in lecture and demonstration.

## TOPICS INCLUDE

- Introduction to the Fire Service
- Fire Service Incidents
- Fire Service Apparatus and Terminology
- Anatomy of Fires
- Mutual Aid and Mutual Response Agreements
- Hazardous Material Incidents
- Terrorism Incidents
- The Incident Command System
- Fire Service Communications and the Role of the Telecommunicator
- Fire Service Call Processing
- Information Gathering Techniques, Methods for Receiving Reports
- Fire Dispatch Procedures

## PREREQUISITES

Students must have successfully completed a formal, 40-hour basic telecommunicator training program.

## CERTIFICATION EARNED

Fire Service Communications Canada

## CDEs EARNED

32

## RECERTIFICATION REQUIREMENTS

APCO Fire Service Communications professionals must provide proof every two years of 24 hours (12 hours per certification year) of continuing dispatch education. Recertification is available only for students who have completed the current edition.

COURSE OPTIONS <small>(SEE PAGE 4)</small>	TERM	TUITION*
Co-Host	4 days	\$389
APCO Institute Online	6 weeks	\$439 (includes \$50 distance learning fee)
Agency	4 days	\$0 (cost of student manuals only)
Contract	4 days	Contact us for pricing

\* APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

# Law Enforcement Communications Course

Effective communications is a critical component of law enforcement operations. The telecommunicator provides the vital link between citizens and law enforcement responders.

The APCO Institute's Law Enforcement Communications Course provides the training necessary to improve service to the caller and increase the safety of responders. It covers the terms, techniques and guidelines required for excellence in law enforcement call handling and radio dispatching.

## TOPICS INCLUDE

- The Role of Law Enforcement
- History of Law Enforcement and Law Enforcement Communications
- Law Enforcement Organizations, Operations, Vehicles, and Equipment
- Classification and Prioritization of Crimes
- Law Enforcement Telecommunicator: Overview of Role and Responsibilities
- Law Enforcement Call Processing and Dispatch Procedures
- Law Enforcement Incidents: Crimes Against Persons/Property/Vehicle and Highway
- Communications for Pursuits and Officer Needs Help Incidents
- Next Generation and Emerging Communications Technology
- Law Enforcement Communications and Counterterrorism
- NIMS (National Incident Management System)

The course manual contains numerous photographs and illustrations to bring the course material to life and serves as an excellent reference source once back on the job. Instructional resources include study guides (with audio and video clips), role-plays and scenario-based training materials. Instructional media and exercises used throughout the course reinforce the knowledge attained in lecture and demonstration.

## PREREQUISITES

Students must have successfully completed a formal, 40-hour basic telecommunicator training program.

## CERTIFICATION EARNED

Law Enforcement Communications

## CDEs EARNED

32

## RECERTIFICATION REQUIREMENTS

APCO Certified Law Enforcement Communications professionals must provide proof every two years of 24 hours (12 hours per certification year) of continuing dispatch education and must complete the free, online LEC recertification quiz.

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	4 days	\$389
APCO Institute Online	6 weeks	\$439 (includes \$50 distance learning fee)
Agency	4 days	\$0 (cost of student manuals only)
Contract	4 days	Contact us for pricing

\*APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

APCO offers emergency dispatch guidecards for law enforcement. See page 43.

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

# Communications Center Supervisor Course

The APCO Institute Communications Center Supervisor Course is designed for prospective, newly appointed or experienced communications supervisors who want to enhance their supervisory skills and knowledge. Recommended for current communications center supervisors or those seeking supervisory positions.

## TOPICS INCLUDE

- The Telecommunications Supervisor Role
- Liability Issues for Supervisors
- Policies, Procedures and Directives
- Communication Skills
- Self-assessment
- Employee Evaluation and Motivation

Class lecture is supplemented with practical exercises that help students apply the lessons to their own agency policies and procedures. Students learn supervisory topics and how to work together in groups and cooperate to attain common goals.

## PREREQUISITES

Students should be experienced in communications center operations, have a working knowledge of communications policies and procedures and be either in or under consideration for a supervisory position within the agency.

## CERTIFICATION EARNED

Communications Center Supervisor

## CDEs EARNED

24

## RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS <small>(SEE PAGE 4)</small>	TERM	TUITION*
Co-Host	3 days	\$389
APCO Institute Online	5 weeks	\$439 (includes \$50 distance learning fee)
Agency	3 days	\$0 (cost of student manuals only)
Contract	3 days	Contact us for pricing

\* APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

# Agency Instructor Course: CTO, EMD, PST, FSC & LEC

Based on the principles of adult education, APCO's Agency Instructor Course offers agencies the chance to train staff members to serve as agency instructors able to teach various APCO courses to others in the PSAP. Having agency instructors allows for significant cost reductions in new-hire and in-service training and travel. Upon successful completion of the course, participants can serve as agency instructors for any of the following APCO courses for which they hold certification: Communications Training Officer (CTO), Emergency Medical Dispatch (EMD), Public Safety Telecommunications (PST), Fire Service Communications (FSC) and Law Enforcement Communications (LEC).

During the course, participants receive the Instructor Techniques Manual and the student manual for the discipline(s) that they will teach. Once certified, agency instructors are registered in APCO's PSConnect online community, created exclusively for the discipline(s) they will teach. PSConnect gives agency instructors access to discussion boards, information exchange with peers and teaching resources that include audio-visual resources, study packages, optional reading and puzzles and games.

Participants should register for the discipline in which they are seeking instructor certification.

NOTE: State/Federal certified instructors who wish to become certified as APCO Agency Instructors may submit applications for consideration. If the application is approved, candidates must successfully complete the APCO Instructor Application Exam to be issued an agency instructor certificate.

## TOPICS INCLUDE

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- Learning and Learners
- The Role of the Instructor
- Lesson Plans
- Design and Use of Instructional Media
- Simulation Design and Use
- Testing and Evaluation
- Liability in Training
- Demonstration Lesson

## PREREQUISITES

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All candidates must have a minimum of one year of experience in a public safety, telematics or a 3-1-1 call center and have successfully completed the student version of the instructor discipline for which they are registering.

In addition, an Emergency Medical Dispatch Instructor candidate who wishes to teach the entire EMD course must be: a current certified paramedic or current certified advanced-level EMT with current CPR certification and current ALS training and understanding.

Agencies that require two instructors to offer both the dispatch and medical portions of the EMD course (restricted dispatch only and restricted medical only) can apply to have their restricted medical instructor certified by APCO to teach the entire EMD class. Contact [emd@apcointl.org](mailto:emd@apcointl.org) for more information.



## CERTIFICATION EARNED

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Students become certified in one of the following, depending on which instructor course they completed:

APCO Agency CTO Instructor  
APCO Agency EMD Instructor  
APCO Agency FSC Instructor  
APCO Agency LEC Instructor  
APCO Agency PST Instructor

## CDEs EARNED

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40

## RECERTIFICATION

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APCO Institute Certified Agency Instructors are required to recertify every two years. Complete information on the recertification process is provided at the conclusion of the APCO Agency Instructor Course.

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	5 days	\$459
APCO Institute Online	6 weeks	\$509 (includes \$50 distance learning fee)
Contract	5 days	Contact us for pricing

*\*APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.*

# Instructor Certificate Upgrades

Already an APCO certified instructor in one discipline? You can upgrade your certification to include an additional discipline by taking one of the following courses in the additional subject area: public safety telecommunicator; fire service communications; law enforcement communications; emergency medical dispatch; or communications training officer.

*Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.*

# Instructor Techniques Course

This course is designed as a foundational class for individuals who are interested in becoming certified instructors, but who don't need to be certified to teach APCO courses. Students in this course enroll and participate in the Agency Instructor Course, but will not receive instructional materials for – or be certified to teach – APCO courses.

## PREREQUISITES

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Minimum one year experience in a public safety communications center or a telematics or 3-1-1 call center.

## CERTIFICATION EARNED

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General Instructor

## CDEs EARNED

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40

## RECERTIFICATION

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Individuals who earn an Instructor Techniques Certificate must recertify every two years. Complete information on the recertification process is provided at the conclusion of the course.

COURSE OPTIONS <small>(SEE PAGE 4)</small>	TERM	TUITION*
Co-Host	5 days	\$459
APCO Institute Online	6 weeks	\$509 (includes \$50 distance learning fee)
Agency	5 days	\$0 (cost of student manuals only)
Contract	5 days	Contact us for pricing

*\* APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.*

*Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.*

# Instructor Techniques Enrichment Course

The APCO Instructor Techniques Enrichment course is designed to bring APCO agency instructors up to date with the latest tools and resources provided by the new Instructor Techniques, 2nd Edition Course. It is ideal for instructors seeking continuing education through a refresher and enhancement course.

For instructors who trained in the first edition of the instructor course, the enrichment course provides an overview of what's new and what's changed between the two editions. The class provides a host of tools and resources with in-depth coverage of topics of current interest.

## TOPICS INCLUDE

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- Expanded discussion of the learning process and learning theories
- Updated Bloom's Taxonomy
- Generational differences among learners
- The role of the instructor within the training program: program context
- Classroom management
- Achieving deeper learning
- Expanded discussion of learning objectives
- Expanded discussion of lesson plans (and planning)
- Fostering student engagement

In addition to the new topics, existing sections have been rewritten, revised and updated on many points. Students will independently review the updates and enhancements and then complete a knowledge check based on the new material. A minimum test score of 80 percent is required to pass the course.

## PREREQUISITES

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None

## CERTIFICATION EARNED

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None

## CDEs EARNED

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3

## RECERTIFICATION REQUIREMENTS

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None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION
Online	3 weeks	\$75

*No transfers, refunds or cancellations accepted*

*Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.*

# CDE: Active Shooter Incidents for Public Safety Communications

Active shooter incidents are high-risk, high-stakes events that, without warning, can cause devastating consequences in just a few brief moments. For all facets of public safety, including communications, there is a host of issues that make responding to an active shooter incident more difficult than many other armed subject calls.

This type of incident has been increasing in frequency. Shooters have a wider range of more powerful weapons available. The motivations behind these incidents continue to grow more complex. As with any other type of emergency situation, the telecommunicator plays a vital role in the response to active shooter incidents.

Telecommunicators need to be aware of the unique challenges posed by active shooter incidents and be prepared to address them well in advance. This course looks at the role of the telecommunicator through all stages of an active shooter incident.

This course is built on the experiences of front-line telecommunicators who have worked active shooter incidents. On their recommendation, the course is structured along the arc of events that happen before, during, and after an active shooter incident. The goal of the course is to educate telecommunicators about the intricate issues and challenges posed by active shooter incidents, including: preparedness for an incident, response to an incident, and the role the telecommunicator plays following an incident. This course is taught by APCO Institute adjunct instructors.

## TOPICS INCLUDE

- Overview of incidents, perpetrators and targets
- Phases of an active shooter incident
- Getting and handling calls reporting an incident
- Dispatch and on-going communications
- Responder safety and secondary dangers
- Handling calls from victims trapped in the incident
- Telecommunicators' role post-incident: rescue, and extraction
- Recovery from an incident: Impact and stress, ongoing issues

## PREREQUISITES

It is recommended that students successfully complete a formal, 40-hour basic telecommunicator training program before taking this course.

## CERTIFICATION EARNED

None

## CDEs EARNED

8

## RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	1 day	\$199
APCO Institute Online	3 weeks	\$249 (includes \$50 distance learning fee)
Contract	1 day	Contact us for pricing

\* APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

## Perfect for a One Day Pre-Conference or Post-Conference Course

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

# CDE: Bullying and Negativity in the Communications Center

Bullying is prevalent in the workplace, and America's 9-1-1 communication centers are no exception. The number of U.S. workers affected by bullying is a staggering 65.6 million.

These behaviors can not only hurt morale and cause employee health issues, they can also pose a legal liability for employers, especially those located in states that have enacted The Healthy Workplace Bill. This one-day seminar helps participants learn what bullying and negative behaviors look like, and what they can do to prevent and address them.

This course is taught by APCO Institute adjunct instructors.

## TOPICS INCLUDE

- Misperceptions that can lead to negativity and bullying
- The definition of workplace bullying
- The correlation between negativity and bullying
- Types of bullies
- Types of negative personalities
- Cyberbullying
- The Healthy Workplace Bill
- Anti-bullying policy and procedure
- Bullying targets in the communications center

## PREREQUISITES

It is recommended that students successfully complete a formal, 40-hour basic telecommunicator training program before taking this course.

## CERTIFICATION EARNED

None

## CDEs EARNED

8

## RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	1 day	\$199
Contract	1 day	Contact us for pricing

\* APCO Member Discount \$20 (Full and Commercial Members Only).

**Perfect for a One Day Pre-Conference or Post-Conference Course**

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

# CDE: Call Processing Incidents Involving Veterans with PTSD

This course provides information regarding the challenges that returning military veterans are facing and prepares telecommunicators for the possibility of interaction with veterans in crisis. The focus is on veterans suffering from Post-Traumatic Stress Disorder or traumatic brain injury.

## PREREQUISITES

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None

## CDEs EARNED

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8

## RECERTIFICATION REQUIREMENTS

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None

COURSE OPTIONS <small>(SEE PAGE 4)</small>	TERM	TUITION*
Co-Host	1 day	\$199 (non-member) \$179 (full and commercial member )
Contract	1 day	Contact us for pricing

*\* APCO Member Discount \$20 (Full and Commercial Members Only).*

**Perfect for a One Day Pre-Conference or Post-Conference Course**

*Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.*

# CDE: Comprehensive Quality

Whether you are developing a new comprehensive quality program at your agency or revamping an existing program this course will provide you with what you need to create, implement and manage a program at your agency. You'll learn why having a program is important, how to create one that meets your agency's specific needs and how a robust comprehensive quality program can be used every day in the PSAP to adhere to your quality assurance plan, point to areas for quality improvement and recognize excellence among staff members.

This course is taught by APCO Institute adjunct instructors.

## TOPICS INCLUDE

- Quality
- Quality Planning and Methodologies
- Standards and Liability in Quality Programs
- Building a Performance Evaluation Program
- Crisis Negotiation Tools for the Telecommunicator
- Feedback and Coaching Skills
- Surveys and Analysis

Class lecture is supplemented by practical exercises that help students apply the lessons to their own agency.

## PREREQUISITES

Students should be experienced in communications center operations, have a working knowledge of communications policies and procedures, and be involved in the quality assurance/quality improvement within their agency.

## CERTIFICATION EARNED

None

## CDEs EARNED

16

## RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	2 days	\$329
APCO Institute Online	5 weeks	\$379 (includes \$50 distance learning fee)
Contract	2 days	Contact us for pricing

\*APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

**Perfect for a One Day Pre-Conference or Post-Conference Course**

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

# CDE: Crisis Negotiations for Telecommunicators

Crisis situations differ from the daily emergencies that today's public safety telecommunicators handle. Hostage situations, barricaded subject incidents and suicidal callers, among others, require an advanced level of training for the telecommunicator to handle them successfully. This course will build on the knowledge, skills and abilities inherent in basic telecommunicator training programs to educate the public safety communications professional on the most effective way to receive and process calls involving crisis situations and to ensure they fulfill their role as a vital component of the overall public safety response.

This course is taught by APCO Institute adjunct instructors.

## TOPICS INCLUDE

- Overview of a Crisis Situation
- Hostage Situations
- Suicidal Subject Situations
- Suicide by Cop
- Crisis Negotiation Tools for the Telecommunicator
- Skills and Characteristics of a Successful Telecommunicator Negotiator
- Crisis Related Stress Management

## PREREQUISITES

It is recommended that students successfully complete a formal, 40-hour basic telecommunicator training program before taking this course.

## CERTIFICATION EARNED

None

## CDEs EARNED

8

## RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	1 day	\$199
APCO Institute Online	3 weeks	\$249 (includes \$50 distance learning fee)
Contract	1 day	Contact us for pricing

\* APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

**Perfect for a One Day Pre-Conference or Post-Conference Course**

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.



# CDE: Customer Service in Today's Public Safety Communications

Providing exceptional customer service in the high energy, often high-stress field of public safety communications, is paramount to successful performance in this profession, both for the individual telecommunicator as well as the agency they represent. This course addresses all aspects of customer service and how it impacts our industry. Although intangible, it is a critical component that must be understood and applied in every situation.

This course is taught by APCO Institute adjunct instructors.

## TOPICS INCLUDE

- Defining Customer Service
- Customer Attitudes and Expectations
- Customer Service in Public Safety
- Impact of Customer Service on Public Safety
- Communications Center Customer Service in Action
- Customer Service and Quality Control
- Investigating Complaints
- Improving Customer Service in the Comm Center

## PREREQUISITES

It is recommended that students successfully complete a formal, 40-hour basic telecommunicator training program before taking this course.

## CERTIFICATION EARNED

None

## CDEs EARNED

8

## RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	1 day	\$199
APCO Institute Online	3 weeks	\$249 (includes \$50 distance learning fee)
Contract	1 day	Contact us for pricing

\* APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

**Perfect for a One Day Pre-Conference or Post-Conference Course**

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

# CDE: Disaster Operations and the Communications Center

The importance of educating today's public safety communications professional about their role and the role of the communications center in disaster operations is greater than ever before. There is a defined role for public safety communications in every element of disaster response and recovery. As public safety's ability and need to address disaster situations evolves, the telecommunicator needs to be familiar with all types of disasters—man-made and natural—and how those events can impact the communications function.

This course is designed to educate the public safety telecommunicator on a wide range of man-made and natural disasters, their effects on the community and its infrastructure and the response and recovery needs of each. In addition, this course will provide telecommunicators with information on overall emergency management and homeland security and provide guidance on continuity of operations for the communications center in the face of a multitude of disaster situations.

This course is taught by APCO Institute adjunct instructors.

## TOPICS INCLUDE

- Earthquakes
- Tsunamis
- Hurricanes
- Cyber-Terrorism
- Agroterrorism
- Weather-Related Disasters
- Incident Management Tools and Resources
- Continuity of Operations Planning for the Comm Center

## PREREQUISITES

It is recommended that students successfully complete a formal, 40-hour basic telecommunicator training program before taking this course.

## CERTIFICATION EARNED

None

## CDEs EARNED

8

## RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	1 day	\$199
APCO Institute Online	3 weeks	\$249 (includes \$50 distance learning fee)
Contract	1 day	Contact us for pricing

\* APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

**Perfect for a One Day Pre-Conference or Post-Conference Course**

*Prices subject to change without notice. All pricing is in U.S. Dollars. International shipping fees may apply for some purchases.*

# CDE: Illuminations Program

The APCO Institute's Illuminations program is an annual subscription-based service that allows you to obtain topic-specific, at-your-desk continuing education. There are four different Illuminations tracks available. Registration for each track is priced separately. You may participate in more than one track at a time. All Illuminations program courses are offered online and are taught by APCO Institute adjunct instructors.

- **General Illuminations** offers monthly courses on a wide range of monthly topics of interest to anyone in public safety communications. Subscribers earn one CDE for each month completed.
- **EMD Illuminations** includes monthly topics of particular interest to emergency medical dispatchers, although the track is open to anyone. Subscribers earn one CDE for each.
- **CTO Illuminations** provides quarterly courses enabling communications training officers and others a chance to delve into specific topics that impact training and continuing education in the comm center. Subscribers earn three CDEs for each quarterly session completed.
- **Instructor Illuminations** provides quarterly courses for APCO agency instructors and others interested in topics about teaching and learning. Subscribers earn three CDEs for each quarterly session completed.

## PREREQUISITES

None

## CERTIFICATION EARNED

None

## CDEs EARNED

12 per year

## RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION
APCO Institute Online	Annual Subscription	\$99 APCO Non-Member Price
		\$89 APCO Member Price (Full and Commercial Members Only)
		\$79/Person (group of 26-50 registrants)
		\$69/Person (group of 51+ registrants)

Prices subject to change without notice. All pricing is in U.S. Dollars. International shipping fees may apply for some purchases.

# CDE: Public Safety Communications Staffing and Employee Retention

In 2009, APCO Project RETAINS announced that research had proven turnover rates for comm centers in the U.S. were at 19%. That was an increase of 3% since 2005 and still reflected a higher turnover rate than the teaching and nursing industries—both highly publicized staffing crises. It is common knowledge that the public safety communications industry has suffered from an inability to effectively recruit and retain employees. This in turn has required comm center across the country to invest millions of dollars in a vicious cycle of continuous recruitment, training new hires and overtime that merely addresses the symptoms of this issue and not the core problem. This course is designed to provide guidance and information to comm center employees at every level, by providing over 300 tips, guidelines and effective practices on subjects ranging from creating effective shift schedules to candidate recruitment and from maintaining staff to employee recognition.

This course is taught by APCO Institute adjunct instructors.

## TOPICS INCLUDE

- Effective Recruitment of Candidates
- The Impact of Training on Staffing and Retention
- Retaining Effective Employees
- Policy and Procedure Guidance

## PREREQUISITES

It is recommended that students successfully complete a formal, 40-hour basic telecommunicator training program before taking this course.

## CERTIFICATION EARNED

None

## CDEs EARNED

8

## RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	1 day	\$199
APCO Institute Online	3 weeks	\$249 (includes \$50 distance learning fee)
Contract	1 day	Contact us for pricing

\*APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

Perfect for a One Day Pre-Conference or Post-Conference Course

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

# CDE: Surviving Stress

Stress is one of the most common words used in society today and something that each one of us will experience at some point in our life. Stress affects people of all ages, professions and life situations. However, the nature of emergency communications as a professional is inherently stressful. Understanding the causes of stress in the profession will allow the public safety telecommunicator to recognize and mitigate some of the stressful situations that they may encounter. This course addresses how to detect stress within yourself and co-workers and provides measures to reduce the impact of stress.

This course is taught by APCO Institute adjunct instructors.

## TOPICS INCLUDE

- What is Stress
- Signs and Symptoms of Stress
- Causes of Stress
- Stress Intervention
- Critical Incidents
- Cumulative Stress and Post Traumatic Stress Disorder
- Tools for Stress Management

## PREREQUISITES

It is recommended that students successfully complete a formal, 40-hour basic telecommunicator training program before taking this course.

## CERTIFICATION EARNED

None

## CDEs EARNED

8

## RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	1 day	\$199
APCO Institute Online	3 weeks	\$249 (includes \$50 distance learning fee)
Contract	1 day	Contact us for pricing

\*APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

**Perfect for a One Day Pre-Conference or Post-Conference Course**

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

# Registered Public-Safety Leader (RPL) Program



APCO International's Registered Public-Safety Leader (RPL) Program is designed for individuals interested in developing a solid foundation of management and supervisory skills necessary for successful PSAP operations.

The RPL Program consists of five online courses and a final service project-based course that allows you to demonstrate your mastery of topics covered in courses one through five.

The curriculum has been updated to include the most current topics of importance to professionals in today's public safety communications industry. During the RPL Program, you will learn to:

- **Manage Organizations and Change**  
Provide direction, lead by example, enable others, share power and seek a better way.
- **Communicate with Confidence and Clarity**  
Write and speak in a way that motivates and inspires others.
- **Develop Your Talent Pool**  
Attract and retain great talent to your organization with training and feedback for growth.
- **Build Connections and Consensus**  
Use interpersonal and negotiation skills that lead to positive outcomes for everyone involved.
- **Enhance Team Performances**  
Foster teamwork and collaboration within your organization and with virtual teams anywhere.
- **Make a Difference Within Our Association and Our Industry**  
Develop a broad knowledge of our industry and our association to better face future challenges.
- **Apply the Skills Sets Learned for the Betterment of Our Association and Our Industry**  
Complete industry-specific course assignments that culminate in a state, regional or national service project.

## TO BE ELIGIBLE TO APPLY, YOU MUST BE

- An APCO member in good standing, with a demonstrated record of service to our association and our industry
- Willing and able to commit to completing the program requirements, including the RPL service project
- Dedicated to accepting the challenge of ongoing leadership and service for the betterment of public safety communications
- The program is offered quarterly. Tuition assistance may be available through APCO's Scholarship Program. (See page 40) For more information, contact the APCO Institute at [rpl@apcointl.org](mailto:rpl@apcointl.org) or (386) 322-2500.
- Graduates of the RPL Program are eligible to apply for admission to APCO's Certified Public-Safety Executive (CPE) Program. (See page 37)

## RECERTIFICATION

Registered Public-Safety Leaders are required to recertify every 4 years. Complete recertification information is provided to students during the RPL Program.

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION
APCO Institute Online	Offered Quarterly	\$995 (includes \$50 distance learning fee)

*Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.*

# Certified Public-Safety Executive (CPE) Program



APCO's Certified Public-Safety Executive (CPE) Program is designed to elevate professionalism, enhance individual performance and recognize excellence in the public safety communications industry. Participants may be managers, supervisors, agency executives or others whose work and life experiences have motivated them to learn the necessary skills to successfully lead organizations within the complex and ever-changing environment in which public safety agencies operate.

Drawing on resources from renowned leadership professionals and distinguished academic sources, the program allows participants to explore topics that include management versus leadership, models/theories of leadership, leadership styles, public safety leadership issues, and executing and managing change. Program instructors include master's and doctoral level professionals in the field of organizational development and leadership who bring a wealth of academic and practical experience to the program.

The program consists of two 12-week online courses and one nine-day capstone course at APCO headquarters in Daytona Beach, Florida.

## CPE 101 – INTRODUCTION TO EXECUTIVE LEADERSHIP

This course focuses on foundational issues in the field of executive leadership, including: management versus leadership; models, theories and styles of leadership; issues specific to public safety communications leadership; and ethical leadership in the 21st century. The course includes resources and selected readings from renowned professionals and distinguished academic sources that illustrate the core concepts of the course.

## CPE 202 – DEFINING LEADERS

This course explores the various attributes, skill sets and attitudes that define successful leaders. Topics include the ways leaders define themselves, relate to others, understand their organizations, provide vision and initiate and manage change. The course includes resources from renowned professionals in the leadership field and distinguished academic institutions. Individual and group assignments and exercises during the course help cultivate an awareness among students of their own personal leadership style, strengths and challenges.

## CPE 303 – EXECUTIVE LEADERSHIP IN ACTION

The culmination of the CPE program takes place at APCO headquarters in Daytona Beach, FL. During this final course, participants put all the key points of the coursework together in a fast-paced seminar featuring case studies of leadership in the public sector and insights from distinguished guest speakers with years of experience in the public safety communications industry.

Graduates of the program earn the professional designation of Certified Public-Safety Executive (CPE).

## APPLICATION PROCESS

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The application process is designed to identify individuals whose professional goals align closely with the goals of the CPE Program. For that reason, applicants are asked to reflect on personal and professional experiences that have influenced their careers, define their interests and career goals and identify obstacles and solutions that exist relative to their ongoing professional development.

## ELIGIBILITY

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An applicant must:

- Possess an associate's degree or higher OR
- Be a graduate of APCO's Registered Public-Safety Leader (RPL) Program OR
- Have a high-school diploma AND a minimum of 10 years' experience in public safety communications at the supervisor, manager or director level.

# Certified Public-Safety Executive (CPE) Program (continued)

## TUITION

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Cost for the CPE Program is \$3,500 per person and includes all course materials and distance learning fees. The cost does not include travel and accommodations for the 9-day capstone course at APCO headquarters in Daytona Beach, Florida. Cost estimates for travel and lodging can be found online at [apcointl.org/cpe](http://apcointl.org/cpe).

Program participants may apply for tuition assistance through APCO's CPE scholarship program (see page 40).

## RECERTIFICATION REQUIREMENTS

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None

For more information, contact (386) 322-2500 or [cpe@apcointl.org](mailto:cpe@apcointl.org).

*Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.*



# CALEA Accreditation Manager Courses

Recognizing that the success of the accreditation process is dependent upon the skills of the accreditation manager, these online courses were developed by the Commission on Law Enforcement Accreditation in partnership with APCO. They are ideal for training new accreditation managers or as refresher courses for existing staff.

The CALEA Accreditation Manager courses introduce the student to the history and purpose of CALEA, the resources available to assist agencies during the accreditation process, and use of agency written directives and proofs-of-compliance. Students successfully completing all course requirements will receive certification demonstrating completion of a training course which meets CALEA standards for Accreditation Manager training.

There are four specialized courses offered:

- CALEA Campus Security Accreditation Manager
- CALEA Law Enforcement Accreditation Manager
- CALEA Public Safety Communications Accreditation Manager
- CALEA Public Safety Training Academy Accreditation Manager

## TOPICS INCLUDE

- Introduction to CALEA
- Introduction to PowerDMS
- Applying the CALEA Guide to Successful Accreditation Management
- Use of the CALEA Standards Manual
- Interpretation and application of CALEA standards
- Agency self-assessment
- CALEA remote web-based and site-based assessments

## PREREQUISITES

Access to PowerDMS; provided by CALEA

## RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION
APCO Institute Online		
CALEA Campus Security Accreditation Manager	8 weeks	\$499
CALEA Law Enforcement Accreditation Manager	11 weeks	\$675
CALEA Public Safety Communications Accreditation Manager	8 weeks	\$499
CALEA Public Training Academy Accreditation Manager	8 weeks	\$499

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

# Recertifications

Information on recertification requirements can be found on the following pages:

Agency Instructor (CTO, EMD, FSC, LEC, PST) .....	22
Instructor Techniques .....	24
Communications Training Officer .....	7
Emergency Medical Dispatcher .....	11
Emergency Medical Dispatch Manager .....	13
Fire Service Communications .....	18
Fire Service Communications Canada .....	19
Law Enforcement Communications .....	20
Public Safety Telecommunicator .....	14
Public Safety Telecommunicator Canada .....	15
Registered Public-Safety Leader (RPL) Program .....	36

For more information about recertifications, visit [apointl.org/recertification](http://apointl.org/recertification) or contact us at [recert@apointl.org](mailto:recert@apointl.org).

## Scholarship Opportunities

APCO International offers two scholarship programs to its members. Full, Associate, and Group Members of the association are eligible to apply for funds through the Silent Key and Commercial Advisory Council scholarship programs.

### GENERAL SCHOLARSHIP FUND USE

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The awards may be used for professional development and career advancement activities, including programs and courses offered by the APCO Institute. Up to \$500 may be applied to travel or living expenses to attend an APCO International educational event. Group Online Members who receive awards may use those funds for conference expenses only.

### CPE SCHOLARSHIP FUND USE

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These awards may be used to participate in APCO's Certified Public Safety-Executive (CPE) Program.

### APPLICATION PROCESS

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The application period for scholarships opens January 1 each year.

For more information, visit [apointl.org/scholarships](http://apointl.org/scholarships).

# Webinars

Webinars have become a popular training delivery method because they allow for rapid deployment of timely information on current and emerging topics.

They are created on-demand, as issues arise that greatly impact PSAPs and their staff members. They are presented originally as live events, and then made available as recordings.

For more information visit [apcointl.org/webinars](https://apcointl.org/webinars).

# Emergency Dispatch Guidecards and Software



*APCO Guidecard Binders*

The APCO guidecards improve your agency's call taking and dispatching by providing rapid and consistent instructions customized to meet your agency's needs and resources. They give telecommunicators ready access to precise information for specific call types and provide call handling techniques — which means your callers get the fast, consistent and appropriate information they need and expect in an emergency.

APCO guidecards are specialized for emergency medical dispatch, fire service and law enforcement and are available as guidecard binders or guidecard racks. They are also available electronically as APCO IntelliComm™ guidecard software. (See page 44.)

## EMERGENCY MEDICAL DISPATCH (EMD)

The APCO Institute EMD guidecards provide emergency medical dispatchers with the tools they need to properly prioritize the response level of a call and to provide pre-arrival instructions to the caller. The guidecards are available only to agencies that implement the complete APCO Institute EMD Program (see page 9).

The EMD Program implementation process includes: training of all agency dispatch personnel; customization of EMD guidecards to meet your agency's specific needs; and providing additional EMD resources for use in conjunction with the guidecards.

## FIRE SERVICE DISPATCH

The fire service dispatch guidecards, based on the Institute's Emergency Medical Dispatch (EMD) Program, provide agencies with consistent, precise instructions for the triaging and dispatching of fire service related emergency calls, customized to match the needs and resources of the individual agency.

The guidecards use the same fire service specific information and call handling techniques taught in the APCO Institute's Fire Service Communications Training Course which incorporates information provided by subject matter experts from the fire service community and public safety communications industry. Call types covered by the guidecards range from commercial and residential structure fires to hazardous material (HAZMAT) incidents and calls regarding explosive devices.



*APCO Guidecard Racks*

## LAW ENFORCEMENT DISPATCH

Law enforcement dispatch guidecards, based on the Institute's Emergency Medical Dispatch (EMD) Program, provide agencies with specific, consistent instructions for the triaging and dispatching of law enforcement related calls ranging from vandalism and assault and battery to attempted suicide and active shooter incidents. The guidecards incorporate techniques and strategies taught in the Institute's Law Enforcement Communications Training Course, developed by subject matter experts in the law enforcement community.

# APCO IntelliComm™

## APCO's next generation criteria-based guidecard software



As a leader in public safety communications, APCO International has collaborated with IBM in the development of APCO IntelliComm™ - a cognitive, criteria-based guidecard system designed for the 21st century public safety telecommunicator.

APCO IntelliComm mirrors current guidecards for EMD, law enforcement and fire and includes the most up-to-date NCMEC and ERG manuals, as well as groundbreaking features to optimize QA efforts in call taking and dispatching. Watson Analytics-based cognitive capabilities include trend analysis, meta-data processing, and the ability to learn and train based on how each agency operates individually, not on how others operate.

Agencies will connect to the IBM Cloud via a proxy server, installed on premise, that uses a secure connection to communicate. Updates to the software will be made in the background without impacting equipment or service. Features include:

- Call Transcript Analysis for Optimized QA
- Advanced Analytics and Visualization via Watson Analytics
- Easy Navigation Between EMD, Police and Fire
- Configurable to Meet Agency's Specific Needs
- Secure Connectivity to the IBM Cloud
- Browser-Based System for Ease of Use
- 24x7x365 Critical Issue Support
- Modern, Intuitive User Interface Experience

### Bring your PSAP into the next generation of guidecard software with APCO IntelliComm™.

For more information, contact the APCO Institute at [intellicomm@apcointl.org](mailto:intellicomm@apcointl.org) or (386) 322-2500.

[apcointellicomm.org](http://apcointellicomm.org)



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# APCO's Training Central

Training Central is an online resource that stores all of your CDE and recertification information in one place for easy viewing and retrieval. It is available at no cost to anyone in the public safety communications industry. The site automatically keeps training records for most APCO courses you've taken, but also allows you to upload your records and certificates from other training sources. And, you can use Training Central to register for APCO courses and order course manuals.

It's all your training information, all in one place and accessible 24/7.

For more information visit [apointl.org/trainingcentral](http://apointl.org/trainingcentral).

## My Classes Instructed

### My Classes Taken



### My Recertifications



### My Agency Training



### My Agency Training



### My Book Orders



### Training & Resource Catalog



### Schedule & Registration



