

CALEA and APCO — A Natural Partnership

The Commission on the Accreditation of Law Enforcement Agencies (CALEA), in conjunction with APCO International, has created standards for agencies that are responsible for handling emergency communications in their communities.



APCO can help agencies meet these standards in the following ways:

- **Standards Development**
As a standards developer accredited by the American National Standards Institute (ANSI), APCO is at the forefront of establishing best practices for public safety communications agencies.
- **APCO's Agency Training Program Certification**
This program enables agencies to certify that their training programs meet APCO American National Standards (ANSI).
- **APCO Institute Courses and Programs**
For more than 25 years, APCO Institute has offered comprehensive training programs to public safety professionals.

Other ways APCO can help your agency meet CALEA standards

CALEA Standard	What APCO Offers
1.3.2. Workload Assessments	Project RETAINS This toolkit automates the process of calculating staffing needs, monitoring agencies' retention rates over time and conducting employee satisfaction. www.apcointl.org/retains
2.2.2. Values Acknowledged	APCO Institute's Public Safety Telecommunicator Course The course requires telecommunicators to understand and sign APCO's Code of Ethics. www.apcointl.org/ethicscode
2.2.6. Critical Incident Stress	APCO Institute's Surviving Stress Course This course teaches participants to recognize stress in themselves and others and how to mitigate its effects in the workplace. www.apcointl.org/institute
4.1.4. Job Announcements	APCO's Career Center This online resource is available to employers and job seekers at all levels of public safety telecommunications. apcointl-jobs.careerwebsite.com

	<p>APCO/ANSI Standards for Public Safety Communications Positions</p> <p>The standards outline the skills to look for when hiring new employees.</p> <p>www.apcointl.org/apcostandards</p>
4.4.3. Promotion Process, Procedures Used	<p>APCO/ANSI Standards for Job Positions</p> <p>APCO defines duties and responsibilities for the following positions: Public Safety Telecommunicator; Communications Center Supervisor; 9-1-1 Manager; Quality Assurance Evaluator; Communication Training Officer; and Instructor</p> <p>www.apcointl.org/apcostandards</p>
5.1.4. Lesson Plans	<p>APCO Institute's Instructor Course</p> <p>APCO certifies instructors in the following disciplines: Public-Safety Telecommunicator; Communications Training Officer; Emergency Medical Dispatch; Fire Service; and Law Enforcement.</p> <p>www.apcointl.org/institute</p>
5.1.5. Requirements for Trainers	<p>APCO Institute's Instructor Course</p> <p>This course covers topics including: instructional techniques; lesson plans; design and use of instructional media; simulation design and use; testing and evaluation; and liability in training</p> <p>www.apcointl.org/institute</p>
5.2.1. New Hire Training Program Required 5.2.2. New Hire Training Program Established	<p>APCO's Agency Training Certification Program; APCO Institute's Public Safety Telecommunicator Course</p> <p>This certification advances the training and professional development of public safety communications officials.</p> <p>www.apcointl.org/agencytraining www.apcointl.org/institute</p>
5.2.6. Annual Retraining 5.2.7. Shift Training	<p>APCO Institute's Continuing Dispatch Education Program</p> <p>The program includes ongoing and readily accessible CDE classes, webinars and videos.</p> <p>www.apcointl.org/cde</p>
5.2.10. Specialized Training	<p>APCO Institute Courses</p> <p>Specialized courses are available for Emergency Medical Dispatch; Communications Training Officer; Fire Service Communications; Law Enforcement Communications; Active Shooter; Crisis Negotiations; Customer Service; Disaster Operations; and Surviving Stress.</p> <p>www.apcointl.org/institute</p>
5.2.11. Training Officer Requirements	<p>APCO Institute's Communications Training Officer Course</p> <p>This course meets the ANSI CTO standard.</p> <p>www.apcointl.org/institute</p>

5.2.12. Promotional Training	APCO Institute's Supervisor and Manager ANSI Standards; Communications Center Supervisor Course; Leadership Certificate Program (RPL) www.apcointl.org/apcostandards www.apcointl.org/institute www.apcointl.org/rpl
5.2.13. CALEA Accreditation Manager Training	APCO/CALEA Public-Safety Accreditation Manager Course www.apcointl.org/institute
6.1.5. Quality Checks	APCO Institute's Comprehensive Quality Course www.apcointl.org/institute
6.2.11. First Aid Instruction	APCO Institute's Emergency Medical Dispatch Program and Guidecards www.apcointl.org/emd
6.2.14. Missing, Runaway, Abandoned or Abducted Children	National Center for Missing and Exploited Children (NCMEC) ANSI Standard; APCO Law Enforcement Guidecards www.apcointl.org/apcostandards www.apcointl.org/LEguidecards
6.5.2. TDD/TTY Access Procedures	APCO Institute's TTY Video on Demand; Public Safety Telecommunicator Course; Illuminations Continuing Dispatch Education Program; Standard for TTY/TDD Use in the Public Safety Communications Center www.apcointl.org/trainingvideos www.apcointl.org/institute www.apcointl.org/illuminations www.apcointl.org/apcostandards
7.1.2. Emergency Operations Plan (EOP)	APCO Institute's Disaster Operations and the Communication Center Course www.apcointl.org/institute

To learn about any of the resources listed above, visit www.apcointl.org/institute or contact us at institute@apcointl.org or 888/272-6911.