

## COURSE DESCRIPTION

Ideal for training the new-hire or as a refresher for existing staff, APCO's PST1 course covers the basic skills, knowledge and abilities every successful public safety telecommunicator needs to meet the demands of this critical work.

Students successfully passing the final exam receive APCO Institute certification demonstrating completion of a training course that meets and exceeds industry accepted national basic training standards, including the APCO/ANS 3.103.2.2015 and NFPA 1061 2014 Edition.

Building on foundational topics such as communication skills, calltaking and radio techniques, the PST course blends in the most up-to-date information on technology and work-related issues in public safety communications centers. "Hot" topics include NextGen 9-1-1, emerging technologies, continuing ed., and liability.

### Training modules include:

- ▶ Introduction to 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 & Related Technologies
- ▶ Radio Communications Techniques
- ▶ Radio Technology
- ▶ Call Classification
- ▶ NIMS Incident Command System
- ▶ Liability Issues
- ▶ Preparing for your New Career (stress management)

## CO-HOST INFORMATION

**Host:** Salem State University Police Dept.  
**Contact:** Lt. Stephen Turcotte  
[sturcotte@salemstate.edu](mailto:sturcotte@salemstate.edu)  
Ph. (978) 542-6029

## CLASS INFORMATION

**Class #** 48212  
**Date:** 12-16 March 2018  
**Time:** 8:00am – 5:00pm  
**Tuition:** **\$329.00**  
*\* APCO Full , Associate and Commercial Members receive a \$20 discount*  
**Location:** Salem State University,  
Central Classroom Bldg. R#111  
71 Loring Ave.  
Salem, MA 01970

## LODGING \*

Hawthorne Hotel	Marriott Peabody
18 Washington Square W. Salem, MA 01970 Ph. (978) 744-4080 <i>2 miles from class site</i>	8A Centennial Drive Peabody, MA 01960 Ph. (877) 901-2083 <i>16 miles from class site</i>

*\*Lodging suggested by host agency*

**Airport:** Logan International Airport/Boston

## REGISTRATION

Visit our website at:

[http://www.apcointl.com/institute/schedule\\_registration.html](http://www.apcointl.com/institute/schedule_registration.html)

### Registration Policy and Fees:

- Your method of payment MUST accompany your registration.
- Payments received in less than 10 days of the start date of the class will be subject to a late fee of \$25.
- Any registration received within ten (10) days of the class start date of the course is subject to a \$25.00 late registration fee.
- Registrations cancelled more than 21 days prior to the start of the scheduled course will receive a refund minus a \$25.00 administrative fee. Cancellations less than 21 days before the class will receive a 50% tuition refund.
- Only one (1) transfer or substitution is allowed. Transfer fee: \$50.00 A late fee of \$25 will apply if applicable
- Complete registration Policy is available upon request.