

## COURSE DESCRIPTION

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

APCO Institute's Law Enforcement Communications, 1st Edition course is a vital component in our training selection, by improving service to the caller and increasing safety of the responders. This dynamic course 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.

APCO Institute certified instructors who successfully complete this course can upgrade their instructor certificate to teach this dynamic course in-house for the cost of the course books only!!

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 and introduce or review agency specific policies

## CO-HOST INFORMATION

**Host:** West Newbury Police Department

**Contact:** Chief Art Reed

[areed@westnewburysafety.org](mailto:areed@westnewburysafety.org)

Ph. (978) 363-1212

## CLASS INFORMATION

**Class #** 48799

**Date:** 30 April – 3 May 2018

**Time:** 8:00am – 5:00pm

**Tuition:** **\$389.00**

*\* APCO Full, Associate and Commercial Members receive a \$20 discount*

**Location:** **Public Safety Center**  
401 Main Street  
West Newbury, MA 01985

## LODGING \*

**Hampton Inn by  
Hilton Amesbury**

284 Elm Street  
Amesbury, MA 01913  
Ph. (844) 584-6273  
*6.7 miles from class site*

**Fairfield Inn Amesbury  
by Marriott**

35 Clarks Road  
Amesbury, MA 01913  
Ph. (866) 238-4218  
*6.7 miles from class site*

*\*Lodging suggested by host agency*

**Airport:** Boston Logan International Airport – BOS

## REGISTRATION

**To Register:** visit our website at:

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

### 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.