

## COURSE DESCRIPTION

The Communications Training Officer (CTO) 5th Edition 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. Upon successful completion, CTOs can help build and maintain the CTO system while exploring important elements of effective CTO programs. Previous editions of APCO's CTO program have been implemented in hundreds of agencies nationwide.

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.

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.

In addition, students will receive a CTO Program Implementation 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. Students will also receive a demonstration of APCO Institute's electronic Daily Observation Report (DOR) software.

## CO-HOST INFORMATION

**Host:** Queen Anne's County

**Contact:** Jim Alfree

[jalfree@gac.org](mailto:jalfree@gac.org)

Ph. (410) 758-4500 ext. 1104

## CLASS INFORMATION

**Class #** 51704

**Date:** March 19 – 21, 2019

**Time:** 8:00am – 5:00pm

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

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

**Location:** **Maryland Fire Rescue**  
601 Safety Dr.  
Centreville, MD 21617

## PREREQUISITES

Successful completion of a 40-hour formal basic Telecommunicator training program. Proof of completion must be submitted to APCO at least 10 days prior to the class start date.

## LODGING

### Holiday Inn Express

1020 Kent Narrows Rd.  
Grasonville, MD 21638  
Ph. (410) 827-4454  
*10 miles from class site*

### Hilton Garden Inn Kent Island

3206 Main St.  
Grasonville, MD 21638  
Ph. (410) 827-3877  
*10 miles from class site*

**Airport:** *BWI- Baltimore Washington International*

## REGISTRATION

### [Registration Information](#)

#### **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.