



APCO Institute Agency Instructor Policy Manual

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I. INTRODUCTION.....	4
1. Key Terms/Glossary	4
2. Scope of Coverage	5
II. ABOUT APCO INTERNATIONAL	5
1. Mission and Vision Statement	5
2. APCO International General Policies.....	5
III. CERTIFICATION PROCESS.....	6
1. Requirements.....	6
2. Instructor Techniques and the Agency Instructor Agreement	6
3. PSConnect	7
PSConnect Libraries.....	8
PSConnect Discussions	8
4. Agency Instructor Role	8
5. Upgrading Instructor Certification for Additional Disciplines	8
6. Maintaining Certification	9
a. Recertification Requirements Per Discipline	9
b. Continuing Dispatch Education (CDE) Hours	10
c. Recertification Quizzes	11
d. Online Recertification Process	11
e. Updates for New Editions of APCO Courses.....	12
IV. Instructional Delivery	12
1. Guidelines for All Instruction	12
a. Academic Integrity.....	12
b. Use of APCO Institute Approved Course Materials	13
c. Use of APCO Institute Approved Instructional Techniques.....	13
d. Course Delivery.....	13
2. Delivery of Agency Courses	13
a. Preparing for an Agency Course.....	13
Ordering Manuals.....	14

3. Conducting an Agency Course.....	14
a. Student Conduct and Responsibilities in Agency Courses	14
b. Student Attendance in Agency Courses	15
c. Administering Final Exam	15
i. Preparation	15
ii. Testing Materials	16
iii. Administering the Test	16
iv. Scoring the Test	16
v. Reviewing Failed Attempts	16
d. Closeout of an Agency Course	17
Electronic Course Submission.....	17
Obtaining Student Certificates	17
e. Instructor Liability.....	18
4. Teaching APCO courses at Neighboring Agencies.....	18
a. Preparing for a Course Including Neighboring Agencies	18
b. Conducting and Closeout of a Course Including Neighboring Agencies	18
c. Instructor Liability at Neighboring Agencies	18
5. Conducting an Emergency Medical Dispatch (EMD) Course.....	19
Appendix A: Agency Instructor Program – Electronic Course Submission	20
Appendix B – Agency Instructor Upgrade Form	34

I. INTRODUCTION

1. Key Terms/Glossary

This section defines the key terms used throughout the contents of this document.

APCO Institute Online

The platform for enrollment, delivery, and completion of APCO Institute courses, which can be found [HERE](#).

Agency Instructor

Agency instructors are authorized to teach their own agency personnel in any of the five core courses in which they are certified: Communications Training Officer (CTO), Public Safety Telecommunicator 1 (PST1), Emergency Medical Dispatch (EMD), Fire Service Communications (FSC), and Law Enforcement Communications (LEC).

For EMD Agency Instructors, certification is split into the following categories, indicating what the instructor is certified to teach. This is due to the additional requirements for teaching the medical portion of the APCO Institute EMD course.

- **EMD Instructor** – This is an Agency Instructor certified to teach the entire EMD course for both communications and medical portions.
- **Restricted Dispatch Only** – This is an Agency Instructor certified to teach the communications portion of the APCO Institute EMD course.
- **Restricted Medical Only** – This is an Agency Instructor certified to teach the medical portion of the APCO Institute EMD Course.

Please Note: For more detail about the requirements for EMD Agency Instructor certification, please see the section on Instructional Delivery of EMD in this policy manual.

Live Training

Courses taught by an Agency Instructor held in-person and on-site at their home agency. The Agency Instructor is responsible for instructional delivery and administering the final exam.

NetForum

APCO in-house term for the [My APCO](#) site. This is APCO's customer management platform that tracks membership, user profiles for students and instructors, book orders, courses taken/taught, and certification/recertification.

Online Course Coordinators

APCO Institute staff members who organize and oversee the delivery of online training courses.

PSConnect

APCO's online professional networking platform. [PSConnect](#) features discipline-specific communities for Agency Instructors where instructional resources are available for download. Communities also provide forums for posting comments and sharing ideas and resources.

Training Coordinators

APCO Institute staff members who organize and oversee the delivery of live training courses.

2. Scope of Coverage

This policy manual consolidates information from the APCO Institute standard operating procedures, forms, and other documentation. This manual specifies expected standards of conduct of agency instructors in their instructional practice and administrative work with Institute staff. This version supersedes all previous written procedures and guidelines. These documents and materials cover a variety of policy and procedural areas as they relate to the APCO Institute's agency instructors.

II. ABOUT APCO INTERNATIONAL

1. Mission and Vision Statement

Organization Description

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 strengthening our communities by empowering and educating public safety communications professionals.

2. APCO International General Policies

APCO does not permit known discrimination against any contractor or qualified applicant for contractor because of race, color, religion, gender identity, sexual orientation, national origin, citizenship, age, known

physical or mental disability, status as a special disabled veteran, or status as a veteran. APCO will continue to take measures to ensure that qualified applicants are contracted and work in an environment free of discrimination. Such action will include, but not be limited to such areas as: employment, recruitment, layoff or termination, rates of pay, or other forms of compensation. This policy also includes a prohibition on all forms of harassment based on any of these factors as well as sexual harassment.

APCO International will reasonably accommodate qualified individuals with a temporary or long-term disability so that they can perform the essential functions of a job. An individual who can be reasonably accommodated for a job without undue hardship will be given the same consideration for that position as any other qualified applicant for contractor.

All management and representatives of APCO International are responsible for creating and maintaining a work environment free from discrimination or harassment of any kind whether intentional or unintentional. All agency instructors are responsible for respecting the rights of their co-workers and students.

III. CERTIFICATION PROCESS

1. Requirements

Agency Instructor applicants must hold current student certification in the current edition/version of the discipline they will be teaching at their agency. This includes one of the following courses:

- Communications Training Officer
- Emergency Medical Dispatch
- Fire Service Communications
- Law Enforcement Communications
- Public Safety Telecommunicator 1

Applicants must also have at least one year's experience in an emergency communications center (ECC), a telematics, or 3-1-1 call center.

2. Instructor Techniques and the Agency Instructor Agreement

Agency Instructor applicants must register for and successfully pass the APCO Institute Instructor Techniques course for the discipline they wish to teach.

As part of the Instructor Techniques course, applicants must also complete the [Agency Instructor Agreement](#). (Login to My APCO is required) Applicants agree to the following:

As an APCO Institute Agency Instructor I agree as follows:

1. I acknowledge receipt of the current version of the APCO Institute's **Agency Instructor Policy and Procedure Manual**, and I will follow the policies, procedures and responsibilities outlined therein.

2. I acknowledge that I meet the minimum requirements as outlined in the current version of the APCO Institute's **Agency Instructor Policy and Procedure Manual**.
3. I will devote such time as may be reasonably necessary for the purpose of preparing for the delivery of any APCO program.
4. I will not conduct APCO Institute courses in my own name or conduct courses for the purpose of seeking profit.
5. I will not photocopy, reproduce or distribute any APCO Institute materials in any form without the written permission of APCO Institute. I understand that any such photocopy, reproduction or distribution is a violation of the copyright laws of the United States of America.
6. I will complete the Electronic Course Submission ([See Appendix A](#)) through Training Central within ten business days of the end of the class.
7. I will participate in discussions and use the Agency Instructor PSConnect Group as a resource.
8. I understand that failure to follow policy and/or procedure set forth by the current version of the APCO Institute's **Agency Instructor Policy and Procedure Manual** will result in my certification being revoked. I further understand that any students who receive certificates of completion through my instruction may also have their certification revoked should my certification be revoked for policy violations.

Upon successful completion of Instructor Techniques, Agency Instructors will receive their certificate after the course is processed by the APCO Institute. This will give the Agency Instructor access to the PSConnect community for their discipline they are certified to teach and gives access to Training Central to order books and manage their courses.

3. PSConnect

Upon certification to teach a discipline, an Agency Instructor will be added to the [PSConnect](#) community for that discipline. PSConnect is where instructor resources for the course are located, along with a networking space with the other Agency Instructors teaching the same discipline and the APCO Institute.

To find a list of active communities that the Agency Instructor is a member of, go to the [PSConnect home page](#) and log in. Click on **Communities** in the top bar, then **My Communities**. Click on the desired community to get to that Community's Home page.

If the list of active Communities is not displaying properly, sometimes it is necessary to refresh the page.

PSConnect Libraries

Once inside the community, click the **Library** tab at the top to access the instructor resources for the course. These are the most recent versions of the course resources to download, so it is important to frequently review the community for any updates to resources.

Course resources available for download can include (but are not limited to):

- Course PowerPoint
- Final Exam (student version, as well as the instructor answer key)
- Course Lesson Plans
- A/V Resources
- Classroom activities
- Guides to Open Book Exercises

PSConnect Discussions

The PSConnect community's **Discussion** tab is a forum available only to Agency Instructors certified in that specific discipline. The forum can be used to ask questions regarding the course, discuss the material, share teaching techniques, and more. APCO Institute staff also monitor these forums to help answer questions on the course from Agency Instructors.

4. Agency Instructor Role

The Agency Instructor's agency Authorized Signator will need to add them to APCO's systems with the role of Agency Instructor at the agency before any courses can be taught.

This is to comply with GDPR and authorize approval from all employees at the agency. This allows the Agency Instructor to act on students' behalf. This allows Agency Instructors to both submit the courses they teach and allows APCO to process their students' certificates. To do this, the agency's Authorized Signator must:

1. Log into **"My APCO."** Click on the **"Membership"** tab and go to **"My Organization."**
2. Click on **"Manage Authorized Personnel."** *Note:* clicking "Yes" makes the individual an Authorized Signator.
3. Go to **"Add Authorized Personnel."** Add and/or update roles as Agency Instructor using the drop-down menus.
4. Click the **"Save"** button before exiting the page.

5. Upgrading Instructor Certification for Additional Disciplines

Once an Agency Instructor is certified in one discipline, they can upgrade to add an additional discipline by completing one of the following student courses, in the discipline which they would like to teach:

- Communications Training Officer
- Emergency Medical Dispatch
- Fire Service Communications
- Law Enforcement Communications
- Public Safety Telecommunicator 1

Upon receipt of the additional discipline's certificate, Agency Instructors must complete and submit the APCO Agency Instructor Upgrade Form ([See Appendix B](#)) to be able to teach this course at their agency.

The completed Upgrade Form must be emailed to Recerts@apcointl.org for processing. There is an Upgrade Fee per added discipline of \$159 for members, and \$169 for non-members (fees are subject to change).

Note: Upgrade forms being sent to the Institute that contain credit card information must be faxed to (386) 239-8397.

6. Maintaining Certification

Agency Instructor certification will remain valid for 2 years. At the end of the 2 years, Agency Instructors must recertify.

Recertification requires hours of Continuing Dispatch Education (CDEs), taken and logged throughout the recertification period, and submitted upon applying for recertification with the APCO Institute.

APCO does not mandate Agency Instructors to maintain a current student certification if their instructor certificate is valid for that discipline. Please note that the instructor certification supersedes the student certification. However, some agencies require that both certifications be current.

a. Recertification Requirements Per Discipline

For Public Safety Telecommunicator 1:

- 24 CDE hours (per certification year), 48 CDE hours total
- 12 teaching/instructing hours (per certification year), 24 hours total
- Renewed Agency Instructor Agreement Form (Signed on the "My Recertifications" Page in Training Central)
- \$100 recertification fee
- PST recertification quiz

For Law Enforcement Communications, Fire Service Communications, Communications Training Officer, and Communications Center Supervisor:

- 12 CDE hours (per certification year), 24 CDE hours total
- 12 teaching/instructing hours (per certification year), 24 hours total
- Renewed Agency Instructor Agreement Form (Signed on the “My Recertifications” Page in Training Central)
- \$100 recertification fee
- Corresponding discipline’s recertification quiz

For Emergency Medical Dispatch:

- 12 CDE hours (per certification year), 24 CDE hours total
 - 1 CDE hour pertaining to medical (per certification year)
- 12 teaching/instructing hours (per certification year), 24 hours total
- Copy of current CPR card
- Copy of current EMT-I/A/paramedic, or higher certificate (if applicable – to teach medical portion)
- Renewed Agency Instructor Agreement Form (Signed on the “My Recertifications” Page in Training Central)
- \$100 recertification fee
- EMD recertification quiz

b. Continuing Dispatch Education (CDE) Hours

Continuing Dispatch Education refers to ongoing training and education programs designed for public safety to maintain and enhance skills, knowledge, and competence in emergency communications. CDE credits are offered through various channels, including:

- Two continuing dispatch education articles appear in each issue of PSC, APCO’s bi-monthly magazine, and each article exam is worth one CDE.
- Get topic-specific, self-paced continuing education from three 12-month Illuminations track subscriptions – General, EMD and CTO.
 - For General and EMD, each completed Illuminations course is worth one CDE, with a maximum total of twelve CDEs for the full year.
 - For CTO, each completed Illuminations course is worth three CDE hours, with a maximum total of twelve CDEs for the full year.
- APCO webinars are presented originally as live events and then made available as recordings worth one CDE each.
- Each APCO course taken earns CDEs, with the CDE hours varying by course.
- Other public safety related courses, conferences, webinars, seminars, and self-study materials. One hour of time spent on these equates to one CDE hour.

The same CDE credits can be used to recertify multiple disciplines at once if they fall within the same recertification period.

c. Recertification Quizzes

Prior to applying for recertification, applicants must complete the recertification quiz online:

1. Log in to APCO Institute Online (an account must be created if the Agency Instructor doesn't have one yet).
2. Click the **Recertification** button on the home page of the APCO Institute Online.
3. Locate the corresponding recertification quiz for the appropriate discipline (when working with a discipline with another version such as PST U.S. vs. PST Canada, ensure the correct version is selected).
4. On the recertification quiz page, click the **"Enroll me"** button.
5. Complete enrollment and take the recertification quiz.
 - i. 2 attempts at the recertification quiz are allowed.
 - ii. A score of 80% or higher is passing.
 - iii. If both attempts result in a failing score, the course must be retaken.
6. Once the recertification quiz is passed, download the certificate of completion.

d. Online Recertification Process

Once the above requirements are completed, upload the recertification quiz certificate, CDEs, and teaching hours into Training Central.

1. Go to [Training Central](#).
2. Click on **"My Classes Taken"**.
 - Add/upload CDEs, quiz certificates, or CPR/EMT/paramedic cards.
3. Go back to Training Central and click on **"My Classes Instructed."**
 - APCO courses are automatically entered as they are submitted to the Institute, but non-APCO teaching/instruction hours must be manually added.
4. Go back to Training Central and click on **"My Recertifications"**.
5. When all requirements are checked off, click on the **"Click Here to Recertify"** button.
6. If multiple recertifications are available to renew, click on the **"Recertify More"** button to include multiple certificates.
7. Click on **"Continue Recertification Process"**.
8. Move forward to the next screen to be taken to the shopping cart.
9. Follow all directions on the screen for the checkout process.
10. Ensure receipt of the confirmation email and save for internal records.
11. Recertifications will not be processed until a method of payment is received.

e. Updates for New Editions of APCO Courses

When APCO Institute releases a new version of a course, Agency Instructors with current certification can update to the new edition at no cost by completing the corresponding Update Course provided by the APCO Institute. This course covers the additions and updates to the course material. There will be a designated time frame, typically one year after the launch of the new edition, to take advantage of the free update offer.

APCO will provide the cutoff date to teach the old edition. After this deadline passes, the old edition will no longer be accepted by APCO, and all conducted courses must utilize the new course material(s). To maintain certification to teach APCO courses, Agency Instructors must be up to date on the latest editions/versions.

It is important to note that completion of an update course does **not** impact an Agency Instructor's original certification/recertification dates. These dates will remain on the same recertification cycle as before. Agency Instructors are still responsible for maintaining the requirements for recertification (CDE hours and teaching hours).

For Example: An Agency Instructor is certified in PST with a recertification date of 12/5/29. A new edition of PST is launched, and the Agency Instructor takes the Update Course on 11/2/29. The Agency Instructor is certified on the new edition but will still be required to recertify on 12/5/29.

IV. Instructional Delivery

1. Guidelines for All Instruction

a. Academic Integrity

All work submitted must be the participant's own. Knowingly submitting another person's work as one's own without properly citing the source of the work is plagiarism (unintentional or intentional). Plagiarism will result in an unsatisfactory grade for the work submitted or the entire course. When referencing or paraphrasing another author's work, students must include the proper citation. Proper citations are required for all APCO Institute course work including discussion posts, quizzes, and exams.

Cheating on any exam by any student will result in automatic disqualification for certification. The Agency Instructor will notify the Institute immediately of any instance of cheating. After an investigation, the Institute Director will make a final decision.

b. Use of APCO Institute Approved Course Materials

All APCO required materials are available for download online in each individual discipline's Instructor PSConnect Community. Agency Instructors must regularly check the PSConnect Community for updated resources.

Agency Instructors can add their agency-specific information to APCO course resources, such as the PowerPoint presentation, but they are not permitted to remove anything from instruction.

The Agency Instructor is responsible for ensuring all instructional materials and resources being used are prepared in advance and ready to utilize.

c. Use of APCO Institute Approved Instructional Techniques

Agency Instructors will use the presentation methods, practice techniques, and other instructional guidelines, consistent with adult education principles for use in a learner-centered classroom as provided in the APCO Instructor Techniques course.

d. Course Delivery

APCO permits Agency Instructors to deliver APCO courses in a live classroom setting only. No virtual or online platforms are permitted for delivery.

2. Delivery of Agency Courses

a. Preparing for an Agency Course

The Agency Instructor should follow all agency internal policies and procedures for arranging approval and scheduling teaching an APCO course. This includes (but is not limited to):

- Scheduling time for students to attend the course (getting approval from their supervisors as necessary)
- Arranging a classroom or meeting space
- Communicating necessary details to students (date/time and location of training)

Once the above is taken care of, here are the steps for preparing to conduct an APCO course:

1. Go to [MyAPCO Profile](#), click on the **Training Central** tab, and order student manuals for the upcoming course. (See below for more detailed instructions on how to order manuals)
2. Ensure all students have a profile in MyAPCO's Training Central and are listed under the agency's My Organization page. If not, create their profile, each with their own, unique email.

3. Go to the discipline's Agency Instructor PSConnect community to ensure the latest versions of all course resources are downloaded.

Ordering Manuals

When conducting an APCO course, each student must have their own copy of the course manual. Only APCO current certified Agency Instructors are able to order books for the agency. To order books:

- Log in to [Training Central](#).
- Go to **My Book Orders** (Only Agency Instructors will have access to this page) and select **Agree**.
- Choose the manuals to order (must hold a current instructor certificate in the discipline).
- Choose the **Quantity**, **Ship to Address**, and **Shipping Method** for the manuals.
- **Agree** and **Add to Cart**.

Manual orders are shipped upon receipt of a method of payment, and all sales are final.

Ensure enough time is given for shipping manuals before the planned start date of the course.

A confirmation email will be sent from the APCO Institute upon ordering course manuals. This email will contain the manual numbers for each manual ordered. Each of these manual numbers will be later assigned to an individual student when the Agency Instructor submits the course to the Institute, so it is advised to save this email.

3. Conducting an Agency Course

Some general tips for starting training at the agency include:

- Arrive at the training room early to set up the room and ensure technology is working properly, and to be there to check students in as they arrive.
- Take attendance – Confirm each student expected to come for training is present.
- Notify students they will receive email instructions on accessing and printing their certificates from their contact information on record with APCO. Therefore, they must verify their My APCO profile; if there are any inconsistencies, contact the Agency Training Course Coordinator via agency@apcointl.org.

a. Student Conduct and Responsibilities in Agency Courses

The main goal of any effective classroom is to create and maintain a positive learning environment. Agency Instructors should expect students to:

- Pay attention
- Participate fully
- Stay on task
- Be respectful (both to fellow students and the instructor)
- Be punctual about reporting to class in the morning and after breaks

- Cooperate and support other students (good teamwork)

The best way to avoid behavior problems and to keep students engaged in meaningful and enriching tasks is for Agency Instructors to:

- Enter the classroom with a clear goal and lesson plan
- State the daily goals to the class before beginning instruction
- Cover housekeeping and announcement items before beginning instruction
- Immediately call the class to order
- Begin the class promptly

The Agency Instructor should also follow and enforce their own internal agency's policies. Some typical rules might include:

- All cell phones must be turned off during the course
- No talking out of turn (one-at-a-time rule)

b. Student Attendance in Agency Courses

- All students must attend 90% of the scheduled course time for successful completion of APCO Institute courses.
- All students must complete all mandatory assignments, including the final exam, to pass the course.

Students who do not meet these attendance requirements will be required to retake the course later.

c. Administering Final Exam

i. Preparation

The Agency Instructor will confirm the time and location of the test with students, usually on the first day of class but no later than one day before the test. Exams are usually administered in the same room in which instruction occurs.

Agency Instructors are encouraged to create a distraction-free, quiet environment for students to take their exams.

The Agency Instructor will ensure seating is arranged with enough space between students to prevent them from looking at other students' work. Backpacks, notebooks, tablets, student manuals, and laptops must be stowed away from the workspace. The instructor will make sure screens, whiteboards, flipcharts, and smartboards are cleaned and display no course notes or content during the administration of exams.

ii. Testing Materials

There are two components to the printed test final exam:

1. The printed test booklet with the exam questions
2. The instructor's answer key for grading

Both of these can be downloaded from the Agency Instructor PSConnect community for each discipline.

Instructors must take every care to ensure the security and integrity of the test booklets and the answer key by keeping them in a safe place. Test booklets and the instructor answer key must never be shared.

iii. Administering the Test

Agency Instructors should follow the discipline's guidelines for full testing session times (including specified times for individual attempts) and, if needed, a retest. Students are provided up to two attempts to reach the passing score of 80%.

The printed test booklet should be given to students just before the test starts. Students should be instructed to keep booklets closed until directed to begin the exam. Students should use pencils when marking their answers to allow them to make corrections if necessary.

The Agency Instructor is responsible for proctoring the exam, including timekeeping, and monitoring the students to ensure they comply with the test rules. When everyone is ready, the Agency Instructor should clearly state the start time of the final exam and should monitor the time allocated for the exam and announce it periodically to students as they proceed through the final exam. When students finish, they should turn in their test booklets directly to the Agency Instructor.

iv. Scoring the Test

The Agency Instructor will use the answer key to score the tests while the students remain in the classroom. Answers must be clearly legible. No points are given for unanswered questions, answers that have more than one selection marked or for answers that are illegible. Based upon the score, instructors are to indicate "Pass" or "Fail" on the exam.

v. Reviewing Failed Attempts

Any students who do not achieve a minimum score of 80% on their first attempt at the final exam are provided with a second attempt. The Agency Instructor should review failed attempts with students to identify remedial areas before the second attempt is made. Before the student begins their second exam attempt, Agency Instructors should write "First

Attempt” on the first exam and “Second Attempt” on the subsequent test. Final exam scores should always be kept confidential.

d. Closeout of an Agency Course

Courses must be submitted after their completion (not before), because the Agency Instructor must submit the results of the Final Exam for each student (with a Pass/Fail status for the course).

Agency Instructors should submit their course to the APCO Institute no later than **10 days** past the date the course ends.

Electronic Course Submission

Agency Instructors must use [Training Central](#) (MyAPCO) to submit courses to the APCO Institute. To do so, Agency Instructors will:

1. Attest to the Agency Course Registration agreement.
2. Enter the course details (agency at and dates of course).
3. Enter each student’s information (including any required prerequisites, such as CPR certification for EMD).
4. Assign individual manual numbers and final pass/fail status of the course to each student in the course.

For more detailed steps on submitting a course to APCO, please see [Appendix A](#): Electronic Course Submission.

Obtaining Student Certificates

Once the course is processed by the APCO Institute, student certificates will be available to the Agency Instructors and individual students. The Agency Instructor will receive an email from the APCO Institute once their course is processed and closed out. To access student certificates as Agency Instructor:

- Log into [Training Central](#) > **My Classes Instructed**
- Courses are grouped by discipline, click the corresponding course number to the course taught
- Click the link that says **Print Certificates**

Students will also receive a confirmation email from the APCO Institute once their certificates are available to access and print for their own records.

e. Instructor Liability

Agency instructors may be liable for students' actions after training for up to one year, depending on the agency mutual agreement. If an agency instructor is submitting the course via Electronic Course submission, they are required to maintain an Agency Instructor Agreement with all agencies involved.

4. Teaching APCO courses at Neighboring Agencies

APCO certified Agency Instructors are eligible to teach courses only at neighboring agencies that are located within a defined commuting distance of the agency instructor's home agency. Agency Instructors can also have neighboring agency staff attend a course being taught at the Agency Instructor's home agency. This approach facilitates logistical convenience, enhances community relations, and promotes regional collaboration.

Neighboring agencies are defined as an agency located within a commuting distance from the instructor's primary agency. Typically, a reasonable commute is often considered to be around 30 minutes one way under normal traffic conditions. However, in large metropolitan areas with heavy traffic, a reasonable commute may extend to 60 minutes or more.

Exceptions to this policy may be made in cases where instruction is required and no local, certified APCO instructors are available. Such exceptions must be individually approved by the APCO Institute Education and Training Manager, prior to the first day of training.

a. Preparing for a Course Including Neighboring Agencies

Agency Instructors are required to complete and submit (prior to the course) the Agency Instructor Agreement for any bordering or regional agency they teach. Contact agency@apcointl.org for agreement form. The APCO Institute will add the role of Agency Instructor for the neighboring agency upon processing of this form.

Ensure all students have a profile in MyAPCO's Training Central and are listed under their own agency's My Organization page. If not, create their profile, each with their own, unique email. The Agency Instructor Agreement form will give the Agency Instructor access to the neighboring agency's My Organization page.

b. Conducting and Closeout of a Course Including Neighboring Agencies

The policies for conducting the course, administering the final exam, grading students' exams, review of failed attempts, and course closeout will be the same as when conducting a course for the Agency Instructor's home agency.

c. Instructor Liability at Neighboring Agencies

Instructor liability is determined at the agency level. Agencies may hold instructors liable for their students' actions, depending on the agency mutual agreement.

5. Conducting an Emergency Medical Dispatch (EMD) Course

Note: Emergency Medical Dispatch may be taught to multiple agencies ONLY if all agencies share the same exact APCO EMD Guidecards under oversight from the agency's Medical Director.

One APCO EMD Certified Instructor can teach all sections of the EMD course if they meet all requirements. If not, the APCO EMD course will be co-taught by both the Restricted Dispatch Only EMD Instructor and the Restricted Medical Only EMD Instructor.

- To teach the Communications Portion of the APCO EMD Program, an Agency Instructor must possess the following:
 - Current APCO Emergency Medical Dispatch Instructor certificate
 - Current Nationally recognized CPR Certification (must follow ARC or AHA guidelines)
- To teach the Medical Portion of the APCO EMD Program an Agency Instructor must possess the following:
 - Current APCO Emergency Medical Dispatch Instructor certificate
 - EMT-I/A, Paramedic, or higher medical certification (Must have ALS Training & Understanding)
 - Current Nationally Recognized CPR Certification (must follow ARC or AHA guidelines)
 - Current State, Federal, or EMS Instructor Certification (FFI/II, EMT/Paramedic Instructor, State Instructor Certification)
- If the APCO EMD Agency does not possess a full EMD Certified Instructor or Restricted Medical Only instructor, the agency has the ability to contract with APCO to teach the medical portion of the EMD course.

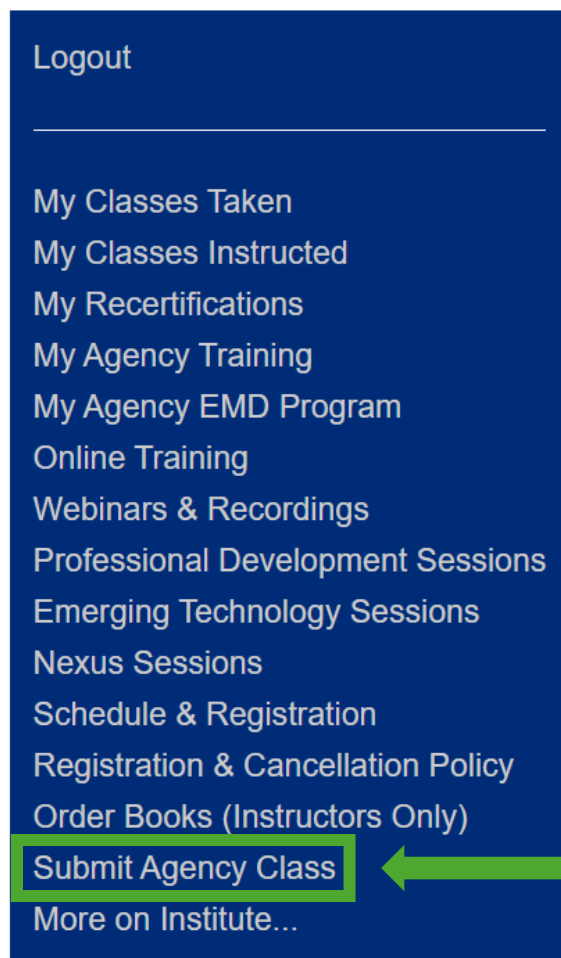


Appendix A: Agency Instructor Program – Electronic Course Submission



Filling out the ***Electronic Course Submission*** to send it to the APCO Institute must be done after you have completed teaching your course, and you have finished grading final exams for students. This is because you are logging the course completion status (pass/fail) for each student as part of this process.

- 1. Log Into Training Central (MyAPCO):** Log into MyAPCO, and click the **Training Central** tab. In the blue box on the left-hand side, select **Submit Agency Class**.



2. Select Your Course: Select the course you have just taught from the list of courses you are currently certified to teach (select the blue “**Start** ____” button to the right side of this list to continue the process of entering the course details).



Please Note: This page also details your certification dates (**Eligibility Begins** is your certification start date, and **Eligibility Ends** is when your certification is due for renewal), and a quick check to make sure you are eligible to teach these disciplines (the checkmark in the **Eligible to Instruct** column). Make sure you keep your recertification dates in mind to ensure you remain current and continue to be certified to teach courses at your agency!

Sign up to Instruct

Program	Eligibility Begins	Eligibility Ends	Eligible to Instruct	
CCS 5	08/23/2023	08/23/2025	✓	Start CCS 5
CTO 6	01/29/2023	01/29/2025	✓	Start CTO 6
EMD 5-4	08/02/2023	08/02/2025	✓	Start EMD 5-4
FSC 2	01/29/2023	01/29/2025	✓	Start FSC 2
FSC 3	02/28/2023	01/29/2025	✓	Start FSC 3
LEC 1	01/29/2023	01/29/2025	✓	Start LEC 1
PST 7	01/29/2023	01/29/2025	✓	Start PST 7

3. Accept the Agency Course Registration Instructor Agreement: Read and acknowledge the statements on the following page. This details several requirements for students, as well as yourself as instructor. Click “**I Agree**” to continue.

Agency Course Registration | [Instructor Agreement](#)

By clicking "I agree" I attest that:

- The individuals listed in this course did attend and successfully complete with a passing grade of 80% or better.
- I did follow the policies and/or procedures set forth by APCO Institute in the APCO Institute Agency Instructor Guidelines and Requirements, 2013 edition
- I understand that it is my responsibility to keep all student records (test & roster) which are subject to audit by the APCO Institute.

If the course conducted is an EMD Student or CTO Student course, then students must have met the following prerequisites. I attest that:

All prerequisites have been met and are available for review, if requested.

EMD student course:

- All students have completed a formal basic telecommunicator training course of at least 40 hours.
- All students possess a current CPR card. CPR must be kept current throughout their EMD certification period.

CTO Student Course:

- All students have completed a formal basic telecommunicator training course of at least 40 hours.
- Misrepresentation of this documentation could result in suspension or revocation of instructor certification. I understand that the information provided is submitted to the APCO Institute for the purpose of certifying the individuals(s) that are submitted here certification.

YES, I have read and accept the [data usage terms](#) and agree to APCO's use of my personal information.

Cancel

I agree

- 4. Select the Agency the Course was Taught at:** After accepting the agreement, the following page will be where you begin to enter your course details. At the top of this form, you will have a drop-down list which will list the agency/agencies you are registered to teach with. Select the agency you **taught the course at** from this list.



Please Note: If the agency you need does not show up on this list, contact that agency's Authorized Signator to have them add you in APCO's system as an Agency Instructor.

This is to comply with GDPR and authorize approval from all employees at the agency. This allows you, the Agency Instructor, to act on their behalf. This lets you both submit the courses you teach and allows APCO to process your students' certificates.



Please Note: Your agency Authorized Signator can assign the role of Agency Instructor for you using the following steps (this must be done by your Authorized Signator!):

- Log into “**My APCO.**” Click on the “**Membership**” tab and go to “**My Organization.**”
- Click on “**Manage Authorized Personnel.**” Note: clicking "Yes" makes you an Authorized Signator.
- Go to “**Add Authorized Personnel.**” Add and/or update roles as Agency Instructor using the drop-down menus.
- Click the “**Save**” button before exiting the page.

(Select your agency’s name from the drop-down list)

Agency Course Registration | [Course Setup](#)

Agency:

Required

Select the agency where the training will be conducted

Course start date:

Required

Course end date:

Required

5. Enter Course Start and End Dates: Select the Course Start Date and Course End Date in the appropriate box for each.

Agency Course Registration | [Course Setup](#)

Agency:

Required

Select the agency where the training will be conducted

Course start date:

Required

Course end date:

Required

- 6. Adding Co-Instructors (Not Required):** In some cases, you may have a Co-Instructor for your course. This is most common when you have a **Restricted Medical Only Instructor** for teaching EMD (but can also apply to other courses taught). If you have a Co-Instructor that helped you teach this course, click the **Add Co-Instructor** blue button.

Agency Course Registration | [Course Setup](#)

Agency: 

Required

Select the agency where the training will be conducted

Course start date: 

Required

Course end date: 

Required

Search for Your Co-Instructor: In the search box, enter your Co-Instructor's information to find their profile.

Find Co-Instructor

Please enter the last name and/or first name of the person to search existing data or [start over](#).

Last Name:	braudis
First Name:	rhonda
State/Territory:	Iowa
Search	

In the search results page, select your Co-Instructor (by clicking the hyperlink on their name) to add them to the course.

Search Results

[Return to Search](#)

If the person you searched for is listed below, click on their name to proceed; otherwise, return to search again.

Name	Organization	City, State
Braudis Rhonda	Marshall County Communications Commission	Marshalltown, IA

Confirm the information listed on the Co-Instructor's profile is correct and click **Continue** to add them to your course.

Co-Instructor | [Add](#)

Co-Instructor Information

Name: Braudis Rhonda

Organization: Marshall County Communica

Required

Contact Information:

Address: Billing:909 S 2nd Street, Mar

Phone: 754-4750

Email: ch911girl777@gmail.c

Continue

Cancel



Please Note: If your Co-Instructor is not shown in the search results, contact your agency's Authorized Signator to have them added as Agency Instructor. Co-Instructors must possess current APCO Instructor certification in the discipline being taught.

If you have a Co-Instructor for any other discipline than EMD, they will not automatically get teaching credit (hours taught for Recertification purposes) when you enter this course.

To get credit, they will need to file their hours manually. They can do so by accessing their own **My Classes Taught** in Training Central, adding the course details, including the course ID number (this will be provided to you when you file your submission). They will add the number of hours taught in this course to receive teaching credit and hours.

7. Enter Your Students' Information: Once you have your Agency, Course Start and End Dates, and Co-Instructor (if applicable) added in for your course, click the blue **Continue** button.

Agency Course Registration | [Course Setup](#)

Agency:

APCO International

▼

Required

Select the agency where the training will be conducted

Course start date:

02/05/2024

Required

Course end date:

02/08/2024

Required

Cancel

Continue

On the following page, you will be presented with a list of available personnel at your organization. This is where you will select your students for the course. You can use the **Search** bar at the top right of the list to search for individual students to add to your course.

Available Personnel

Instructions: Enter the book sticker numbers into the provided box for each student to be enrolled. Sticker numbers are saved as you complete each one and summarized below. Change or delete a sticker number in the box, or use the red X in the grid below.

Duplicate sticker numbers are not permitted.

Show 10 entries

Search: mindy

Book Sticker Number	First Name	Last Name	Organization	Pre-requisites Met
EMD123543	Mindy	Conner Adams	APCO International	✓

Showing 1 to 1 of 1 entries (filtered from 138 total entries)

Previous

1

Next

APCO Institute: V. 5-29-24

If a student you are trying to add to your course is not listed on the Available Personnel screen, you need to add them to your organization.

Adding a Student to Your Organization:

- Go to **My Profile** in Training Central.
- Click **My Organization** in the blue box.
- Select your agency from the list.
- **Add New Employee** button above the Organization Roster (do not use Manage Authorized Personnel).
- Fill in **First Name**, **Last Name**, and **State/Territory**.
 - If your student is originally from another state/territory, or transferring from another agency, do a search to check if they already have a profile elsewhere.
- If they do not have a profile already in the system, click **Add New Individual to My Organization**.
- Complete the form to fill out the student's information.
 - For **Job Title**, select **Public Safety Communicator**
- You will get a confirmation page, saying the student has been added, click **Return** to go back to the **My Organization** page (Please note, this may take a minute, as it is updating the system to add a new profile for the student you just entered).

8. Assign Manual Numbers to Each Student: Once you locate and add all your students from the course, you must assign each of them a manual number. You will have received your list of manual numbers when you purchased manuals ahead of the course.

Assign a unique and unused manual number to each student. When entering manual numbers, you must include the course prefix (e.g., EMD, PST, CTO), then the number.

Available Personnel

Instructions: Enter the book sticker numbers into the provided box for each student to be enrolled. Sticker numbers are saved as you complete each one and summarized below. Change or delete a sticker number in the box, or use the red X in the grid below.

Duplicate sticker numbers are not permitted.

Show entries Search:

Book Sticker Number	First Name	Last Name	Organization	Pre-requisites Met
EMD123543	Mindy	Conner Adams	APCO International	✓

Showing 1 to 1 of 1 entries (filtered from 138 total entries) Previous 1 Next

Selected Students

Instructions: All students with a book sticker number entered appear here. To remove a student, click on the red X.

	Book Sticker Number	Name	Organization	Pre-requisites Met	
✗	EMD123543	Mindy Conner Adams, RPL, CPE	APCO International	✓	✓

Enter a sticker number for a student above to see your selected students in this list.

Once you have all your students added, and manuals assigned, click **Continue**.



Please Note: For EMD, you will be required to enter more information for your students (such as their CPR expiration dates). Fill this out completely.

On the next page, you will see a final list of your students for the course, and their manual numbers you assigned them. Confirm the information is correct, then click the blue **Next** button.

Agency Course Registration | [Confirm Students](#)

Please review the selected students and click on Next.

Sticker Number	Name	Organization
EMD123543	Mindy Conner Adams, RPL, CPE	APCO International

[Previous](#)[Next](#)

9. Course Summary Page: You will be brought to this summary page before final submission of your course. This is where you will indicate the pass/fail status of each student and confirm all the information is correct before submitting it to the APCO Institute.

Emergency Medical Dispatch, 5th Ed., Version 4, #71363

Start Date: 02/05/2024

End Date: 02/08/2024

Status: Pending Submission

[Go to Main Page](#)

Instructions: The Course Result defaults to Pass to save you time. Please change the result of any students that did not pass prior to final submission.

Instructor Course Summary Details

Direct Questions and Comments: [APCO Institute](#)

Name	Organization	Enroll Date	CPR Expiration (mm/dd/yyyy)	Course Result
Conner Adams Mindy	APCO International	02/21/2024	04/05/2025	Pass

[Save Changes](#)[Save and Submit](#)

Emergency Medical Dispatch, 5th Ed., Version 4, #71363

Start Date: 02/05/2024

End Date: 02/08/2024

Status: Pending Submission

[Go to Main Page](#)

Instructions: The Course Result defaults to Pass to save you time. Please change the result of any students that did not pass prior to final submission.

Instructor Course Summary Details

Direct Questions and Comments: [APCO Institute](#)

Name	Organization	Enroll Date	CPR Expiration (mm/dd/yyyy)	Course Result
Conner Adams Mindy	APCO International	02/21/2024	04/05/2025	Pass

[Save Changes](#)[Save and Submit](#)

There are a couple of things to note about the Course Summary page:

- 1 Your course will be assigned a unique ID Course Number by the system. Please take note of this Course Number for your own records.
- 2 The **Status** of your course will state **Pending Submission** until you confirm the information is correct and submit the course officially.
- 3 The **Course Result** column is where you mark the final result of the course for each student. The only two options you will use for this are **Pass** or **Fail** (the others are for administrative use by the APCO Institute only, disregard these).



Please Note: You need to enter students into the course even when they fail the course. If they take the course again, a new manual will need to be purchased for them, and a new manual number assigned for the next time they take the course.

Confirm all the information is correct on this page, before submitting the course.
Click **Save and Submit** to do so.

Emergency Medical Dispatch, 5th Ed., Version 4, #71363

Start Date: 02/05/2024

End Date: 02/08/2024

Status: Pending Submission

[Go to Main Page](#)

Instructions: The Course Result defaults to Pass to save you time. Please change the result of any students that did not pass prior to final submission.

Instructor Course Summary Details

Direct Questions and Comments: [APCO Institute](#)

Name	Organization	Enroll Date	CPR Expiration (mm/dd/yyyy)	Course Result
Conner Adams Mindy	APCO International	02/21/2024	04/05/2025	Pass 

Save Changes

Save and Submit



Please Note: The **Save Changes** button is for if you need to partially enter a course for any reason and come back to complete it later.

****This does NOT submit your course to the APCO Institute!****

You will see the following confirmation screen once the course has successfully completed:

Thank you for using the APCO online Instructor Registration process. We have received the details of your course and students and will review. You can expect to hear from us via email or phone regarding any issues or confirmation that everything is complete.

[Go to Main Page](#)

If you return to the **Submit Agency Class** page, the course you entered will now show as **Submitted**. At this point, your course has been handed off to the APCO Institute. It may take up to 3 weeks to process your course. At which point your students' certificates will be made available (to both you and your students).

Pending Courses

Instructions: The following list displays courses you have informed us you have instructed and provided us the students. Next steps:

1. Provide the pass/fail status of each student. Click through to the course to do this.
2. Click on the button to submit the course to APCO for review.
3. Wait for notification of our review.
4. Once approved, courses show [here](#)

Class #	Type	Title	Start Date	Agency	Status
71363	EMD 5-4	Emergency Medical Dispatch, 5th Ed., Version 4, #71363	02/05/2024	APCO International	Submitted

APCO Institute Instructor Upgrade Form

Instructor Name: _____

Agency Name (no abbreviations): _____

Agency Address: _____

City/State/Zip: _____

Daytime Phone: _____ APCO Membership #: _____

Email Address: _____

I am currently certified as an APCO Institute Instructor in the most current edition of

(Attach copies of certificates for each course)

- ☐ Public Safety Telecommunicator 1 (7th Edition)
- ☐ Communications Training Officer (6th Edition)
- ☐ Fire Service Communications (3rd Edition)
- ☐ Emergency Medical Dispatcher (5th Edition-Version 4)
- ☐ Law Enforcement Communications (1st Edition)

I wish to be certified as an instructor in the most current edition of

(Attach copies of certificates for each course)

- ☐ Public Safety Telecommunicator
- ☐ Communications Training Officer
- ☐ Fire Service Communications
- ☐ Law Enforcement Communications
- ☐ Emergency Medical Dispatch (Must have hold EMD Certification for a minimum of one year)

Request for upgrade will not be processed if you do not hold the most current edition of student or instructor course(s)

UPGRADE FEE: \$159.00 per upgrade (Members) / \$169.00 per upgrade (Non-Members)

(Includes instructor certificate and access to instructor resources)

For expedited processing within 48 hours of receipt, please provide an additional \$50.00 in addition to upgrade fee

Method of Payment: (U.S. funds only) Check Purchase Order (Attach Copy)/New Jersey-Original Purchase Order.

Credit Card (Check one) VISA Mastercard Discover Amex

****Credit Card payment by secure fax, phone, or mail only****

Card#: _____ Exp: _____

Name on Card: _____ Cardholder's Email: _____

Cardholders Address: _____

RETURN INSTRUCTOR UPGRADE PAPERWORK AND SIGNED AGENCY INSTRUCTOR AGREEMENT TO:

APCO International
351 N. Williamson Blvd.
Daytona Beach, Florida 32114-1112
Secure Fax (386) 239-8397