



Training & Resources

WHERE PUBLIC SAFETY TURNS TO LEARN





351 North Williamson Blvd.
Daytona Beach, Florida 32114
(386) 322-2500

institute@apointl.org
apointl.org/institute

© 2021 APCO International.

TABLE OF CONTENTS

About the APCO Institute	4
About APCO International	5
Communications Training Officer (CTO)	
CTO Program	6
CTO Course	7
CTO Instructor Course	20
CTO Illuminations Program	31
Emergency Medical Dispatch (EMD)	
EMD Program	8
EMD Reciprocity	9
EMD Course	10
EMD Concepts Course	11
EMD Manager Course	12
EMD Instructor Course	20
EMD Illuminations Program	31
Public Safety Telecommunicator (PST)	
PST Course	13
PST Canada Course	14
PST Instructor Course	20

TABLE OF CONTENTS (CONTINUED)

Fire Service Communications (FSC)

FSC Course	16
FSC Canada Course	17
FSC Instructor Course	20

Law Enforcement Communications (LEC)

LEC Course	18
LEC Instructor Course	20

Communications Center Supervisor (CCS) Course 19

Instructor Courses

Agency Instructor Course (CCS, CTO, EMD, FSC, LEC, PST)	20
Instructor Certification Upgrades	21
Instructor Techniques Course	22
Instructor Techniques Enrichment Course	23

Continuing Dispatch Education (CDE)

Active Shooter Incidents for Public Safety Communications	24
Bullying and Negativity in the Communications Center	25
Comprehensive Quality	26
Crisis Negotiations for Telecommunicators	27
Customer Service in Today's Public Safety Communications	28
Disaster Operations and the Communications Center	29
Fundamentals of Tactical Dispatch	30
Illuminations Program	31
Public Safety Communications Staffing and Employee Retention	32
Surviving Stress	33

Registered Public-Safety Leader (RPL) Program	34
Certified Public-Safety Executive (CPE) Program	35
CALEA Accreditation Manager Courses	37
Recertifications	38
Scholarship Opportunities	38
Resources	
Webinars.....	39
Guidecards: Emergency Medical Dispatch, Fire Service and Law Enforcement.....	40
APCO IntelliComm® Electronic Guidecard Software.....	41
APCO's Training Central.....	42
APCO Events.....	43

About the APCO Institute

As part of APCO International, the APCO Institute is uniquely positioned to offer highly specialized training and resources on foundational, current and emerging topics that public safety telecommunications professionals need to know. APCO International's leadership role in public safety communications worldwide means that our training programs and resources reflect the pressing issues that affect emergency communications centers (ECCs) of all sizes and that they meet the needs of our more than 35,000 members. As a non-profit entity, the Institute offers exceptional and affordable training opportunities to public safety agencies and practitioners, regardless of their financial resources.

Our certification programs and certificate courses are delivered in several formats:

APCO VIRTUAL CLASSROOM COURSES

Real-time, instructor-led interactive courses.

APCO Virtual Classroom courses are led online in real-time by APCO's adjunct instructors and conducted in an interactive, engaging classroom online. With a set time and schedule, the courses are completed online within a specific time frame, allowing you to earn your certification more quickly than in a traditional online course.

ONLINE COURSES

Training that's ready when you are.

We understand how busy you are. And that working in an ECC isn't a 9-to-5 job. That's why most Institute classes are offered online. Their 24-hour accessibility – from any internet-enabled device – means that you can participate in training when it works for you. Lessons are released each Wednesday and must be completed prior to the following Tuesday.

CO-HOST COURSES

Serve as a co-host. Earn one complimentary registration.

As a public-safety practitioner, you know what training is needed in your area. Serving as a co-host agency (or chapter) enables you to meet local training needs by inviting others from your area to attend a class taught by one of the Institute's experienced adjunct instructors. In exchange for providing the facility and promoting the course, co-host agencies are eligible to receive one complimentary registration for each confirmed class they offer.

CONTRACT COURSES

Onsite training you need, when you need it.

If you have a group of individuals that need to be trained onsite, contact us about contracting a class at your agency or chapter event. We'll provide the training you need, when you need it, to groups large or small.

AGENCY COURSES

Staff training for only the cost of course materials.

We will help you equip your agency for in-house training by certifying staff members as APCO Agency Instructors. Having in-house instructors who can teach specific APCO courses can result in significant savings of your scarce training dollars.

Agency instructors can be certified to teach the following APCO courses: Public Safety Telecommunicator; Fire Service Communications; Law Enforcement Communications; Emergency Medical Dispatch; and Communications Training Officer. The only cost to you is the necessary number of training manuals for students in the courses your agency instructors teach.

APCO CHAPTER PRE- AND POST-CONFERENCE TRAINING COURSES

Flexibility to meet your chapter training needs.

Most Institute training classes are perfect for APCO chapters to offer to their members before or after chapter conferences.



About APCO International

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



Communications Training Officer Program

A comprehensive Communications Training Officer (CTO) Program can help ensure successful caller outcomes and decreased liability for your agency. The APCO Institute CTO Program provides all the tools your agency needs to help guarantee systematic, consistent training, documentation and recordkeeping.

THE PROGRAM INCLUDES

- **Communications Training Officer 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. Also includes paper versions of all documents vital to a comprehensive CTO program. Offered in Spanish as well. (See page 7)
- **Communications Training Officer, Instructor Course** — Teaches APCO certified CTOs what they need to know to become in-house CTO instructors for their agencies. (See page 20)
- **Comprehensive Quality Course** — CTOs interested in expanding their knowledge and skill set are encouraged to take this course. Includes training modules on: quality; building a performance evaluation program; feedback and coaching skills; and more. (See page 26)
- **Webinars** — Offer CTOs ready-made content on topics of interest to ECC staff. Most are free to APCO members. (See page 39)
- **Illuminations Program** — Quarterly, subscription-based, online continuing dispatch education program that allows you to earn 3 CDEs per quarter. (See page 31)
- **Training Central** — Online resource that stores all individual and agency training records in one place. (See page 42)

Communications Training Officer Course

APCO Institute's Communications Training Officer (CTO) 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 — APCO ANS 3.101.3-2017 - Core Competencies and Minimum Training Standards for Public Safety Communications Training Officer. To view the standard, go to: apcointl.org/standards/standards-to-download

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

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.

PREREQUISITES

Students must have successfully completed a formal, 40-hour basic telecommunicator training program.

CDEs EARNED

24

RECERTIFICATION REQUIREMENTS

APCO CTOs must provide proof every two years of 24 hours (12 hours per certification year) of continuing dispatch education and must pass the CTO recertification quiz.

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	3 days	\$389
Online	5 weeks	\$439
Virtual	3 days	\$459
Agency	3 days	\$0 (cost of student manuals only)
Contract	3 days	Contact us for pricing

*APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

Emergency Medical Dispatch Program

Emergency Medical Dispatch (EMD) is a systematic program of handling medical calls. Trained telecommunicators, using locally approved EMD guidecards, quickly and properly determine the nature and priority of the call, dispatch the appropriate response, then give the caller instructions to help treat the patient until the responding EMS unit arrives. A comprehensive EMD program can reduce agency liability by providing thorough and consistent dispatch instructions, and can help meet the growing public expectation that when citizens call 9-1-1, appropriate medical care will be provided as quickly as possible.

The APCO Institute's comprehensive EMD Program is based on the NHTSA National Standard Curriculum for EMD and incorporates all of the current ASTM and NHTSA guidelines. It is a cost-effective way for agencies to implement an EMD program and includes customization of EMD guidecards and locally controlled training by APCO Institute-certified instructors.

THE PROGRAM INCLUDES

- **Emergency Medical Dispatcher Course** — During the course, all telecommunicators in your agency learn the basics of EMD; correct procedures for obtaining pertinent information over the phone; and how to use APCO's EMD guidecards. (See page 10)
- **Emergency Medical Dispatch, Instructor Course** — Anyone in your agency who completes the basic EMD course, can complete the Instructor Course and then serve as your in-house agency instructor. Having an agency instructor allows you to move your training in-house, saving valuable training dollars. (See page 20)
- **EMD Guidecards** — Guidecards provide EMDs with the tools they need to properly prioritize the response level of a call to provide pre-arrival instructions to callers. They can be used only in conjunction with full APCO EMD Program implementation. (See page 40)
- **APCO IntelliComm® Electronic Guidecard Software** — Developed in conjunction with IBM Watson Analytics, APCO IntelliComm is cognitive criteria-based guidecard software that mirrors an agency's current guidecards for EMD, fire service and law enforcement. It includes the most up-to-date NCMEC and ERG manual, as well as groundbreaking features to optimize QA efforts in call taking and dispatching. (See page 41)
- **EMD Illuminations** — This subscription-based online program allows individuals to earn 1 CDE each month on topics of particular interest to emergency medical dispatchers. (See page 31)

Emergency Medical Dispatch Reciprocity

EMD certified, but not by APCO? We offer reciprocity.

If your agency is EMD-certified by a nationally recognized entity other than APCO, our reciprocity program allows you to easily become APCO-certified. And, because our EMD Program allows you to equip an agency staff member to serve as an APCO Certified EMD Instructor, you save valuable training dollars by eliminating the need for travel and outside instructors.

Once certified, your instructor can provide training as needed, on your schedule. And, we've made the recertification process simple and affordable.

For more information about the APCO EMD Program, visit apcointl.org/emd or contact us at emd@apcointl.org.

Emergency Medical Dispatcher Course

The APCO EMD Course is based on the NHTSA's National Standard Curriculum for EMD. Completion of the APCO Institute EMD Course means that the student has met all of the requirements of the National Standard Curriculum—an important point for states that require compliance with the national curriculum.

Topics covered provide the student with the knowledge to answer calls for emergency medical service and properly prioritize the response. The course also provides the student with the knowledge necessary to convey proper pre-arrival instructions to the caller when needed.

TOPICS INCLUDE

- EMD roles and responsibilities
- Legal and liability issues in EMD
- National and state standards for EMD
- Resource allocation guidecards
- APCO EMD Guidecards layout and structure
- Obtaining information from callers
- Anatomy and physiology
- Chief complaint types
- Quality assurance and recertification
- Stress management

The course provides practical exercises that help the new EMD become familiar with the theories and practices of EMD. Students practice with their agency's EMD guidecards in simulated EMD calls. Completion of this course is required for enrollment in the EMD Instructor Course.

Note: The online EMD Course requires students to attend a webinar in week three and a practical practice conference call in week six. The week three webinar lasts approximately one hour. The week six practical practice conference call lasts around 1.5 hours. The final practical practice is completed by a one-on-one conference call with the instructor at the end of the course.

These sessions may or may not be during the student's regularly scheduled work time, especially if the student works overnight. Arrangements will/may have to be made at the agency level to allow the student to attend these required sessions.

PREREQUISITES

Students must have successfully completed a formal, 40-hour basic telecommunicator training program and must hold current CPR certification from the American Heart Association, American Red Cross or equivalent.

RECERTIFICATION REQUIREMENTS

To recertify, all APCO Institute Certified Emergency Medical Dispatchers must provide proof every two years of 24 hours (12 hours per certification year) of approved continuing dispatch education and proof of a current CPR certification as stated above and must pass a free, online EMD recertification quiz.

CDEs EARNED

32

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	4 days	\$389
Online	6 weeks	\$439
Agency	4 days	\$0 (cost of student manuals only)
Contract	4 days	Contact us for pricing

* APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

Emergency Medical Dispatch Concepts Course

The APCO Institute EMD Concepts Course will familiarize students with the philosophy of emergency medical dispatching and its role in today's communications center. The course deals with the national standards and guidelines of emergency medical dispatching as well as the design and components of EMD in general. Students learn how emergency medical dispatch works and the most common pitfalls to avoid when establishing an EMD program in their agencies.

Please note: Completion of the EMD Concepts Course will not result in an individual being certified as an APCO Institute Certified Emergency Medical Dispatcher. This is an awareness level course only. Anyone wishing to become an APCO Institute Certified EMD will still need to successfully complete the 32-hour APCO Institute Emergency Medical Dispatcher Course.

TOPICS INCLUDE

- EMD Program overview
- The Emergency Medical Dispatcher
- Implementation of EMD Guidecards
- Anatomy and physiology
- Legal and liability issues
- Quality control

PREREQUISITES

None

CERTIFICATION EARNED

None

CDEs EARNED

8

RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	1 day	\$199
Online	3 weeks	\$249
Contract	1 day	Contact us for pricing

*APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

Emergency Medical Dispatch Manager Course

Each APCO EMD-certified agency must have on staff an Emergency Medical Dispatch Manager who is responsible for coordinating the agency's EMD Program, including Quality Assurance activities. This course is designed to prepare people for that role and includes information for creating and maintaining an effective quality control program and tips and guidelines for ensuring compliance with the APCO Institute EMD Program and the relevant national standards.

TOPICS INCLUDE

- Overview of an Emergency Medical Dispatch Program
- Implementing an EMD Program
- Overview of the APCO Institute EMD Program
- EMD training and certification
- EMD quality control
- EMD compliance and ongoing maintenance

PREREQUISITES

None

CERTIFICATION EARNED

Emergency Medical Dispatch Manager

CDEs EARNED

8

RECERTIFICATION REQUIREMENTS

To recertify, all APCO Institute certified EMD Managers must provide proof every two years of 24 hours (12 hours per certification year) of continuing dispatch education.

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	1 day	\$199
Online	3 weeks	\$249
Contract	1 day	Contact us for pricing

*APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

Public Safety Telecommunicator Course

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 APCO/ANS 3.103.2.2015 and NFPA 1061 2014 Edition.

Building on foundational topics such as communication skills, call taking and radio techniques, the PST course incorporates the most up-to-date information on technology and work-related issues in public safety communications centers. Topics include NextGen 9-1-1, emerging technologies, continuing education and liability.

TOPICS INCLUDE

- Introduction to your new career
- Preparing for 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 (CAD) and related technologies
- Radio communications techniques
- Radio technology
- Call classifications
- The incident command system
- Liability issues

PREREQUISITES

None

CERTIFICATION EARNED

Public Safety Telecommunications

CDEs EARNED

40

RECERTIFICATION REQUIREMENTS

Recertification is required every two years. APCO PSTs must provide proof every two years of 48 hours of continuing dispatch education (24 hours per certification year) and must pass the free, online PST 7th Edition recertification quiz.

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	5 day	\$329
Online	4 weeks	\$379
Virtual	5 days	\$389
Agency	5 days	\$0 (cost of student manuals only)
Contract	5 days	Contact us for pricing

* APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

Public Safety Telecommunicator Canada Course

Ideal for training the new-hire or as a refresher for existing staff, APCO's PST1 Canada course covers the basics skills, knowledge and abilities every successful public safety telecommunicator needs to meet the demands of this critical work. The Canadian version is the product of contributions from public safety communications professionals from across Canada. The content addresses Canadian emergency services communications terminology and introduces provincial and federal legislative requirements impacting public safety communications across Canada.

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 APCO/ANS 3.103.2.2015 and NFPA 1061 2014 Edition.

Building on foundational topics such as communication skills, call taking 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 education and liability.

TOPICS INCLUDE

- Introduction to your new career (roles and responsibilities of the position)
- Interpersonal communications
- Telephone communications techniques: call processing
- Telephony: traditional technology
- Telephony: emerging technology
- Telephony: TTY
- Telematics
- Telematics and collision notification systems
- Computer-Aided Dispatch and related technologies
- Radio communications techniques
- Radio technology
- Call classification
- The incident command system
- Liability issues
- Preparing for your new career (stress management)
- 9-1-1 disaster preparedness in the PSAP
- Telecommunicator emergency response taskforces (TERT)
- Quality assurance/quality improvement programs
- Guidecards: design and use in the PSAP
- NextGen and other emerging technologies
- Record management systems
- Managing specialty/high-risk calls
- The need for continuing education and professional development

PREREQUISITES

None

CERTIFICATION EARNED

Public Safety Telecommunications Canada

CDEs EARNED

40

RECERTIFICATION REQUIREMENTS

APCO Certified Public Safety Telecommunicators must provide proof every two years of 48 hours of continuing dispatch education (24 hours per certification year) and must pass the free, online PST Canada recertification quiz.

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	5 days	\$329
Online	6 weeks	\$379
Agency	5 days	\$0 (cost of student manuals only)
Contract	5 days	Contact us for pricing

** APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.*

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

Fire Service Communications Course

Effective communication is a critical component of fire service operations. It provides the vital link between citizens and responders. APCO Institute's Fire Service Communications Course continues to advance fire communications training, improving service to the caller and increasing safety of the responders. This dynamic course covers the terms, techniques and protocols required for excellence in fire service call taking and dispatch.

TOPICS INCLUDE

- Introduction to the fire service
- Fire service apparatus and terminology
- Fire service communications overview
- Fire service call processing
- Fire dispatch procedures
- Fire service incidents
- The National Incident Management System and Incident Command System
- Hazardous Material Incidents
- Terrorism incidents

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 media and exercises used throughout the course reinforce the knowledge attained in lecture and demonstration.

PREREQUISITES

Although there is no pre-requisite for the course, it is recommended that registrants for this class have completed a formal 40-hour basic telecommunicator course.

CERTIFICATION EARNED

Fire Service Communications

CDEs EARNED

32

RECERTIFICATION REQUIREMENTS

APCO FSCs must provide proof every two years of 24 hours (12 hours per certification year) of continuing dispatch education and must pass the free, online fire service communications recertification exam. Recertification is required every two years.

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	4 days	\$389
Online	6 weeks	\$439
Agency	4 days	\$0 (cost of student manuals only)
Contract	4 days	Contact us for pricing

*APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

APCO offers emergency dispatch guidecards for fire service. See page 40.

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

Fire Service Communications Canada Course

Effective communication is a critical component of fire service operations. It provides the vital link between citizens and responders. APCO Institute's Fire Service Communications Canada course continues to advance fire communications training, improving service to the caller and increasing safety of the responders. This dynamic course covers the terms, techniques and protocols required for excellence in fire service call taking and dispatch.

The course prepares students to meet NFPA 1061 (Chapter 5, 2014 Edition) professional qualifications as they relate to fire service communications.

TOPICS INCLUDE

- Introduction to the fire service
- Fire service incidents
- Fire service apparatus and terminology
- Anatomy of fires
- Mutual aid and mutual response agreements
- Hazardous material incidents
- Terrorism incidents
- The Incident Command System
- Fire service communications and the role of the telecommunicator
- Fire service call processing
- Information gathering techniques, methods for receiving reports
- Fire dispatch procedures

PREREQUISITES

Although there is no pre-requisite for the course, it is recommended that registrants for this class have completed a formal 40-hour basic telecommunicator course.

The course prepares students to meet NFPA 1061 (Chapter 5, 2014 Edition) professional qualifications as they relate to fire service communications.

CERTIFICATION EARNED

Fire Service Communications Canada

CDEs EARNED

32

RECERTIFICATION REQUIREMENTS

APCO Fire Service Communications professionals must provide proof every two years of 24 hours (12 hours per certification year) of continuing dispatch education. Recertification is required every two years.

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	4 days	\$389
Online	6 weeks	\$439
Agency	4 days	\$0 (cost of student manuals only)
Contract	4 days	Contact us for pricing

* APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

Law Enforcement Communications Course

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

The APCO Institute's Law Enforcement Communications course provides the training necessary to improve service to the caller and increase the safety of responders. It 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. Instructional media and exercises used throughout the course reinforce the knowledge attained in lecture and demonstration.

PREREQUISITES

Although there is no pre-requisite for the course, it is recommended that registrants for this class have completed a formal 40-hour basic telecommunicator course.

CERTIFICATION EARNED

Law Enforcement Communications

CDEs EARNED

32

RECERTIFICATION REQUIREMENTS

APCO Certified Law Enforcement Communications professionals must provide proof every two years of 24 hours (12 hours per certification year) of continuing dispatch education and must complete the free, online LEC recertification quiz. Recertification is required every two years.

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	4 days	\$389
Online	6 weeks	\$439
Agency	4 days	\$0 (cost of student manuals only)
Contract	4 days	Contact us for pricing

* APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

APCO offers emergency dispatch guidecards for law enforcement. See page 41.

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

Communications Center Supervisor Course

The APCO Institute Communications Center Supervisor (CCS) course provides supervisory training designed specifically for Comm Center Supervisors and candidates moving into supervisory roles. Perhaps the greatest challenge in preparing supervisors is helping them develop a new point of view that relates the work in front of them to a wider perspective of how their work fits together with the work of everybody else in the agency to move the mission forward.

Students should have access to their agency's policies and procedures as a resource to use in class.

TOPICS INCLUDE

- The role of the communications center supervisor
- The evolution of the supervisory mindset
- Skills for supervisory success
- The supervisor as leader
- The supervisor as management
- Communicating as a supervisor

Class lecture is supplemented with practical exercises that help students apply the lessons to their own agency policies and procedures. Students not only learn supervisory topics, but also learn how to work together in groups and cooperate to attain common goals.

PREREQUISITES

Must hold APCO's PST and CTO certification (or a working knowledge of APCO ANS 3.102.2-2017–Core Competencies and Minimum Training Requirements for Public Safety Communications Training Officers). If not certified, must provide a letter on agency letterhead stating they have requisite CTO knowledge.

CDEs EARNED

24

RECERTIFICATION REQUIREMENTS

Beginning with the new CCS 5, APCO certified CCSs must provide proof every two years of 24 hours (12 hours per certification year) of continuing dispatch education (CDE). Complete information on the recertification process is provided at the conclusion of the Communications Center Supervisor 5th Ed., Version 1, Update course. Recertification requires ongoing continuing education.

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	3 days	\$389
Online	5 weeks	\$439
Virtual	3 days	\$459
Agency	3 days	\$0 (cost of student manuals only)
Contract	3 days	Contact us for pricing

*APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

Agency Instructor Course: CTO, EMD, FSC, LEC & PST

APCO's Agency Instructor course offers agencies the chance to train staff members to serve as Agency Instructors able to teach specific APCO courses to others in the PSAP. Having Agency Instructors allows for a significant reduction in new-hire and in-service training and travel costs.

The first part of the Agency Instructor course will equip participants with the necessary skills to be informative and effective instructors. The second part will consist of a practical exercise and the discipline-specific training they need to be certified to teach one of the following APCO classes: Public Safety Telecommunicator; Communications Training Officer; Emergency Medical Dispatch; Fire Service Communications; and Law Enforcement Communications.

Participants should register for the discipline in which they are seeking Instructor Certification. Students from all disciplines will be in the same class but will receive instruction based on their specific disciplines.

GENERAL INSTRUCTOR TOPICS

- Instructional techniques
- Lesson plans
- Design and use of instructional media
- Simulation design and use
- Testing and evaluation
- Liability in training

DISCIPLINE SPECIFIC TOPICS

Participants choose one discipline.

Communications Training Officer (CTO):

- Training others to train
- Building and maintaining a successful CTO system
- Comprehensive lesson plans for each module in the CTO student course
- CTO student manual

Emergency Medical Dispatch (EMD):

- Introduction to EMD
- Overview of the EMD program
- Implementation policies and procedures
- Introduction to APCO EMD Guidecards
- EMD student manual

Law Enforcement Communications (LEC):

- Specific training on instructional techniques related to teaching the Law Enforcement Communications course
- LEC student manual

Fire Service Communications (FSC):

- Comprehensive lesson plans for each training module in the Fire Service Communications course
- FSC student manual

Public Safety Telecommunicator (PST):

- Comprehensive lesson plans for each training module in the PST student course
- PST student manual

PREREQUISITES

All candidates must have a minimum of one year of experience in a public safety, telematics or a 3-1-1 call center and have successfully completed the student version of the instructor discipline for which they are registering.

In addition, an Emergency Medical Dispatch Instructor candidate who wishes to teach the entire EMD course must be a current certified paramedic or current certified advanced-level EMT with current CPR certification and current ALS training and understanding.

Agencies that require two instructors to offer both the dispatch and medical portions of the EMD course (restricted dispatch only and restricted medical only) can apply to have their restricted medical instructor certified by APCO to teach the entire EMD class. Contact emd@apcointl.org for more information.

CERTIFICATION EARNED

Students become certified in one of the following, depending on which instructor course they completed:

- APCO Agency CTO Instructor
- APCO Agency EMD Instructor
- APCO Agency FSC Instructor
- APCO Agency LEC Instructor
- APCO Agency PST Instructor

CDEs EARNED

40

RECERTIFICATION

APCO Institute certified agency instructors are required to recertify every two years. Complete information on the recertification process is provided at the conclusion of the APCO Agency Instructor course.

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	5 days	\$459
Online	6 weeks	\$509
Contract	5 days	Contact us for pricing

* APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

INSTRUCTOR CERTIFICATION UPGRADES

Already an APCO certified instructor in one discipline? You can upgrade your certification to include an additional discipline by taking one of the following courses in the additional subject area: Public Safety Telecommunicator; Fire Service Communications; Law Enforcement Communications; Emergency Medical Dispatch; Communications Center Supervisor or Communications Training Officer.

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

Instructor Techniques Course (For General Instructors)

This course is designed as a foundational class for individuals who are interested in becoming certified instructors, but who don't need to be certified to teach APCO courses. Students in this course enroll and participate in the Agency Instructor course but will not receive instructional materials for – or be certified to teach – APCO courses.

PREREQUISITES

All candidates for the Instructor Techniques course must have a minimum of one year experience in a public safety communications center or a telematics or 3-1-1 call center.

CERTIFICATION EARNED

General Instructor

CDEs EARNED

40

RECERTIFICATION

Individuals who earn an Instructor Techniques Certificate must recertify every two years. Complete information on the recertification process is provided at the conclusion of the course.

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	5 days	\$459
Online	6 weeks	\$509
Agency	5 days	\$0 (cost of student manuals only)
Contract	5 days	Contact us for pricing

**APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.*

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

Instructor Techniques Enrichment Course

The APCO Instructor Techniques Enrichment course is designed to bring APCO agency instructors up to date with the latest tools and resources provided by the new Instructor Techniques, 2nd Edition course. It is ideal for instructors seeking continuing education through a refresher and enhancement course.

For instructors who trained in the first edition of the instructor course, the enrichment course provides an overview of what's new and what's changed between the two editions. The class provides a host of tools and resources with in-depth coverage of topics of current interest.

TOPICS INCLUDE

- Expanded discussion of the learning process and learning theories
- Updated bloom's taxonomy
- Generational differences among learners
- The role of the instructor within the training program: program context
- Classroom management
- Achieving deeper learning
- Expanded discussion of learning objectives
- Expanded discussion of lesson plans (and planning)
- Fostering student engagement

In addition to the new topics, existing sections have been rewritten, revised and updated on many points. Students will independently review the updates and enhancements and then complete a knowledge check based on the new material. A minimum test score of 80% is required to pass the course.

PREREQUISITES

None

CERTIFICATION EARNED

None

CDEs EARNED

3

RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS <small>(SEE PAGE 4)</small>	TERM	TUITION
Online	3 weeks	\$75

No transfers, refunds or cancellations accepted

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

CDE: Active Shooter Incidents for Public Safety Communications

Active shooter incidents are high-risk, high-stakes events that, without warning, can cause devastating consequences in just a few brief moments. For all facets of public safety, including communications, there is a host of issues that make responding to an active shooter incident more difficult than many other armed subject calls.

These types of incidents have been increasing in frequency. Shooters have a wider range of more powerful weapons available. The motivations behind these incidents continue to grow more complex. As with any other type of emergency situation, the telecommunicator plays a vital role in the response to active shooter incidents.

Telecommunicators need to be aware of the unique challenges posed by active shooter incidents and be prepared to address them well in advance. This course looks at the role of the telecommunicator through all stages of an active shooter incident.

This course is built on the experiences of frontline telecommunicators who have worked active shooter incidents. On their recommendation, the course is structured along the arc of events that happen before, during and after an active shooter incident. The goal of the course is to educate telecommunicators about the intricate issues and challenges posed by active shooter incidents, including preparedness for an incident, response to an incident and the role the telecommunicator plays following an incident.

TOPICS INCLUDE

- Overview of incidents, perpetrators and targets
- Phases of an active shooter incident
- Getting and handling calls reporting an incident
- Dispatch and ongoing communications
- Responder safety and secondary dangers
- Handling calls from victims trapped in the incident
- Telecommunicators' role post-incident: rescue and extraction
- Recovery from an incident: impact and stress, ongoing issues

PREREQUISITES

Although there is no pre-requisite for the course, it is recommended that registrants for this class have completed a formal 40-hour basic telecommunicators course.

CERTIFICATION EARNED

None

CDEs EARNED

8

RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	1 day	\$199
Online	3 weeks	\$249
Contract	1 day	Contact us for pricing

* APCO Member Discount \$40 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

Perfect for a One Day Pre-Conference or Post-Conference Course

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

CDE: Bullying and Negativity in the Communications Center, 2nd Ed.

This course examines how bullying occurs and how to combat the issue. The eight-hour course explores the nature of the problem, its impact on people and organizations, corrective actions that can be taken, and steps to foster and maintain civility in the communications center. This course aims to help students develop the skills needed to effectively practice civil behavior, as well as demonstrate different ways organizations can systematically combat bullying and cultivate civility in the workplace.

TOPICS INCLUDE

- Behaviors associated with bullying
- Impact on individuals
- Impact on communications center operations
- Communications center management's responsibility to act
- Civility and incivility in the workplace
- Overcoming incivility in the workplace and cultivating civility
- Conflict resolution
- Writing and implementing a civility policy

PREREQUISITES

Although there is no pre-requisite for the course, it is recommended that registrants for this class have completed a formal 40-hour basic telecommunicator course.

CERTIFICATION EARNED

None

CDEs EARNED

8

RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS <small>(SEE PAGE 4)</small>	TERM	TUITION*
Co-Host	1 day	\$199
Online	3 weeks	\$249
Contract	1 day	Contact us for pricing

*APCO Member Discount \$40 (Full and Commercial Members Only).

Perfect for a One Day Pre-Conference or Post-Conference Course

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

CDE: Comprehensive Quality

A successful Comprehensive Quality Program requires a systematic approach. This course will provide the necessary insight so that the proper tools and methodologies can be employed to make the quality program a vital and useful part of your organization.

TOPICS INCLUDE

- Quality
- Quality planning and methodologies
- Standards and liability in quality programs
- Building a performance evaluation program
- Crisis negotiation tools for the telecommunicator
- Feedback and coaching skills
- Surveys and analysis

Class lecture is supplemented by practical exercises that help students apply the lessons to their own agency.

PREREQUISITES

Students should be experienced in communications center operations, have a working knowledge of communications policies and procedures, and be involved in the quality assurance/quality improvement within their agency.

CERTIFICATION EARNED

None

CDEs EARNED

16

RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	2 days	\$329
Online	5 weeks	\$379
Contract	2 days	Contact us for pricing

*APCO Member Discount \$20 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

Perfect for a One Day Pre-Conference or Post-Conference Course

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

CDE: Crisis Negotiations for Telecommunicators

Crisis situations differ from the daily emergencies that today's public safety telecommunicators handle. Hostage situations, barricaded subject incidents and suicidal callers, among others, require an advanced level of training for the telecommunicator to handle them successfully. This course will build on the knowledge, skills and abilities inherent in basic telecommunicator training programs to educate the public safety communications professional on the most effective way to receive and process calls involving crisis situations and to ensure they fulfill their role as a vital component of the overall public safety response.

TOPICS INCLUDE

- Overview of a crisis situation
- Hostage situations
- Suicidal subject situations
- Suicide by cop
- Crisis negotiation tools for the telecommunicator
- Skills and characteristics of a successful telecommunicator negotiator
- Crisis related stress management

PREREQUISITES

Students should have successfully completed a formal 40-hour basic telecommunicator training program.

CERTIFICATION EARNED

None

CDEs EARNED

8

RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	1 day	\$199
Online	3 weeks	\$249
Virtual	1 day	\$299
Contract	1 day	Contact us for pricing

*APCO Member Discount \$40 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

Perfect for a One Day Pre-Conference or Post-Conference Course

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

CDE: Customer Service in Today's Public Safety Communications

Providing exceptional customer service in the high energy, often high-stress field of public safety communications, is paramount to successful performance in this profession, both for the individual telecommunicator as well as the agency they represent. This course addresses all aspects of customer service and how it impacts our industry. Although intangible, it is a critical component that must be understood and applied in every situation.

TOPICS INCLUDE

- Defining customer service action
- Customer attitudes and expectations
- Customer service in public safety
- Impact of customer service on public safety
- Communications center customer service in
- Customer service and quality control
- Investigating complaints
- Improving customer service in the comm center

PREREQUISITES

Students should have successfully completed a formal 40-hour basic telecommunicator course.

CERTIFICATION EARNED

None

CDEs EARNED

8

RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	1 day	\$199
Online	3 weeks	\$249
Contract	1 day	Contact us for pricing

*APCO Member Discount \$40 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

Perfect for a One Day Pre-Conference or Post-Conference Course

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

CDE: Disaster Operations and the Communications Center

The world's first comprehensive disaster operations course designed specifically for the public safety communications professional!

This course serves to educate the public safety telecommunicator on a wide range of man-made and natural disasters, their effects on the community and its infrastructure and the response and recovery needs of each. In addition, this course will provide telecommunicators with information on overall emergency management and homeland security and provide guidance on continuity of operations for the emergency communications center (ECC) in the face of a multitude of disaster situations.

The importance of educating today's public safety communications professional on their role and the role of the ECC in disaster operations is greater than ever before. There is a defined role for public safety communications in every element of disaster response and recovery. As public safety's ability and need to address disaster situations evolves, the telecommunicator needs to be familiar with all types of disasters – man-made and natural – and how those events can impact the communications function.

TOPICS INCLUDE

Homeland Security and Emergency Management on the State and Federal Level

- Tornadoes
- Tsunamis
- Severe weather and temperatures
- Severe heat
- Earthquakes
- Floods
- Wildland or forest fires
- Volcanoes
- Landslides
- Pandemics
- Terrorist acts

PREREQUISITES

Although there is no pre-requisite for the course, it is recommended that registrants for this class have completed a formal 40-hour basic telecommunicator course.

CERTIFICATION EARNED

None

CDEs EARNED

8

RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	1 day	\$199
Online	3 weeks	\$249
Contract	1 day	Contact us for pricing

*APCO Member Discount \$40 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

Prices subject to change without notice. All pricing is in U.S. Dollars. International shipping fees may apply for some purchases.

CDE: Fundamentals of Tactical Dispatch

This course is for telecommunicators who want to enhance their knowledge, skills, and abilities so they can ultimately serve as a member of a tactical/incident dispatch team. The course uses scenarios and practical exercises to explore the issues involved in working major events and responding to major incidents. Class work focuses on sharpening the skills needed to fulfill the role and responsibilities for tactical dispatch.

Practical exercises help students apply the lessons to their own agency's policies and procedures. Students learn how to work together in teams to manage events and incidents that require the coordination response of multiple agencies and multiple jurisdictions.

TOPICS INCLUDE

- The big picture: ICS, the communications unit and tactical dispatch
- Basic knowledge necessary for a tactical dispatcher
 - Focus on radio communication
 - Deployment
 - Telephone systems
- How tactical dispatchers prepare
- Pre-deployment preparations: situational information relevant to the assignment
 - Incident types
 - Ongoing and continuing education

PREREQUISITES

- Minimum one year experience as an ECC telecommunicator
- Current certification in APCO's Public Safety Telecommunicator 1, 7th Edition, or other comparable basic telecommunicator course
- Successful completion of the following free FEMA courses:
 - IS-100: Introduction to the Incident Command System
 - IS-200: Basic Incident Command System for Initial Response
 - IS-700: An Introduction to the National Incident Management System

CDEs EARNED

16

RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	2 days	\$329
Online	3 weeks	\$379
Virtual	2 days	\$389
Contract	1 day	Contact us for pricing

* APCO Member Discount \$40 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

Prices subject to change without notice. All pricing is in U.S. Dollars. International shipping fees may apply for some purchases.

CDE: Illuminations Program

The APCO Institute's Illuminations program is an annual subscription-based service that allows you to obtain topic-specific, at-your-desk continuing education. There are three different Illuminations tracks available. Registration for each track is priced separately. You may participate in more than one track at a time. All Illuminations program courses are offered online and are taught by APCO Institute adjunct instructors.

- **General Illuminations** offers monthly courses on a wide range of monthly topics of interest to anyone in public safety communications. Subscribers earn one CDE for each month completed.
- **EMD Illuminations** includes monthly topics of particular interest to emergency medical dispatchers, although the track is open to anyone. Subscribers earn one CDE for each. EMD experience or certification is recommended.
- **CTO Illuminations** provides quarterly courses enabling communications training officers and others a chance to delve into specific topics that impact training and continuing education in the comm center. Subscribers earn three CDEs for each quarterly session completed. CTO experience or certification is recommended.

PREREQUISITES

None

CERTIFICATION EARNED

None

CDEs EARNED

12 per year

RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION
Online	Annual Subscription	\$119 APCO Non-Member Price \$109 APCO Member Price (Full and Commercial Members Only) \$99/Person (group of 26-50 registrants) \$89/Person (group of 51+ registrants)

Prices subject to change without notice. All pricing is in U.S. Dollars. International shipping fees may apply for some purchases.

CDE: Public Safety Communications Staffing and Employee Retention

It is common knowledge that the public safety communications industry has suffered from an inability to effectively recruit and retain employees. This in turn has required ECCs across the country to invest millions of dollars in a vicious cycle of continuous recruitment, training new hires and overtime that merely addresses the symptoms of this issue and not the core problem.

Designed to provide guidance and information to ECC employees at every level, this course provides over 300 tips, guidelines and effective practices on subjects ranging from creating effective shift schedules to candidate recruitment and from maintaining staff to employee recognition.

TOPICS INCLUDE

- Effective recruitment of candidates
- The impact of training on staffing and retention
- Retaining effective employees
- Policy and procedure guidance

PREREQUISITES

None

CERTIFICATION EARNED

None

CDEs EARNED

8

RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	1 day	\$199
Online	3 weeks	\$249
Contract	1 day	Contact us for pricing

**APCO Member Discount \$40 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.*

Perfect for a One Day Pre-Conference or Post-Conference Course

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

CDE: Surviving Stress

Stress is one of the most common words used in society today and something that each one of us will experience at some point in our life. Stress affects people of all ages, professions and life situations. However, the nature of emergency communications as a professional is inherently stressful with the various demands placed upon them by nature of the profession. Understanding these causes of stress in the profession will allow the public safety telecommunicator to recognize and mitigate some of the stressful situations that they may encounter. This course addresses how to detect stress within yourself and co-workers and provides measures to reduce the impact.

TOPICS INCLUDE

- What is stress
- Signs and symptoms of stress
- Causes of stress
- Stress intervention
- Critical incidents
- Cumulative stress and post traumatic stress disorder
- Tools for stress management

PREREQUISITES

Although there is no pre-requisite for the course, it is recommended that registrants for this class have completed a formal 40-hour basic telecommunicator course.

CERTIFICATION EARNED

None

CDEs EARNED

8

RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS <small>(SEE PAGE 4)</small>	TERM	TUITION*
Co-Host	1 day	\$199
Online	3 weeks	\$249
Contract	1 day	Contact us for pricing

** APCO Member Discount \$40 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.*

Perfect for a One Day Pre-Conference or Post-Conference Course

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

Registered Public-Safety Leader (RPL) Program



APCO International's Registered Public-Safety Leader (RPL) Program is designed for individuals interested in developing a solid foundation of management and supervisory skills necessary for successful ECC operations.

The RPL Program consists of five online courses and a final service project-based course that allows you to demonstrate your mastery of topics covered in courses one through five.

The curriculum has been updated to include the most current topics of importance to professionals in today's public safety communications industry. During the RPL Program, you will learn to:

- **Manage organizations and change**
Provide direction, lead by example, enable others, share power and seek a better way.
- **Communicate with confidence and clarity**
Write and speak in a way that motivates and inspires others.
- **Develop your talent pool**
Attract and retain great talent to your organization with training and feedback for growth.
- **Build connections and consensus**
Use interpersonal and negotiation skills that lead to positive outcomes for everyone involved.
- **Enhance team performances**
Foster teamwork and collaboration within your organization and with virtual teams anywhere.
- **Make a difference within our association and our industry**
Develop a broad knowledge of our industry and our association to better face future challenges.
- **Apply the skills sets learned for the betterment of our association and our industry**
Complete industry-specific course assignments that culminate in a state, regional or national service project.

TO BE ELIGIBLE TO APPLY, YOU MUST BE

- An APCO member in good standing, with a demonstrated record of service to our association and our industry
- Willing and able to commit to completing the program requirements, including the RPL service project
- Dedicated to accepting the challenge of ongoing leadership and service for the betterment of public safety communications
- The program is offered monthly (except for August and December). Tuition assistance may be available through APCO's Scholarship Program. (See page 38) For more information, contact the APCO Institute at rpl@apcointl.org or (386) 322-2500.
- Graduates of the RPL Program are eligible to apply for admission to APCO's Certified Public-Safety Executive (CPE) Program. (See page 35)

RECERTIFICATION

Registered Public-Safety Leaders are required to recertify every 4 years. Complete recertification information is provided to students during the RPL Program.

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION
Online	Offered Monthly *	\$995

*Except August and December

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

Certified Public-Safety Executive (CPE) Program



APCO's Certified Public-Safety Executive (CPE) Program is designed to elevate professionalism, enhance individual performance and recognize excellence in the public safety communications industry. Participants may be managers, supervisors, agency executives or others whose work and life experiences have motivated them to learn the necessary skills to successfully lead organizations within the complex and ever-changing environment in which public safety agencies operate.

Drawing on resources from renowned leadership professionals and distinguished academic sources, the program allows participants to explore topics that include management versus leadership, models/theories of leadership, leadership styles, public safety leadership issues, and executing and managing change. Program instructors include master's and doctoral level professionals in the field of organizational development and leadership who bring a wealth of academic and practical experience to the program.

The program consists of two 12-week online courses and one ten-day capstone course at APCO headquarters in Daytona Beach, Florida. The program also includes an optional fourth course, CPE404 - Retreat Day, held each year at the APCO Conference & Expo. The Retreat Day brings graduates together to discuss their professional growth, to provide booster training on key points of the program, and to explore new and emerging topics of interest to public-safety executive leadership.

CPE 101 – INTRODUCTION TO EXECUTIVE LEADERSHIP

This course focuses on foundational issues in the field of executive leadership, including: management versus leadership; models, theories and styles of leadership; issues specific to public safety communications leadership; and ethical leadership in the 21st century. The course includes resources and selected readings from renowned professionals and distinguished academic sources that illustrate the core concepts of the course.

CPE 202 – DEFINING LEADERS

This course explores the various attributes, skill sets and attitudes that define successful leaders. Topics include the ways leaders define themselves, relate to others, understand their organizations, provide vision and initiate and manage change. The course includes resources from renowned professionals in the leadership field and distinguished academic institutions. Individual and group assignments and exercises during the course help cultivate an awareness among students of their own personal leadership style, strengths and challenges.

CPE 303 – EXECUTIVE LEADERSHIP IN ACTION

The culmination of the CPE program takes place at APCO headquarters in Daytona Beach, FL. During this final course, participants put all the key points of the coursework together in a fast-paced seminar featuring case studies of leadership in the public sector and insights from distinguished guest speakers with years of experience in the public safety communications industry.

Graduates of the program earn the professional designation of Certified Public-Safety Executive (CPE).

APPLICATION PROCESS

The application process is designed to identify individuals whose professional goals align closely with the goals of the CPE Program. For that reason, applicants are asked to reflect on personal and professional experiences that have influenced their careers, define their interests and career goals and identify obstacles and solutions that exist relative to their ongoing professional development.

Certified Public-Safety Executive (CPE) Program (continued)

ELIGIBILITY

An applicant must:

- Possess an associate's degree or higher OR
- Be a graduate of APCO's Registered Public-Safety Leader (RPL) Program OR
- Have a high-school diploma AND a minimum of 10 years' experience in public safety communications at the supervisor, manager or director level.

Admittance to the CPE Program is highly competitive, and space in the program is limited. Due to the rigor of the curriculum, preference will be given to individuals who have at least a bachelor's degree **and** significant experience in public safety communications or related occupations. Not all who apply will be admitted.

TUITION

Cost for the CPE Program is \$3,500 per person and includes all course materials and distance learning fees. The cost does not include travel and accommodations for the 10-day capstone course at APCO headquarters in Daytona Beach, Florida.

Program participants may apply for tuition assistance through APCO's CPE scholarship program (see page 38).

RECERTIFICATION REQUIREMENTS

None

For more information, contact (386) 322-2500 or cpe@apcointl.org.

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

CALEA Accreditation Manager Courses

Recognizing that the success of the accreditation process is dependent upon the skills of the accreditation manager, these online courses were developed by the Commission on Law Enforcement Accreditation in partnership with APCO. They are ideal for training new accreditation managers or as refresher courses for existing staff.

The CALEA Accreditation Manager courses introduce the student to the history and purpose of CALEA, the resources available to assist agencies during the accreditation process, and use of agency written directives and proofs-of-compliance. Students successfully completing all course requirements will receive certification demonstrating completion of a training course which meets CALEA standards for Accreditation Manager training.

There are four specialized courses offered:

- CALEA Campus Security Accreditation Manager
- CALEA Law Enforcement Accreditation Manager
- CALEA Public Safety Communications Accreditation Manager
- CALEA Public Safety Training Academy Accreditation Manager

TOPICS INCLUDE

- Introduction to CALEA
- Introduction to PowerDMS
- Applying the CALEA Guide to successful accreditation management
- Use of the CALEA standards manual
- Interpretation and application of CALEA standards
- Agency self-assessment
- CALEA remote web-based and site-based assessments

PREREQUISITES

Access to PowerDMS; provided by CALEA

RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION
Online		
CALEA Campus Security Accreditation Manager	8 weeks	\$499
CALEA Law Enforcement Accreditation Manager	11 weeks	\$675
CALEA Public Safety Communications Accreditation Manager	8 weeks	\$499
CALEA Public Training Academy Accreditation Manager	8 weeks	\$499

Prices subject to change without notice. All pricing is in U.S. dollars. International shipping fees may apply for some purchases.

Recertifications

Information on recertification requirements can be found on the following pages:

Agency Instructor (CTO, EMD, FSC, LEC, PST)	20
Instructor Techniques	22
Communications Training Officer	7
Emergency Medical Dispatcher	10
Emergency Medical Dispatch Manager	12
Fire Service Communications	16
Fire Service Communications Canada	17
Law Enforcement Communications	18
Public Safety Telecommunicator	13
Public Safety Telecommunicator Canada	14
Registered Public-Safety Leader (RPL) Program	34

For more information about recertifications, visit apointl.org/recertification or contact us at recert@apointl.org.

Scholarship Opportunities

APCO International offers two scholarship programs to its members. Full, Associate, and Group Members of the association are eligible to apply for funds through the Silent Key and Commercial Advisory Council scholarship programs.

GENERAL SCHOLARSHIP FUND USE

The awards may be used for professional development and career advancement activities, including programs and courses offered by the APCO Institute.

CPE SCHOLARSHIP FUND USE

These awards may be used to participate in APCO's Certified Public Safety-Executive (CPE) Program.

APPLICATION PROCESS

The application period for scholarships opens January 1 each year.

For more information, visit apointl.org/scholarships.

Webinars

Webinars have become a popular training delivery method because they allow for rapid deployment of timely information on current and emerging topics.

They are created on-demand, as issues arise that greatly impact ECCs and their staff members. They are presented originally as live events, and then made available as recordings. Webinars are free to APCO members.

For more information visit apcointl.org/webinars.

Emergency Dispatch Guidecards and Software



APCO Guidecard Binders

The APCO guidecards improve your agency's call taking and dispatching by providing rapid and consistent instructions customized to meet your agency's needs and resources. They give telecommunicators ready access to precise information for specific call types and provide call handling techniques – which means your callers get the fast, consistent and appropriate information they need and expect in an emergency.

APCO guidecards are specialized for emergency medical dispatch, fire service and law enforcement and are available as guidecard binders or guidecard racks. They are also available electronically as APCO IntelliComm® guidecard software. (See page 41.)

EMERGENCY MEDICAL DISPATCH (EMD)

The APCO Institute EMD guidecards provide emergency medical dispatchers with the tools they need to properly prioritize the response level of a call and to provide pre-arrival instructions to the caller. The guidecards are available only to agencies that implement the complete APCO Institute EMD Program (see page 8).

The EMD Program implementation process includes: training of all agency dispatch personnel; customization of EMD guidecards to meet your agency's specific needs; and providing additional EMD resources for use in conjunction with the guidecards.

FIRE SERVICE DISPATCH

The fire service dispatch guidecards, based on the Institute's Emergency Medical Dispatch (EMD) Program, provide agencies with consistent, precise instructions for the triaging and dispatching of fire service related emergency calls, customized to match the needs and resources of the individual agency.

The guidecards use the same fire service specific information and call handling techniques taught in the APCO Institute's Fire Service Communications Training Course which incorporates information provided by subject matter experts from the fire service community and public safety communications industry. Call types covered by the guidecards range from commercial and residential structure fires to hazardous material (HAZMAT) incidents and calls regarding explosive devices.

LAW ENFORCEMENT DISPATCH

Law enforcement dispatch guidecards, based on the Institute's Emergency Medical Dispatch (EMD) Program, provide agencies with specific, consistent instructions for the triaging and dispatching of law enforcement related calls ranging from vandalism and assault and battery to attempted suicide and active shooter incidents. The guidecards incorporate techniques and strategies taught in the Institute's Law Enforcement Communications Training Course, developed by subject matter experts in the law enforcement community.



APCO Guidecard Racks

APCO IntelliComm®

APCO's next generation criteria-based guidecard software



As a leader in public safety communications, APCO International has collaborated with IBM in the development of APCO IntelliComm® – a cognitive, criteria-based guidecard system designed for the 21st century public safety telecommunicator.

APCO IntelliComm mirrors current guidecards for EMD, law enforcement and fire and includes the most up-to-date NCMC and ERG manuals, as well as groundbreaking features to optimize QA efforts in call taking and dispatching. Watson Analytics-based cognitive capabilities include trend analysis, meta-data processing, and the ability to learn and train based on how each emergency communications center (ECC) operates individually, not on how others operate.

Agencies will connect to the IBM Cloud via a proxy server, installed on premise (if required), that uses a secure connection to communicate. As a browser-based solution, updates to the software will be made in the background without impacting equipment or service. No software is installed on the ECC workstations.

Features include:

- Call transcript analysis for optimized QA
- Advanced analytics and visualization via Watson Analytics
- Easy navigation between EMD, fire service and law enforcement
- Configurable to meet agency's specific needs
- Secure connectivity to the IBM Cloud
- Browser-based system for ease of use
- 24X7x365 critical issue support
- Modern, intuitive user interface experience

Bring your ECC into the next generation of guidecard software with APCO IntelliComm®.

For more information, contact the APCO Institute at intellicomm@apcointl.org or (386) 322-2500.

apcointellicomm.org



The APCO IntelliComm service mark and the accompanying design mark are the trademarks of APCO International, Inc. IBM and Watson are registered trademarks of IBM, Inc. in the United States and other countries and are used under license. IBM responsibility is limited to IBM products and services and is governed solely by the agreements under which such products and services are provided.

APCO's Training Central

Training Central is an online resource that stores all of your CDE and recertification information in one place for easy viewing and retrieval. It is available at no cost to anyone in the public safety communications industry. The site automatically keeps training records for most APCO courses you've taken, but also allows you to upload your records and certificates from other training sources. And you can use Training Central to register for APCO courses and order course manuals.

It's all your training information, all in one place and accessible 24/7.

For more information visit apcointl.org/trainingcentral.

My Classes Instructed

My Classes Taken



My Recertifications



My Agency Training



Online Training



My Book Orders



Training & Resource Catalog



Schedule & Registration



APCO Events

Annual Conference & Expo

APCO's Annual Conference & Expo is where more than 5,000 emergency communications professionals come to network and learn. Attendees represent a wide range of organizations, including PSAPs, law enforcement, fire service and government agencies, along with service providers and commercial vendors. Attendees earn CEUs while hearing from industry experts speaking on the most pressing issues. They also walk around the exhibit hall and meet with exhibitors showcasing a multitude of emergency communications products and services.

Emerging Technology Forum

Leaders in emergency communications come to the Tech Forum to hear first-hand the latest developments on NG9-1-1, cybersecurity, FirstNet, location accuracy and other major issues. The Forum encourages interaction among attendees and speakers and provides opportunities for vendors to give live demos of software and equipment.

Envision

Want to get up to speed on everything you need to know about cybersecurity and NG9-1-1? APCO's Envision is an intense one-day training laser focused on these two topics that not only offers the "what" but more importantly the "how." Attendees leave with ideas and processes they can immediately implement in their centers.

Nexus

Nexus is an interactive environment where attendees will examine, discuss and experience real-life 9-1-1 scenarios such as a hazmat event in the full NG9-1-1 environment. Starting from the moment the call comes in, the audience will experience first-hand how technology will improve 9-1-1.

Visit apcointl.org/events to learn more.

