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# Training & Resources

WHERE PUBLIC SAFETY TURNS TO LEARN

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# 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 39,000 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 Wednesday.

## **CO-HOST COURSES**

*Serve as a co-host for your area.*

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.

## **CONTRACT COURSES**

*Onsite training you need, when you need it.*

If you have a group of individuals that need to be trained onsite or online, 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.

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.

APCO has a 90% rule (attendees must attend 90% of a course) for all courses. No attendee can miss more than 10% of the course time or assignments.

# 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

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- **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 6)
- **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 19)
- **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 23)
- **Webinars** — Offer CTOs ready-made content on topics of interest to ECC staff. Most are free to APCO members. (See page 38)
- **Illuminations Program** — Quarterly, subscription-based, online continuing dispatch education program that allows you to earn 3 CDEs per quarter. (See page 30)
- **Training Central** — Online resource that stores all individual and agency training records in one place. (See page 41)

# 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](#).

## TOPICS INCLUDE

- The Communications Training Officer: roles and responsibilities in performance management and training
- CTO program building blocks
- Preparing, motivating and communicating with trainees
- Training and the adult learner
- Documentation in the CTO program
- Tracking and evaluating trainee performance
- Liability
- The CTO and the future of the workplace

Course resources include templates for the daily observation report (DOR), task list, trainee tracking form and standardized evaluation guidelines.

## PREREQUISITES

Students must have successfully completed a formal, instructor-led, 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	\$480
Online	5 weeks	\$525
Virtual	3 days	\$545
Agency	3 days	\$0 (cost of student manuals only)
Contract	3 days	Contact us for pricing

\* APCO Member Discount \$50 (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

APCO's Emergency Medical Dispatch (EMD) Program is a cost-effective way for your comm center to implement a standards-based EMD program customized to your agency.

Our EMD Program is based on the NHTSA National Standard Curriculum for EMD and incorporates all of the current ASTM International guidelines in a comprehensive EMD package.

The program includes local customization of EMD guidecards and locally controlled training through APCO Institute-certified instructors. If your area has specific target hazards that require special addressing, APCO Institute personnel will assist you in customizing your guidecards — whether you use rack-style guidecards or electronic. This customization helps your agency match the level of care provided by your local EMS system.

## THE PROGRAM INCLUDES

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- **Emergency Medical Dispatch 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 9)
- **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 19)
- **EMD Dashboard** — Located in APCO's Training Central, this feature provides a centralized access point to manage APCO EMD Program information such as reviewing and managing EMD training and certification records, conducting self-audits, guidecard change requests and updates to agency information. (See page 41)
- **EMD Guidecards** — Guidecards provide EMDs with the tools they need to properly prioritize the response level of a call and provide pre-arrival instructions to callers. They can be used only in conjunction with full APCO EMD Program implementation. (See page 39)
- **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 40)
- **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 30)

# 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-program](https://apcointl.org/emd-program) or contact us at [emd@apcointl.org](mailto:emd@apcointl.org).



# Emergency Medical Dispatch 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, instructor-led, 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 (CDE) and proof of a current CPR certification as stated above and must pass a free, online EMD recertification quiz. Complete information on the recertification process is provided at the conclusion of the course.

## CDEs EARNED

32

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	4 days	\$480
Online	6 weeks	\$525
Virtual	4 days	\$545
Agency	4 days	\$0 (cost of student manuals only)
Contract	4 days	Contact us for pricing

\* APCO Member Discount \$50 (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*
Online	3 weeks	\$335
Contract	1 day	Contact us for pricing

\*APCO Member Discount \$50 (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 (EMD) 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

Recertification is required every two years. All APCO Institute certified EMD managers 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 Emergency Medical Dispatch Manager course. **Recertification requires ongoing continuing education.**

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Online	3 weeks	\$335
Virtual	1 day	\$355
Contract	1 day	Contact us for pricing

\* APCO Member Discount \$50 (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 Public Safety Telecommunicator (PST) 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 NG9-1-1, emerging technologies, continuing education and liability.

## TOPICS INCLUDE

- Introduction to your new career
- Interpersonal communications
- Telephone communications techniques: call processing
- Telephony, traditional technology
- Next Generation 9-1-1
- Telephony: TTY
- Telematics and collision notification systems
- Computer-Aided Dispatch (CAD) and related technologies
- Radio communications techniques
- Radio technology
- Call classifications
- The NIMS incident command system
- Liability issues
- Preparing for your new career (stress management)

## 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	\$410
Online	4 weeks	\$460
Virtual	5 days	\$480
Agency	5 days	\$0 (cost of student manuals only)
Contract	5 days	Contact us for pricing

\* APCO Member Discount \$50 (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 Public Safety Telecommunicator 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 NG9-1-1, emerging technologies, continuing education and liability.

## TRAINING MODULES INCLUDE:

- Introduction to your new career
- 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)

## 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	\$410
Online	6 weeks	\$460
Virtual	5 days	\$480
Agency	5 days	\$0 (cost of student manuals only)
Contract	5 days	Contact us for pricing

\*APCO Member Discount \$50 (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

- Anatomy of fires
- Fire service apparatus and terminology
- Role of the fire service telecommunicator
- Information gathering techniques and methods for receiving reports
- Fire dispatch procedures; broadcasting
- Mutual aid and mutual response agreements
- Fire service incidents, including electric vehicles
- National Incident Management System and Incident Command System
- Hazardous material incidents
- Changing nature of the ECC workforce/workplace
- NG9-1-1 and near/next gen technologies
- Terrorism and cybersecurity
- References to NFPA and APCO/ANSI standards

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. The course features numerous practical exercises including "What would you do?" exercises that challenge students to think about actions they would take in real-world situations.

## PREREQUISITES

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

## CERTIFICATION EARNED

Fire service communications

## CDEs EARNED

32

## RECERTIFICATION REQUIREMENTS

APCO FSC 3rd Edition certificate-holders are required to recertify every two years. **Recertification requires ongoing continuing education (CDE)** from training related to public safety communication. For FSC 3rd Ed., the requirement is 12 CDE credits per certificate-year for a total of 24 CDEs at the time of recertification.

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	4 days	\$480
Online	6 weeks	\$525
Virtual	4 days	\$545
Agency	4 days	\$0 (cost of student manuals only)
Contract	4 days	Contact us for pricing

\*APCO Member Discount \$50 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

APCO offers emergency dispatch guidecards and software for fire service. See pages 39-40.

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, instructor-led, 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. Complete information on the recertification process is provided at the conclusion of the Fire Service Communications, 2nd Ed., Version 1 course. **Recertification requires ongoing continuing education.**

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	4 days	\$480
Online	6 weeks	\$525
Agency	4 days	\$0 (cost of student manuals only)
Contract	4 days	Contact us for pricing

\* APCO Member Discount \$50 (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, instructor-led, 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 (CDE). Complete information on the recertification process is provided at the conclusion of the course. **Recertification requires ongoing continuing education.**

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	4 days	\$480
Online	6 weeks	\$525
Virtual	4 days	\$545
Agency	4 days	\$0 (cost of student manuals only)
Contract	4 days	Contact us for pricing

\* APCO Member Discount \$50 (Full and Commercial Members Only). APCO Online Members receive the discount on online courses only.

**APCO offers emergency dispatch guidecards and software for law enforcement. See pages 39-40.**

*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. Students must have working knowledge of the following standards:

- APCO ANS 3.103.2.2015—[Minimum Training Standards for Public Safety Telecommunicators](#)
- APCO ANS 3.104.2.2017—[Core Competencies and Minimum Training Standards for Public Safety Communications Training Coordinator](#)

## 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 have completed a formal, basic instructor-led 40-hour telecommunicator course and CTO program (or have a working knowledge of: APCO ANS 3.103.2.2015 and APCO ANS 3.104.2.2017). If not APCO certified, must provide a signed letter on agency letterhead stating the pre-requisites have been met.

## 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 course. Recertification requires ongoing continuing education.

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	3 days	\$480
Online	5 weeks	\$525
Virtual	3 days	\$545
Agency	3 days	\$0 (cost of student manuals only)
Contract	3 days	Contact us for pricing

\* APCO Member Discount \$50 (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.

# Communications Center Manager Course

The APCO Institute's Communications Center Manager course provides training designed specifically focused on the knowledge, skills and abilities needed for candidates to successfully move into the role of Communication Center Manager or Director.

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

## TOPICS INCLUDE

- The comm center manager and the agency
- The comm center manager on the job
- The workplace context
- Key professional knowledge and skills
- Managing people and talent within the workplace
- Managing ECC operations and administration
- Managing initiatives and projects
- Managing ECC performance and quality control
- Liability issues and risk management

Classroom instruction is supplemented by practical exercises that help students apply the lessons to their own agency policies and procedures. Students not only learn management skills, but they also learn about positioning their agency in the public arena, building support with key stakeholders (both internal and external) and understanding how performance accountability applies to them individually as well as collectively for the agencies they lead.

## PREREQUISITES

Must have completed a formal, instructor-led 40-hour basic telecommunicator course, CTO course, and a 24-hour CCS course (or working knowledge of APCO ANS 3.103.2.2015, APCO ANS 3.104.2-2017 and APCO ANS 3.102.2-2017). If not APCO certified, provide a signed letter on agency letterhead stating prerequisites are met.

## CDEs EARNED

24

## RECERTIFICATION REQUIREMENTS

APCO-certified CCMs 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 Manager course. Recertification requires ongoing continuing education.

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	3 days	\$480
Online	5 weeks	\$525
Virtual	3 days	\$545
Contract	3 days	Contact us for pricing

\* APCO Member Discount \$50 (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 or 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

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

## DISCIPLINE SPECIFIC TOPICS

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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

### Fire Service Communications (FSC):

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

### Law Enforcement Communications (LEC):

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

### Public Safety Telecommunicator (PST):

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

# Agency Instructor Course: CTO, EMD, FSC, LEC & PST (cont.)

## PREREQUISITES

All candidates must have a minimum of one year of experience in a public safety, telematics or a 311 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](mailto: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*
Online	6 weeks	\$605
Virtual	5 days	\$655

\* APCO Member Discount \$50 (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 or Communications Training Officer.

# 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, instructor-led, 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	\$280
Online	3 weeks	\$335
Contract	1 day	Contact us for pricing

\* APCO Member Discount \$50 (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

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, instructor-led, 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	\$280
Online	3 weeks	\$335
Virtual	1 day	\$355
Contract	1 day	Contact us for pricing

\*APCO Member Discount \$50 (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
- 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. Students not only learn about a quality program, but they also learn how to implement the program within their agency.

## CERTIFICATION EARNED

None

## CDEs EARNED

16

## RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	2 days	\$410
Online	5 weeks	\$460
Contract	2 days	Contact us for pricing

*\* APCO Member Discount \$50 (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

This course builds on all the skills of basic telecommunicator training but has the specific goal of diving deeper into the nature of crises, their progression, and the most effective way to receive and process calls. Within its scope, the course provides an overview of crisis negotiations looking at the special concerns related to hostage situations, barricaded subjects, and persons with suicidal intent. By the end of the course, the student will have both conceptual tools to help understand crisis situations; they will also have tools to use when working to resolve these incidents.

## TOPICS INCLUDE

- The reasons a person may experience a crisis
- The states and timeframes of the crisis state
- Verbal communication and interrogation techniques used during crisis negotiations
- Dealing with demands
- Handling negotiations
- Hostage and suicidal subject situations

## PREREQUISITES

Students should have successfully completed a formal, instructor-led, 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	\$280
Online	3 weeks	\$335
Virtual	1 day	\$355
Contract	1 day	Contact us for pricing

\* APCO Member Discount \$50 (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
- Customer attitudes and expectations
- Customer service in public safety
- Impact of customer service on public safety
- Communications center customer service in action
- Customer service and quality control
- Investigating complaints

## CERTIFICATION EARNED

None

## CDEs EARNED

8

## RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	1 day	\$280
Online	3 weeks	\$335
Virtual	1 day	\$355
Contract	1 day	Contact us for pricing

*\* APCO Member Discount \$50 (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: Cybersecurity Fundamentals for the ECC

Cybersecurity has become an ever-increasing threat for public safety. Emergency communications centers (ECCs) are a valuable and vulnerable target for bad actors of all types. As a result of their high importance and visibility within the public safety ecosystem, ECCs have been battling cyberattacks for years. Public safety is at constant risk for many types of cyberattacks. Research indicates that the frequency and intensity of cyberattacks will continue to grow.

All ECC employees need to be educated on the types of cyberattacks and related activity that occur daily in the United States. This course provides a basic overview of the critical pieces of information that all ECC employees should know – from surfing the internet to being aware of key indicators in email for possible phishing attempts. This course also provides several resources for creating an Incident Response Plan and what to do if your ECC experiences a cyberattack.

This course is built on the experiences of public safety cybersecurity experts and ECC professionals. This course will provide ECC professionals with foundational knowledge of cyberattacks, including the anatomy of a cyberattack, signs of an ongoing cyberattack and mitigation techniques. This includes preparing for cyberattacks, response to those attacks and the type of data to protect for post-attack forensics.

## TOPICS INCLUDE

- How cyberattacks work
- Why ECCs are a target
- Phishing
- Brute force hacking
- Website drive-by
- Pre-hacked software
- Pre-hacked devices
- Data destruction
- Data exfiltration
- Ransomware
- Cryptojacking
- Persistent threat
- Public safety cyberattack case studies
- Preventing exploitation
- Cyber hygiene
- Importance of a cyber response plan
- Cybersecurity for NG9-1-1

## CERTIFICATION EARNED

None

## CDEs EARNED

8

## RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	1 day	\$280
Online	3 weeks	\$335
Virtual	1 day	\$355

\*APCO Member Discount \$50 (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: 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:

- US Department of Homeland Security
- Federal Emergency Management Agency
- Emergency management
- Emergency management on the state, local and regional levels
- Severe heat
- Earthquakes
- Floods
- Wildland or forest fires
- Volcanoes
- Landslides
- Pandemics

Natural Disasters:

- Hurricanes and typhoons
- Tornadoes
- Tsunamis
- Severe weather and temperatures

Man-made disasters:

- Types of man-made disasters and terrorist acts

## PREREQUISITES

Although there is no pre-requisite for the course, it is recommended that registrants for this class have completed a formal, instructor-led, 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	\$280
Online	3 weeks	\$335
Contract	1 day	Contact us for pricing

\* APCO Member Discount \$50 (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 Next Generation 9-1-1

APCO's Fundamentals of Next Generation 9-1-1 course explores technologies in a comprehensive, end-to-end way that aligns with the emerging consensus reached by the nation's leading organizations in the field. Among the key concepts included in the course are the important role of interoperability in the success of NG9-1-1, the need for reliability, redundancy, and cybersecurity, and the new opportunities next generation technologies will offer ECCs to enhance their operations.

The course examines the challenges communications professionals will face as they integrate new data flows into communications center operations and what this means for recruiting and retaining personnel. It is ideal for command staff, supervisors, technologists, telecommunicators, and other ECC operations personnel.

## TOPICS INCLUDE

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- What is Next Generation 9-1-1?
- The coming transformation
- Operational impacts
- Budgetary impact, project management and lifecycle planning
- Cybersecurity
- Legal consideration

## CERTIFICATION EARNED

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None

## CDEs EARNED

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16

## RECERTIFICATION REQUIREMENTS

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None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	2 days	\$410

*\* APCO Member Discount \$50 (You must be a current Associate, Full or Commercial member to receive member discounts on all courses. Online members receive member discounts 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 tactical dispatch
- How tactical dispatchers prepare
- Pre-deployment preparations: situational information relevant to the assignment
- Focus on radio communication
- Deployment
- Telephone systems
- 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 formal, instructor-led, 40-hour 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	\$410
Online	3 weeks	\$460
Virtual	2 days	\$480
Contract	1 day	Contact us for pricing

\* APCO Member Discount \$50 (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	\$145 APCO Non-Member Price \$125 APCO Member Price (Full and Commercial Members Only) \$115/Person (group of 26-50 registrants) \$105/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: Intermediate Cybersecurity Principles for the ECC

This course is built on the foundation of the Cybersecurity Fundamentals for the ECC course. It is a two-day, in-person course that will provide multiple cybersecurity Tabletop Exercises and infiltration techniques.

This course is designed for Public Safety Information Technology (IT) personnel, IT Leadership personnel who work on critical networks within emergency communications centers (ECCs) and ECC supervisory staff charged with IT and Cybersecurity responsibilities. This course will provide an understanding of a hacker's perspective, motives, and weaknesses. It includes additional information on incident response by looking at the conditions that contribute to a network's vulnerability and dissecting the step-by-step process of a cyber-attack. This process includes mitigation planning by learning to recognize an attack and stop the exploitation before it spreads. This course also covers recovery, and some forensics by learning what countermeasures can be taken before and during an attack to prevent further spread.

## TOPICS INCLUDE

- MITRE ATT&CK Matrix
- How hackers gain initial access
- Effective counter measures
- Assessing impact
- Identifying, responding, reporting and recovering from a cyber attack
- Cyber incident response plan

## PREREQUISITES

Must have completed APCO's Cybersecurity Fundamentals course or a comparable 8-hour cybersecurity course or certification and have a minimum of six months of experience as an IT technician in an emergency communications center (ECC).

## CERTIFICATION EARNED

None

## CDEs EARNED

16

## RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	2 days	\$570
Online	3 weeks	\$335
Contract	1 day	Contact us for pricing

\* APCO Member Discount \$50 (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: 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.

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## TOPICS INCLUDE

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

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## PREREQUISITES

None

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## CERTIFICATION EARNED

None

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## CDEs EARNED

8

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## RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION*
Co-Host	1 day	\$280
Online	3 weeks	\$335
Contract	1 day	Contact us for pricing

*\* APCO Member Discount \$50 (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, instructor-led, 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	\$280
Online	3 weeks	\$335
Contract	1 day	Contact us for pricing

*\*APCO Member Discount \$50 (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 year-long RPL Program consists of six online courses and a final service project 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
- Communicate with confidence and clarity
- Develop your talent pool
- Build connections and consensus
- Enhance team performances
- Make a difference within our association and our industry
- Apply the skills sets learned for the betterment of our association and our industry

Successful RPL students that graduate between May 1 of the previous year and before April 30 of the current year will be recognized at the current year's APCO annual conference in August.

## TO BE ELIGIBLE TO APPLY, YOU MUST BE

- An APCO member in good standing.
- Willing and able to commit to completing the program requirements, including the RPL service project
- Dedicated to accepting the challenge of ongoing professional development 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 (386) 322-2500 or [rpl@apcointl.org](mailto:rpl@apcointl.org).
- 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*	\$1,105

\*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 online 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 online 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 (cont.)

## ELIGIBILITY

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There are three pathways to meet eligibility for APCO's CPE Program. Applicants must meet one of the three following minimum eligibilities:

- RPL plus 8 years of full-time experience in public safety communications, with at least 4 years full-time as a supervisor, manager, or director (must be current position).
- Associate degree plus 6 years of full-time experience in public safety communications, with at least 3 years full-time as a supervisor, manager, or director (must be current position).
- Bachelor's, Master's, or higher degree plus 4 years of full-time experience in public safety communications, with at least 2 years full-time as a supervisor, manager, or director (must be current position).

Applicants to the program must be active public safety communications practitioners working in an emergency communications center at the time of application and throughout the duration of the CPE Program. Individuals who begin the program as active practitioners but move to the private/commercial sector during CPE will be removed from the program. Members of the private/commercial sector will not be admitted to the program.

Admission 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. Only one applicant from an agency will be considered for the same CPE course.

The CPE admissions committee will evaluate each application using metrics related to the:

- Applicant's level of education.
- Applicant's length and types of experience in the public-safety communications industry.
- Quality of the CPE application (should be well-written in complete sentences and free from grammatical and typographical errors).
- Quality of the applicants' responses to questions regarding:
  - » Personal and professional challenges faced
  - » How they have overcome those challenges
  - » The current state of public safety communications
  - » What challenges they believe are facing the industry
  - » How participating in the CPE Program will help them address these industry challenges

NOTE: No more than one applicant from a single agency will be admitted to a CPE class at any one time.

## TUITION

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Cost for the CPE Program is \$3,885 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

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None

For more information, contact (386) 322-2500 or [cpe@apcointl.org](mailto: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
- Relevance of agency written directives
- Relevance of agency proofs-of-compliance
- Agency self-assessment
- CALEA remote web-based and site-based assessments

## PREREQUISITES

- Access to PowerDMS: Temporary access during the course is provided by CALEA
- Access to agency written directives and proofs-of-compliance

## RECERTIFICATION REQUIREMENTS

None

COURSE OPTIONS (SEE PAGE 4)	TERM	TUITION
Online		
CALEA Campus Security Accreditation Manager	8 weeks	\$510
CALEA Law Enforcement Accreditation Manager	11 weeks	\$690
CALEA Public Safety Communications Accreditation Manager	8 weeks	\$510
CALEA Public Training Academy Accreditation Manager	8 weeks	\$510

*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
Communications Center Supervisor .....	17
Communications Center Manager .....	18
Communications Training Officer .....	6
Emergency Medical Dispatch .....	9
Emergency Medical Dispatch Manager .....	11
Fire Service Communications .....	14
Fire Service Communications Canada .....	15
Law Enforcement Communications .....	16
Public Safety Telecommunicator .....	12
Public Safety Telecommunicator Canada .....	13
Registered Public-Safety Leader (RPL) Program .....	34

For more information about recertifications, visit [apcointl.org/recertification](http://apcointl.org/recertification) or contact us at [recert@apcointl.org](mailto:recert@apcointl.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 Partner Scholarship Programs.

### GENERAL SCHOLARSHIP FUND USE

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The awards may be used for courses offered by the APCO Institute.

### CPE SCHOLARSHIP FUND USE

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

### RPL SCHOLARSHIP FUND USE

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These awards may be used to participate in APCO's Registered Public-Safety Leader (RPL) Program.

### APPLICATION PROCESS

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The application period for scholarships opens January 1 each year.

For more information, visit [apcointl.org/scholarships](http://apcointl.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](http://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 40)

## 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 7).

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



## APCO IntelliComm®

Supported by IBM Watson Analytics

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 [intellicomm@apcointl.org](mailto:intellicomm@apcointl.org) or (386) 322-2500.

[apcointellicomm.org](http://apcointellicomm.org)



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# 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 [apointl.org/trainingcentral](http://apointl.org/trainingcentral).



## 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 ECCs, 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.

Visit [apointl.org/events](http://apointl.org/events) to learn about other APCO events.

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