

Would you like to learn more about . . .

APCO INSTITUTE Training and Education Programs?

TELECOMMUNICATOR TRAINING:

APCO's 80-Hour Telecommunicator Course has been accepted as the recommended course in several states, satisfies state requirements for funding or mandated training in others, and is being used in state police academies, as well as some 150 public safety agencies nationwide. As public safety comes to understand the need for basic telecommunicator training, the APCO 80-Hour Training and Certification Program has become the training program of choice.

COURSE REVISION TO LOCAL SPECS:

APCO's 80-Hour Telecommunicator Course is designed as a generic presentation to be used throughout the Public Safety community. APCO can revise the course to include local needs and specifications and present the agency with its own tailored training program.

ADMINISTRATIVE COUNSELING:

Some agencies or jurisdictions, especially those implementing new 9-1-1 or consolidated centers, have requested assistance in structuring operations. APCO can provide advice, along with operational, screening and evaluation documents and procedures.

APCO SOP MANUAL:

Long the standard text for Public Safety Communications operations, the 21st Edition of the APCO Standard Operating Procedure Manual remains the most important book in any public safety communications center.

TRAIN THE TRAINER COURSES:

APCO has developed a 40-Hour Train the Trainer Course designed to prepare local training personnel to successfully present the APCO 80-Hour Telecommunicator Course. The Train the Trainer Course includes the following elements:

- Instructor Development
- Adult Learning Process
- Classroom Techniques
- Use of Instructor's Guide
- Localizing Lesson Plans
- Use of Student Materials
- Employing Audio/Visuals
- Planning Class Exercises
- Instructor Certification
- Program Administration

Train the Trainer Courses are planned for the following states during the first six months of 1989:

January 23-27 New Jersey
February 13-17 Arizona
March 6-10 Florida
April 3-7 Northern California
May 22-26 Michigan
June 5-9 Southern California

For more information use the Information Request Form below.

TECHNICIAN TESTING/CERTIFICATION:

APCO's Radio/Telephone Tech Certificate is designed to replace the FCC's First Class License. An APCO Certificate is required by many public safety agencies. APCO also can award a Certificate of Competency to those holding an FCC First or Second Class, or General License. APCO stocks study materials to aid in successfully completing its testing program.

INFORMATION REQUEST FORM

Return this Information Request Form To: APCO INSTITUTE • P.O. Box 669 • New Smyrna Beach, FL 32070

Please send additional information on these APCO Programs: TO:

- 80-Hour Telecommunicator Training Program
- 40-Hour Train the Trainer Course
- Revision of Telecommunicator Course to Local Specs
- Administrative Counseling
- Technician Testing and Certification Program
- Standard Operating Procedure Manual

NAME: _____

AGENCY: _____

ADDRESS: _____

CITY: _____

STATE: _____ ZIP: _____