

APCO Institute Training Course

Where Public Safety Turns to Learn

Public Safety Telecommunicator 1 6th Edition Course

Location: Fort Smith, Arkansas

Date: Sept. 15-19, 2008

Time: 8:00 a.m. – 5:00 p.m.

Tuition: \$309.00

Course # 24727

APCO Members receive a \$20 discount

PST1, 6th Edition is the first basic training course certified by APCO International as meeting and exceeding the APCO Project 33 Revised Minimum Training Standards for Public Safety Telecommunicators (2004). APCO Project 33 training standards are widely recognized as the national industry standard for basic telecommunicator training.

The PST1, 6th Edition Course blends the knowledge and skill building information needed for a basic telecommunicator with the most up-to-date information on the technology and issues surrounding today's public safety communications center.

Training modules 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

Computer Aided Dispatch & Related Technologies
Radio Communications Techniques
Radio Technology
Call Classification
NIMS Incident Command System
Liability Issues
Preparing for Your New Career (stress management)

Co-host:
Fort Smith Police Dept.

Class Location:
100 South 10th Street
Fort Smith, AR 72901

Contact:
Sgt. Gerald Schaefer
(479) 709-5101

Lodging:
Marriott Courtyard
900 Rogers Ave.
Ft. Smith, AR
800-321-2211
(479) 783-2100
*Ask for the Govt. Rate

Lodging:
Holiday Inn Fort Smith
City Center
700 Rogers Ave.
Ft. Smith, AR
800-465-4329
(479) 783-1000
*Ask for the Govt. Rate



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