

APCO Institute Training Course

Where Public Safety Turns to Learn

Public Safety Telecommunicator 1 6th Edition Course

Location: Benton Harbor, Michigan

Date: Sept. 29 – Oct. 3, 2008

Time: 8:00 a.m. – 5:00 p.m.

Tuition: \$309.00

Course # 24955

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:

Berrien County 9-1-1

Class Location:

2100 E. Empire
Benton Harbor, MI 49022

Contact:

Tami Smith
(269) 983-7111

Lodging:

Holiday Inn Express
2276 Pipestone Road
Benton Harbor, MI 49022
(269) 927-4599

Lodging:

Comfort Suites
1825 Meadowbrook Road
Benton Harbor, MI 49022
(269) 925-8800



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