

APCO Institute Training Course

Where Public Safety Turns to Learn

Public Safety Telecommunicator 1 6th Edition Course

Location: Gardendale, Alabama (Police Dept.)

Date: September 14-18, 2009

Time: 8:00 a.m. – 5:00 p.m.

Tuition \$309.00

Course # 27666

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:
Gardendale Police Dept.

Class Location:
Gardendale Civic Center
857 Main Street
Gardendale, AL 35071

Contact:
Sharon Manasco
(205) 631-8787

Lodging:
Best Western
842 Thompson Street
Gardendale, AL 35071
800-780-7234
(205) 631-1181

Lodging:
Microtel Inn & Suites
850 Odum Road
Gardendale, AL 35071
800-771-7171
(205) 631-6320

To Register, please visit our Web site at:
http://www.apcointl.com/institute/schedule_registration.htm



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