

APCO PST1 – 7th Edition – Public Safety Telecommunications Basic Course

WHEN: April 1-5, 2019 from 8:00 a.m. – 5:00 p.m.

WHERE: Hampton Police Department, 100 Brown Ave., Hampton, NH

COST FOR TRAINING MANUAL: Approximately \$85. Instructions for obtaining the manual from APCO will be given upon receipt of registration.

SUMMARY OF CLASS:

This is a five day/40 hour class.

The PST course may be used for new-hire and existing employee training. Students successfully passing the final exam receive APCO Institute Certification demonstrating completion of a training course that meets and exceeds industry standards. (APCO Project 33 training standards are widely recognized as the national industry standard for basic Telecommunicator training.) This course is the first step in fulfilling the voluntary training standards established by the NH Emergency Dispatchers Association.

The PST 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 in public safety communications centers. Topics include interpersonal communication; call processing techniques and call classifications; Radio Dispatching; emerging telephone, cell phone, VoIP, TTY, and Radio Technology; NIMS Incident Command Systems, liability in communication, and testifying in court, among other subjects.

PREREQUISITES: None

RECERTIFICATION REQUIREMENTS: Online recertification testing every 2 years and 24 hours of public safety communications training annually.

INSTRUCTOR: Rhonda Stevens is a certified APCO Instructor who has been volunteering to train NH Public Safety Dispatchers since 2014. Rhonda is a Communications Supervisor at the Hampton Police Department where she has worked since 1995.

TO REGISTER OR FOR QUESTIONS: Email Rhonda or call 603-929-4444 x370.
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