



APCO INSTITUTE AGENCY INSTRUCTOR CERTIFICATION REQUIREMENTS

2013

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Leaders in Public Safety Communications

2013 Edition

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APCO INSTITUTE AGENCY INSTRUCTOR CERTIFICATION REQUIREMENTS

APCO Institute is the premier organization addressing educational and certification needs of public safety communications agencies. The Institute offers a selection of affordable training and educational services for public safety telecommunicators throughout the United States and internationally. For more information, visit www.apcoinstitute.org

INTRODUCTION

APCO Institute Agency Instructors are certified by APCO Institute to teach APCO Institute training courses on an agency level as in-service training.

In order to be certified by APCO Institute to instruct APCO Institute courses, the Agency Instructor must meet the following experience and certification requirements:

1. Minimum of one year experience as a trainer, supervisor or lead worker in a public safety communications center or a telematics or 3-1-1 call center; and
2. Possession of current APCO Institute certificate(s) required for each course the Agency Instructor wishes to teach.

AGENCY INSTRUCTOR RESPONSIBILITIES AND RESTRICTIONS

Agency Instructor Responsibilities

APCO Institute expects its certified Agency Instructors to:

1. Conduct classes in a manner consistent with APCO Institute policies and procedures as outlined in the ***APCO Institute Agency Instructor Certificate Requirements***, 2013 edition
2. Provide professional training instruction using instructional techniques consistent with adult learning styles
3. Devote such time as may be reasonably necessary for the purpose of preparing for the delivery of any APCO program
4. Keep and maintain accurate records of all class activity, including:
 - Class rolls and rosters
 - Quizzes and tests
5. Submit paperwork for student certificates within ten **(10) business days** of the end date of the class

APCO INSTITUTE AGENCY INSTRUCTOR CERTIFICATION REQUIREMENTS

Agency Instructor Restrictions:

APCO Institute certified Agency Instructors may not:

1. Conduct any APCO Institute course in their own name.
2. Conduct any APCO Institute course for the purpose of seeking profit.
3. Photocopy, reproduce or distribute any APCO Institute materials without the written consent from APCO Institute.

APCO Institute reserves the right to revoke any instructor certificate at any time with cause. Cause is defined as any violation of APCO Institute policy regarding instructor responsibilities and restrictions.

OBTAINING AN APCO INSTITUTE INSTRUCTOR CERTIFICATE

There are two options for obtaining an APCO Institute Instructor certificate:

Option 1:

1. Register and attend the APCO Institute basic course you wish to become certified to teach and receive a certificate of completion, demonstrating you successfully completed the required course of instruction.
2. Register and attend an APCO Institute instructor course and receive a certificate of completion for the course, demonstrating you successfully completed the required course of instruction.

Option 2:

1. Register and attend the APCO Institute basic course you wish to become certified to teach and receive a certificate of completion, demonstrating you successfully completed the required course of instruction.
2. Apply to APCO Institute for acceptance of a current Instructor Certificate you hold from a State or Federal-level, government, law enforcement, or fire/EMS training academy.

Procedure:

1. Print out the ***APCO Institute Instructor Certificate Application Form*** located on the APCO Institute website under the Forms and Information section. (Or call APCO Institute to receive a copy of the form)

APCO INSTITUTE AGENCY INSTRUCTOR CERTIFICATION REQUIREMENTS

Option 2:

Procedure, *continued*:

2. Complete the ***APCO Institute Instructor Certificate Application Form*** and attach copies of:
 - a) Current Instructor Certificate(s)
 - b) Outline of the Instructor Course(s) curriculum(s)
 - c) Current APCO Institute course certificate for the student course you wish to teach
 - d) Completed and signed ***Agency Instructor Agreement*** form
3. Return the completed ***APCO Institute Instructor Certificate Application Form***, all required attachments and the non-refundable course certificate application fee to APCO Institute. An APCO Institute Instructor certificate for the course you wish to teach will be sent to you upon acceptance of your application.

UPGRADING YOUR APCO INSTITUTE INSTRUCTOR CERTIFICATE

If you have been certified as an APCO Institute Agency Instructor for a PST1, EMD, CTO, Fire Service Communications or Communications Center Supervisor course and you have proven that you can teach in a classroom environment. APCO Institute will allow you to apply your current APCO Institute Instructor Certificate for any of these courses toward an Instructor Certificate for certain other APCO Institute student-level courses for which you currently hold a certificate of completion.

Procedure:

1. Register and attend the APCO Institute student course you wish to become certified to teach and receive a certificate of completion, demonstrating you successfully completed the required course of instruction.
2. Apply for an upgrade to receive an Instructor Certificate enabling you to teach this course.
3. Print out the ***APCO Institute Certified Instructor Upgrade Form*** located on the APCO Institute website under the Forms and Information section. (Or call APCO Institute to receive a copy of the form)
4. Print out the ***APCO Institute Agency Instructor Agreement*** form located on the APCO Institute website under the Forms and Information section. (Or call APCO Institute to receive a copy of the form).
5. Complete the ***APCO Certified Instructor Upgrade Form*** and attach copies of:
 - a) Current Instructor Certificate(s)
 - b) Current APCO Institute course certificate for the student course you wish to teach
 - c) Completed and signed ***Agency Instructor Agreement*** form

APCO INSTITUTE AGENCY INSTRUCTOR CERTIFICATION REQUIREMENTS

UPGRADING YOUR APCO INSTITUTE INSTRUCTOR CERTIFICATE

Procedure, continued:

6. Return the completed ***APCO Institute Certified Instructor Upgrade Form***, all required attachments and the non-refundable upgrade fee to APCO Institute. An APCO Institute Instructor certificate for the course you wish to teach will be available to you upon acceptance of your upgrade request.

NOTE: APCO Institute Agency Instructors who wish to upgrade existing APCO Institute Instructor Certification to become an EMD Instructor may only do so after one year experience as an APCO Institute certified EMD.

TRAINING COURSE CERTIFICATE REQUIREMENTS

The following student courses may be taught in-house or regionally by APCO Institute Agency Instructors who possess the required APCO Institute course certificates:

- Public Safety Telecommunicator I (PST1) (Current Edition)
 - APCO Institute Course Certificates Required:
 - PST1 (Current Edition)
 - PST1 Instructor or equivalent APCO Institute Instructor course
OR
 - APCO Institute PST1 (Current Edition) course certificate AND
 - Instructor course certificate from a state- or federal-level government law enforcement or fire/EMS training academy approved by APCO Institute.
- Communications Training Officer (CTO) (Current Edition)
 - APCO Institute Course Certificates Required:
 - CTO (Current Edition)
 - CTO Instructor or equivalent APCO Institute Instructor course
OR
 - APCO Institute CTO course certificate AND
 - Instructor course certificate from a state- or federal-level government law enforcement or fire/EMS training academy approved by APCO Institute.
- Fire Service Communications (Current Edition)
 - APCO Institute Course Certificates Required:
 - Fire Service Communications
 - Fire Service Communications Instructor or equivalent APCO Institute Instructor course
OR
 - APCO Institute Fire Service Communications course certificate AND
 - Instructor course certificate from a state- or federal-level government law enforcement or fire/EMS training academy approved by APCO Institute.

APCO INSTITUTE AGENCY INSTRUCTOR CERTIFICATION REQUIREMENTS

TRAINING COURSE CERTIFICATE REQUIREMENTS, *continued*

- Communications Center Supervisor
 - APCO Institute Course Certificates Required:
 - Communications Center Supervisor
 - Communications Center Supervisor Instructor or equivalent APCO Institute Instructor course
OR
 - APCO Institute Communications Center Supervisor course certificate
AND
 - Instructor course certificate from a State- or Federal-level government law enforcement or fire/EMS training academy approved by APCO Institute

- Emergency Medical Dispatch

Note: Course may be taught regionally ONLY if agency is part of a regional system that shares a Medical Director or the same Guidecards.

- To teach the Communications Portion of the APCO EMD Program, you must possess the following: APCO Emergency Medical Dispatch certificate
- APCO Emergency Medical Dispatch Instructor certificate or an Instructor certificate from a state or federal-level government law enforcement or fire/EMS training academy approved by APCO Institute
 - ✓ Nationally recognized CPR Certification
- To teach the Medical Portion of the APCO EMD Program you must possess the following:
 - APCO Emergency Medical Dispatch certificate or completed a national EMD training program
 - APCO Emergency Medical Dispatch Instructor certificate or an Instructor certificate from a state or federal level government law enforcement or fire/EMS training academy approved by APCO Institute
 - Certification at the advanced EMT level (ALS Certification)
 - Nationally recognized CPR Certification

ORDERING CLASSROOM MATERIALS

Agency Instructors must order student manuals from APCO Institute. Each student is required to have their own student manual for the course they will be taking. Student certificates of completion are considered part of the student manual charge.

When APCO Institute receives your request for classroom materials and before any order is filled, the instructor name that appears on the form will be checked to verify certification status. The order will not be processed if an Agency Instructor's certificate has expired or been suspended or revoked.

In order to avoid extra shipping charges, classroom materials should be ordered at least 21 days prior to the start date of the class. All orders submitted to APCO Institute for class materials must be accompanied by payment in the form of an original purchase order, check or credit card number.

APCO INSTITUTE AGENCY INSTRUCTOR CERTIFICATION REQUIREMENTS

OBTAINING STUDENT CERTIFICATES OF COMPLETION

The Agency Instructor must send the following items to APCO Institute for processing within **ten (10) days** of conclusion of the class:

A typed, or legibly written, Affidavit of Training listing each student's name and agency information with the original book sticker attached. Affidavits must be filled out completely and accurately to avoid a delay in processing. Students absent for more than 10% of the required classroom hours will be required to retake the course

All APCO Institute Agency Instructors will grade the student tests. Students must achieve a test score of 80% in order to receive an APCO Institute certificate of completion. APCO Institute will generate the course certificates based on the information contained in the above-listed paperwork.

Any printing errors that result from incomplete, illegible or improper information submitted by the Agency Instructor will require the payment of a \$15 processing fee for the corrected replacement certificate. All course certificates issued will be returned to the Agency Instructor via e-mail.

EMD course affidavits of training must be accompanied by proof of completion of a 40 hour formal basic telecommunicator training program, a copy of each students current CPR card or the prerequisite boxes checked on the final page of the affidavit) and a completed grade report for each student showing "pass" or "fail" for the practical skills portion of the EMD test.

AGENCY INSTRUCTOR RECERTIFICATION REQUIREMENTS

All APCO Institute Agency Instructors are required to recertify every two years. An APCO Institute Instructor certificate is valid for two years. Each certificate has an expiration date printed in the middle section below the name. In order to recertify, you must comply with all recertification requirements.

Recertification is a simple process based on accumulated hours in two venues – teaching/instructing and continuing dispatch education. To recertify an APCO Institute Instructor must perform **24** hours (minimum of 12 hours per certification year) of teaching/instructing and receive **24** hours (minimum of 12 hours per certification year) of continuing dispatch education within the two-year recertification period. Recertification covers all Instructor certificates you hold. If you accumulate the minimum hours and submit the proper paperwork and documentation, all Instructor certificates you currently hold will be recertified.

APCO INSTITUTE AGENCY INSTRUCTOR CERTIFICATION REQUIREMENTS

AGENCY INSTRUCTOR RECERTIFICATION REQUIREMENTS, *continued* Accumulating Hours for Teaching/Instructing

You must accumulate a minimum of **12 hours** each year of certification period through teaching/instructing for a total of **24** hours over the two-year recertification period. One hour is equal to one hour of classroom instruction. Instruction may be in the form of formal classes or informal in-service type training.

Teaching APCO Institute courses, teaching college or academy courses, conducting in-service training and presenting conference seminars are examples of activities that qualify for teaching/instructing recertification points.

Agency Instructors must report the classes taught during the recertification period on the ***Continuing Education Reporting Form***. Although you are not required to attach documentation for teaching/instructing, you must retain all records or other official forms attesting to the training conducted. APCO Institute reserves the right to audit all requests for recertification. In the event of an audit, you will need to produce documentation verifying all entries on the ***Continuing Education Reporting Form***.

Agency Instructors who fail to complete and report teaching/instructing and continuing education hours within thirty days (30) days of the expiration of their Instructor certificate will be considered "inactive". Agency Instructors considered "inactive" are not able to submit documentation requesting certificates of completion for students who have been taught with APCO Institute curriculum. Inactive Agency Instructors are also not allowed to purchase APCO Institute course materials.

Inactive Agency Instructors may apply for reinstatement as an "active" instructor, by rectifying in a timely manner, the problem(s) that caused the switch to inactive status. Depending on the circumstances, the remedy may include retaking an APCO Institute Instructor course. Each request for reinstatement to active status is evaluated on a case-by-case basis by the Institute Director. **Note:** *The National Standard for EMD requires EMD Instructors and EMD's that allow their certification to lapse more than 12 months to retake the course they are seeking recertification in.*

APCO INSTITUTE AGENCY INSTRUCTOR CERTIFICATION REQUIREMENTS

AGENCY INSTRUCTOR RECERTIFICATION REQUIREMENTS, *continued*

Procedure:

1. Print out the ***Agency Instructor Recertification Package*** located on the APCO Institute website under the Forms and Information section. (Or call APCO Institute to receive a copy of the form)
2. Complete the recertification form and attach copies of:
 - a. Current Instructor Certificate(s)
 - b. Completed ***Continuing Education Reporting*** form
 - c. Completed and signed ***APCO Institute Agency Instructor Agreement*** form
3. Return the completed recertification form, all required attachments and the nonrefundable recertification fee to APCO Institute. An APCO Institute Instructor certificate for the course(s) you wish to teach will be sent to you

Recertification forms submitted without the recertification fee will not be processed. If your recertification is rejected, you will have 90 days to correct any deficiencies and resubmit the form without having to resubmit a recertification fee.

EMD STUDENT RECERTIFICATION REQUIREMENTS

Individuals who complete the APCO Institute EMD course must recertify every two years. The EMD must possess a current CPR certification and complete 12 hours of continuing dispatch education per year for a total of **24** hours within the two-year recertification period.

Acceptable topical areas for continuing dispatch education credit are:

- EMS topics
- CPR recertification/refresher training
- Public safety communications

Continuing education may be a single topic or several topics totaling at least twelve hours per year.

Procedure:

1. Print out the ***EMD Student Recertification Form*** located on the APCO Institute website under the Forms and Information Section. (Or call APCO Institute to receive a copy of the form)
2. Complete the ***EMD Student Recertification Form*** and attach copies of:
 - a. Current EMD Certificate
 - b. Current CPR Certificate
 - c. Completed ***EMD Student CDE Reporting Form***

APCO INSTITUTE AGENCY INSTRUCTOR CERTIFICATION REQUIREMENTS

EMD STUDENT RECERTIFICATION REQUIREMENTS, *continued*

3. Return the completed ***EMD Student Recertification Form***, all required attachments and the non-refundable recertification fee to APCO Institute. An APCO Institute EMD certificate will be issued. Recertification forms submitted without the recertification fee will not be processed.

Agencies that wish to recertify several employees may use agency letterhead in place of a single recertification form for each employee. However, all information requested on the form must be included in the group recertification letter and all required copies must be attached.