

APCO Institute to Require Advance Course Registration as of July 1

Beginning July 1, all individuals participating in live APCO co-host courses must register in advance to participate in those courses. Walk-ins and substitutions on the first day of class will no longer be allowed.

Communications Training Officer, 5th Ed., Peoria, AZ, #56361

Dates: September 8 — 10, 2020

Venue: Peoria Police Department

8351 W Cinnabar Ave
Peoria, AZ 85345-2701

More Information:

https://apconetforum.org/eweb/DynamicPage.aspx?WebCode=iFrameHtmlFlyer&evt_key=6D01007D-0559-45DA-8037-B7CBB50B9079

Fees: This registration has a fee.

Prerequisites: Students must have successfully completed a 40 hour formal basic telecommunicator training program.

[Check My Prerequisites](#)

[Check Staff Prerequisites](#)

Description: The Communications Training Officer (CTO) 5th Edition course focuses on the development and maintenance of an agency's one-on-one training program and provides the training necessary to foster levels of consistency for CTOs as they provide on-the-job training to new hires. Upon successful completion, CTOs can help build and maintain the CTO system while exploring important elements of effective CTO programs. Previous editions of APCO's CTO program have been implemented in hundreds of agencies nationwide.

This updated version of the course includes the essential elements of a CTO program based on the industry recognized "San Jose Model" while also incorporating the requirements set by the national standard for CTO programs - [APCO ANS 3.101.1-2007: Minimum Training Standards for Public Safety Communications Training Officers](#).

Topics include:

- Performance Based Training
- Preparing, Motivating and Communicating With Trainees
- Customer Service in Public Safety Communications
- Counseling

- Stress Management
- Meeting the Needs of the Adult Learner
- Training Strategies
- Performance Evaluations
- Record Keeping and Documentation
- Total Quality Management
- Liability and Standards

In addition, students will receive a CTO Program Implementation Workbook and Reference Guide filled with sample forms, templates and best practices to use in creating their own CTO program or enhancing an existing program.

Recertification Requirements:

APCO Institute certified CTOs are required to recertify every two years.

Tuition:

\$389 Live Course

\$439 Institute Online

(includes \$50 Distance Learning Fee)

Member Discount \$20

Late Fee \$25

Duration:

Classroom: 3 days

Online (web): 5 weeks

Course is taught in the classroom, or in the Institute Online. Tuition does not include travel, lodging, meals, or other costs. Web class registration does not include web access fees or other local internet/web-related costs. Certification fees are included in tuition. Students receive a comprehensive course manual. Successful students will earn APCO Institute International Certification.