



9-1-1 Staffing Crisis Summit

# APCO Career Instructor Program (CIP) Overview

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# Show of Hands

How many of us have active connections with one or more high school, technical school, community/state college, or university and are leveraging these relationships to recruit employees?



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# Career Instructor Program (CIP)

## **Purpose:**

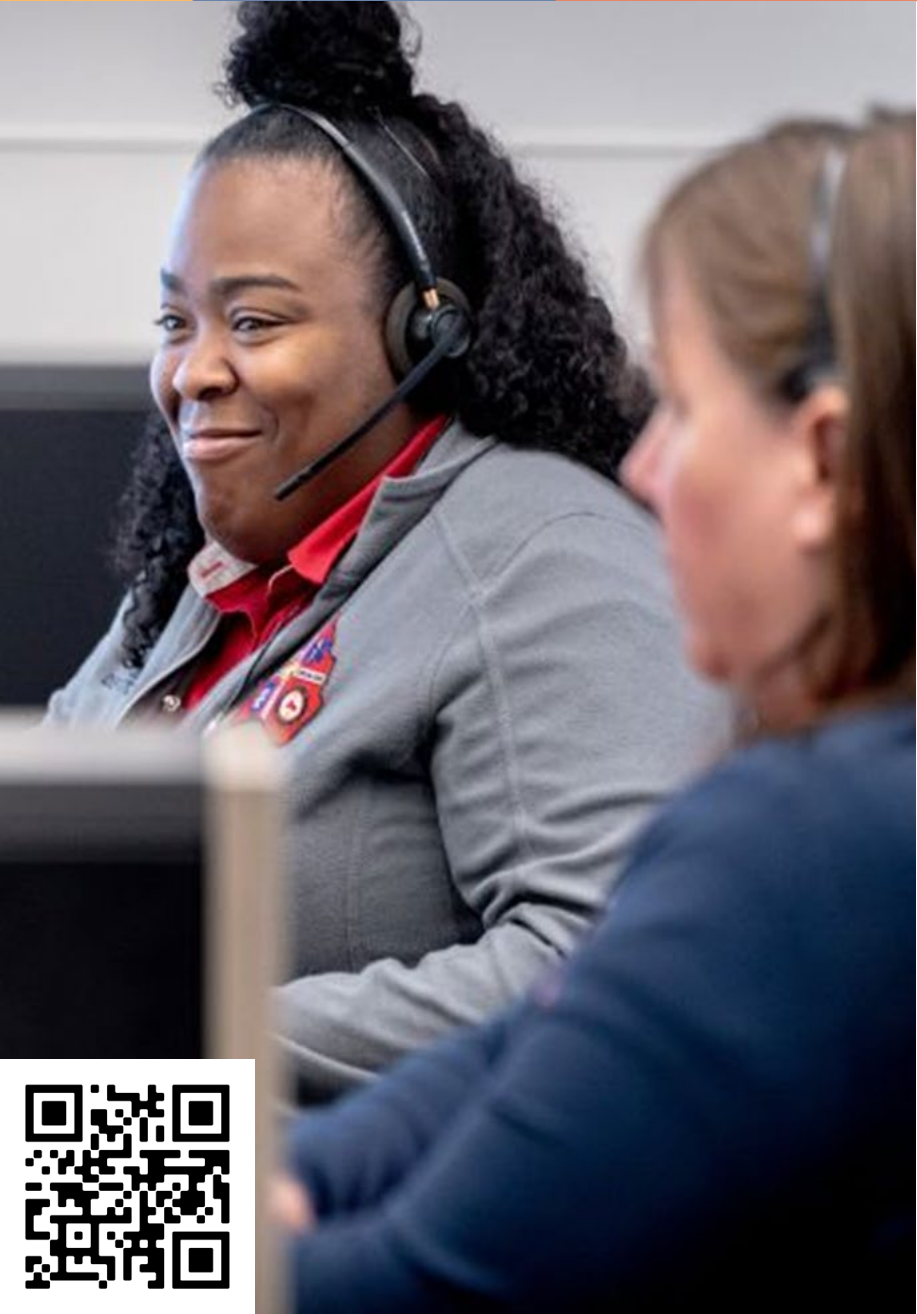
The Career Instructor Program (CIP) is an APCO International initiative designed to address the nationwide staffing shortages facing emergency communication centers.

CIP offers students and educators exposure to the public safety communications industry through APCO membership benefits and training opportunities.



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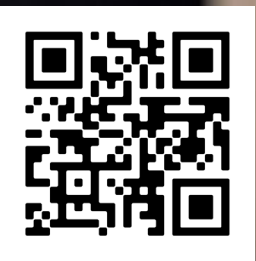
# Career Instructor Program (CIP)

A **key element** of CIP is the creation of a pathway to allow instructors who teach secondary or post-secondary students to deliver the APCO Public Safety Telecommunicator 1, 7th Ed, course.

The **overarching goal** of CIP is to provide prospective public safety telecommunicators with an industry-recognized credential to support their transition from the educational pipeline to the workforce.



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# Career Instructor Program (CIP)

The APCO Institute Career Instructor Program (CIP) allows instructors teaching for career and technical programs at secondary and post-secondary institutions to deliver the APCO Public Safety Telecommunicator 1 course to their students without course registration or certification fees, and without ECC experience.



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# Career Instructor Program (CIP)

## **Instructor Qualifications:**

- Be a current APCO Educator Member - \$29 Annually
- Be currently employed by a secondary or post-secondary school
- Not be a current employee of a public-safety communications center



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# Career Instructor Program (CIP)

## Application Submission Process:

- Candidates will complete and submit an online application
- Upload verification letter from each school or program where they will teach, attesting to the fact that they are a current employee and that the school supports implementing APCO's current Public Safety Telecommunicator course.



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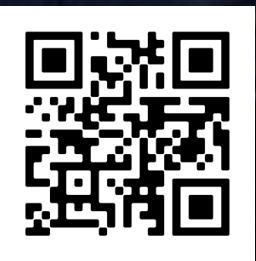
# Career Instructor Program (CIP)

## Application Review Process:

- APCO Institute staff reviews application and verifies supporting documentation.
- APCO Institute staff communicates with applicant about status, requests for further information, or next steps.
- Successful candidates are directed to register for the APCO Public Safety Telecommunicators online course and the CIP Online Orientation



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# Career Instructor Program (CIP)

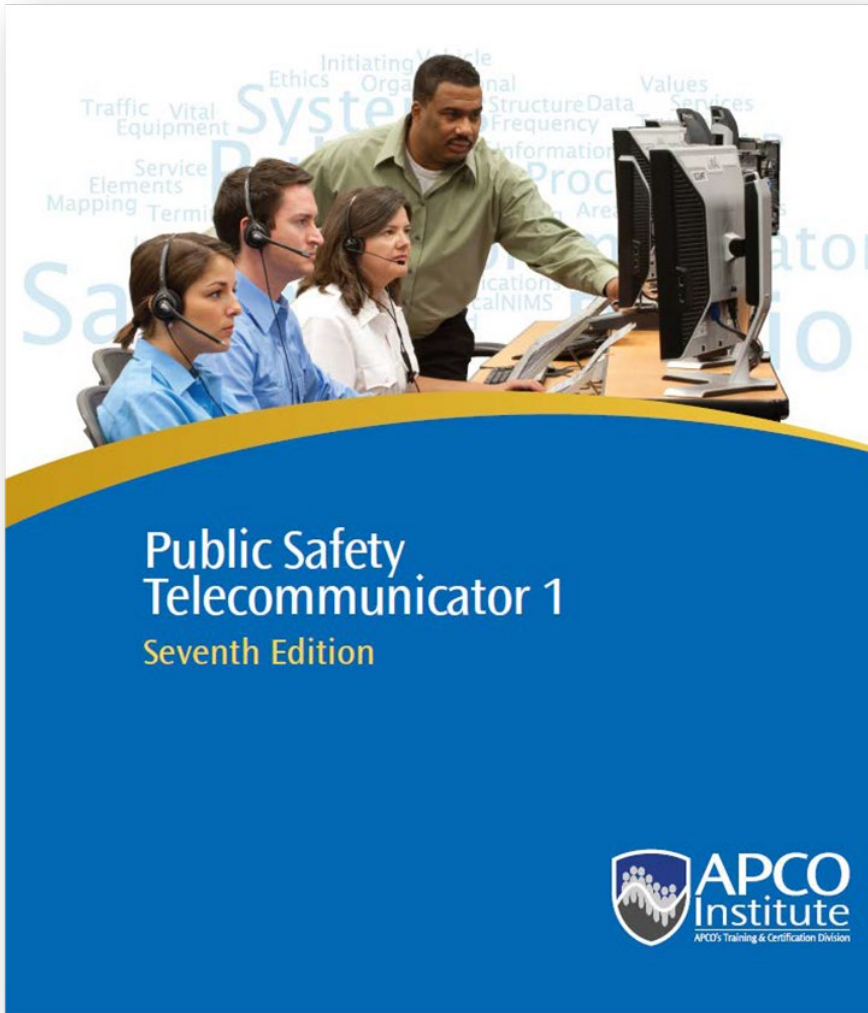
## **Career Instructor Preservice Training:**

Career instructors will register in the online PST course tuition free (maximum of 2 per class), a \$410 value.

Career instructors will take the CIP Orientation course covering the administrative steps necessary to teach and certify students. The Orientation course is self-accessed, and self-paced, no fee.

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# APCO's Public Safety Telecommunicator Course, 7th Ed.

Topics Include:

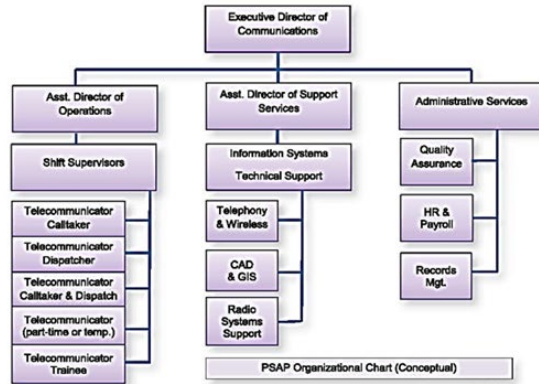
- Introduction to your new career
- Interpersonal communications
- Telephone communications techniques: call processing
- Telephony, traditional technology
- Next Generation 9-1-1
- Telephony: TTY
- Telematics and collision notification systems Computer-Aided Dispatch (CAD) and related technologies



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**1.3 PSAP Organizational Structure**

Each public safety organization has a different history and organizational culture. Agencies can vary widely in size and organizational complexity. The areas served may be rural or urban. The agency may operate at the local, state, tribal or federal level. PSAPs may serve a single agency, such as a Sheriff's Office, or may be a county-wide consolidated center serving Fire, EMS and Law Enforcement departments for every jurisdiction in the area.



Each PSAP has a different organizational structure for personnel and job responsibilities, typically referred to as the chain of command. A PSAP's chain of command defines the relationships between frontline telecommunicators, supervisors and managers. Having this clear definition of roles provides guidance for personnel in requests for information, routing of complaints or issues, and emergency notifications.

Telecommunicators play a pivotal role in the smooth operation of the PSAP. Familiarity with the organizational structure assists the telecommunicator in working within that structure successfully. Telecommunicators need to understand the structure of the organization, as well as be aware of the people who occupy supervisory positions.

# APCO's Public Safety Telecommunicator Course, 7th Ed.

Topics Include:

- Radio communications techniques
- Radio technology
- Call classifications
- The NIMS incident command system
- Liability issues
- Preparing for your new career (stress management)





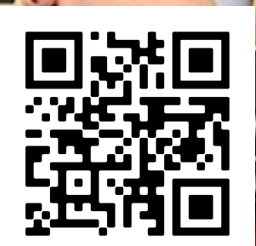


# Career Instructor Program (CIP)

Upon completion of the PST course and CIP Orientation, the career instructor will receive the current APCO Public Safety Telecommunicator certification and will be provided with administrative privileges comparable to those of an APCO agency instructor.

Career instructors will be able to register students, order books at membership pricing, and process the close-out of classes to obtain certification for their students who successfully complete the PST course.

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# Career Instructor Program (CIP)

## **Maintaining career instructor designation:**

Career instructors will re-affirm their status every two years, ensuring they remain current with the PST1 course content and resources, and that all qualifying documentations remain current.

Career instructors will not be subject to continuing education requirements from APCO.



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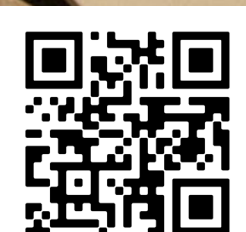
# Career Instructor Program (CIP)

## **Maintaining career instructor designation:**

To maintain their designation, career instructors will:

- Maintain their APCO educator membership
- Provide documentation that their affiliation with their institution is current and active.
- Pass the PST Career Instructor Revalidation Quiz. (self-accessed online with no fee).

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# Career Instructor Program (CIP)

## **Career student PST certificate holders:**

Upon successful completion of the PST course, students will receive the current APCO PST Certificate, valid for four years.

This certification spans double the duration of a standard PST certification, providing sufficient time for students to complete their academic programs and secure a position at a public safety communications agency.

Should a student not attain employment within this four-year timeframe, their certification will become invalid.

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# Career Instructor Program (CIP)

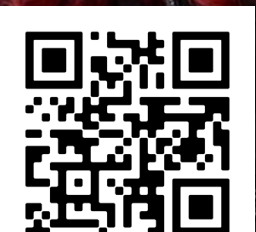
## **Career student PST certificate holders:**

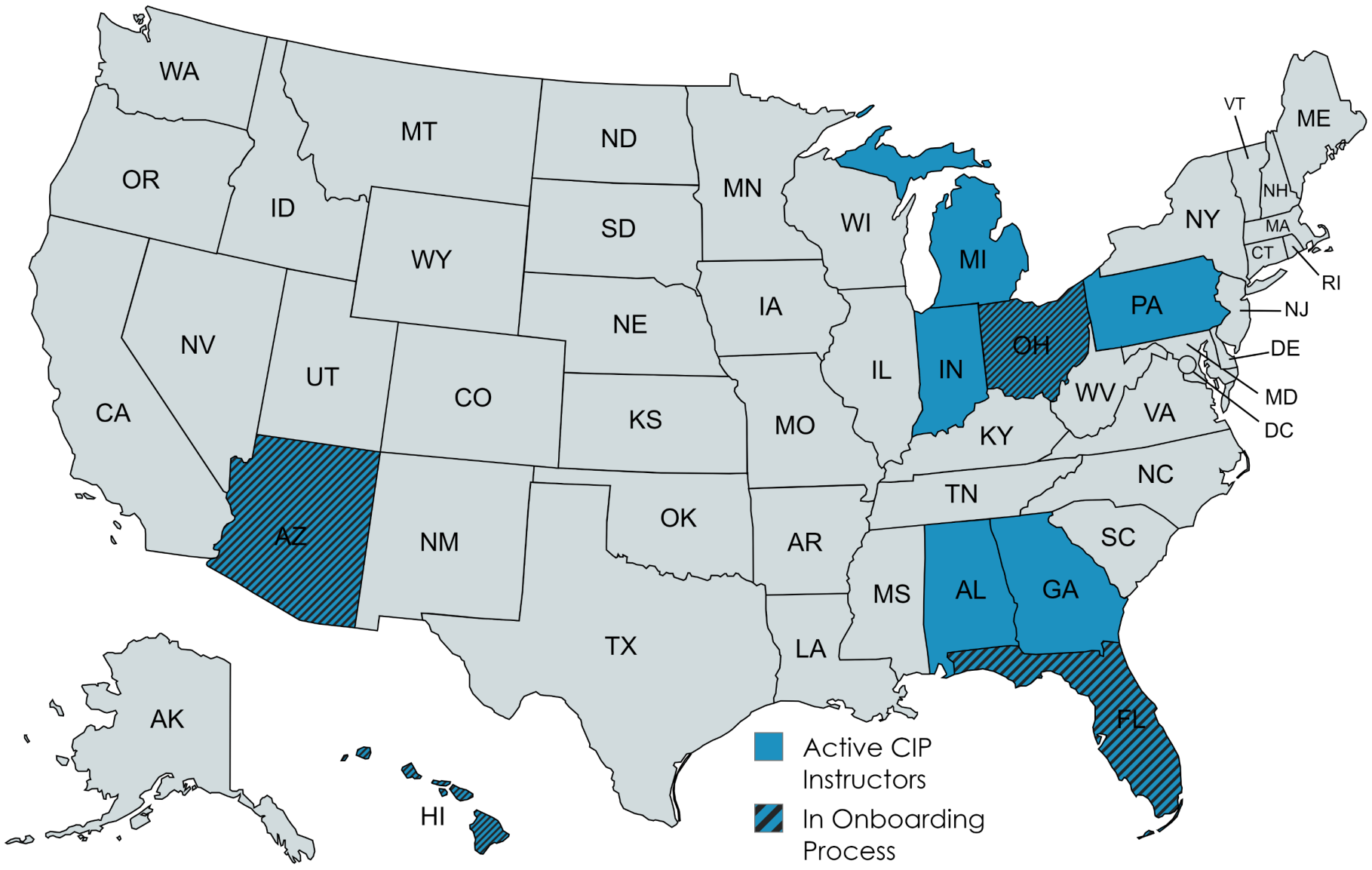
Once the student secures employment with public safety communications agency, they will have six-months to complete a PST Bridge Course (self-guided online, tuition-free).

Upon successful completion of the PST Bridge Course, the student will transition to the traditional two-year PST certification and must provide proof every two years of 48 hours of continuing dispatch education (CDE) and must pass the, online PST 7th Edition recertification quiz.



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■ Active CIP Instructors  
■ In Onboarding Process

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# Call to Action

Identify ONE institution within your service area that offers programs in public safety.

Could be a:

- High School
- Technical School
- Community/State College
- University

Make contact and encourage them to become a CIP institution.

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thank  
you



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