

COURSE DESCRIPTION

APCO Institute's Fire Service Communications, 2nd Edition course raises the bar for in-service fire communications training! This dynamic course covers the terms, techniques and protocols required for excellence in fire service call taking and dispatch.

Effective communications is a critical component of fire service operations. It provides the vital link between citizens and responders. APCO Institute's Fire Service Communications, 2nd Edition course continues to advance fire communications training, improving service to the caller and increasing safety of the responders. This dynamic course covers the terms, techniques and protocols required for excellence in fire service call taking and dispatch.

- History and Organization Structure of the Fire Service
- Anatomy of Fires
- Fire Service Apparatus and Terminology
- Role of the Fire Service Telecommunicator
- Information Gathering Techniques, Methods for Receiving Reports
- Fire Dispatch Procedures, Broadcasting
- Mutual Aid and Mutual Response Agreements
- Fire Service Incidents
- National Incident Management System and Incident Command System
- Hazardous Material Incidents
- Terrorism Incidents

The course manual contains numerous photographs and illustrations to bring the course material to life and serves as an excellent reference source once back on the job.

APCO Institute certified instructors who successfully complete this course can upgrade their instructor certificate to teach this dynamic course in-house or regionally for the cost of the course books only!

CO-HOST INFORMATION

Host: North Andover Police Department

Contact: John Wood

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Ph. (978) 683-3168 Ext. 31518

CLASS INFORMATION

Class # 52648

Date: May 13 – 16, 2019

Time: 8:00am – 5:00pm

Tuition: **\$389.00**

** MASS State Fees Apply**

Location: North Andover Police Department
1475 Osgood St.
North Andover, MA 01845

LODGING *

Hampton Inn Haverhill

106 Bank Rd.
Haverhill, MA 01832
Ph. (978) 374-7755
5 miles from class site

Holiday Inn

224 Winthrop Ave.
Lawrence, MA 01843
Ph. (888) 480-0427
6 miles from class site

**Lodging suggested by host agency*

Airport: Boston-Logan MA or Manchester-Boston NH
34 or 32 miles from class site

REGISTRATION

To Register: visit our website at:

http://www.apcointl.com/institute/schedule_registration.htm

Registration Policy and Fees:

- Your method of payment MUST accompany your registration.
- Payments received in less than 10 days of the start date of the class will be subject to a late fee of \$25.
- Any registration received within ten (10) days of the class start date of the course is subject to a \$25.00 late registration fee.
- Registrations cancelled more than 21 days prior to the start of the scheduled course will receive a refund minus a \$25.00 administrative fee. Cancellations less than 21 days before the class will receive a 50% tuition refund.
- Only one (1) transfer or substitution is allowed. Transfer fee: \$50.00
A late fee of \$25 will apply if applicable
- Complete registration Policy is available upon request.