

Public Safety Telecommunications for Law Enforcement Officers

Specialized Course 1195

Lessons 1, 3, 4, and 5.2

About The Course

On March 23, 2012, Governor Rick Scott signed into law a provision that exempts law enforcement officers serving as 911 public safety telecommunicators (PST) on an occasional or limited basis from becoming PST-certified through the Department of Health. Because of this provision, effective July 1, 2012, law enforcement officers serving in a temporary capacity as public safety telecommunicators will not be required to complete the 232-hour course administered by the Department of Health. However, they will be required to pass a public safety telecommunications examination administered by the Department of Health. This is the same exam that is used to certify public safety telecommunicators.

Should an officer fail the PST examination, he or she is required to complete a Department of Health approved course before retaking the examination. On May 10, 2012, the Criminal Justice Standards and Training Commission approved the 40-hour Public Safety Telecommunications for Law Enforcement Officers, Specialized Course 1195, which meets this requirement.

Purpose

The Public Safety Telecommunications Course for Law Enforcement Officers is designed to prepare Florida certified law enforcement officers to receive and dispatch 911 calls. This 40-hour course was developed using a comparative analysis of the 232-hour Public Safety Telecommunicator Program and the 770-hour Florida CMS Law Enforcement Basic Recruit Training Program. Students completing this 40-hour course will be eligible to retake the Department of Health's Public Safety Telecommunications Exam.

This Online Training

Students will take the 40-hour course in three parts: 1) 17 hours of cognitive instruction which can be completed either in the classroom or with this online training; 2) 3 hours of online training from the Federal Emergency Management Agency (FEMA), and 3) 20 hours of hands-on training in a telecommunications center or simulated setting. This online training course satisfies the cognitive instruction requirement. Students will receive 17 credit hours for completion of this online training which includes lessons 1, 3, 4, and 5.2. This training should not be treated as a separate course. At the conclusion of this training, the sponsoring Commission-certified training school or agency will be able to print a certificate verifying completion.

Completion of the 40 Hour Course

In lesson 5.1 students will receive 3 credit hours for completion of the NIMS course IS200.b that is offered by FEMA. For lesson 2, the last 20 hours is dedicated to hands-on training in a telecommunications center or simulated setting. The training school or agency sponsoring the training will be responsible for documenting completion of all required classroom and online instruction as described above. Students should receive a copy of the Public Safety Telecommunications for Law Enforcement Officers Course Guide from their instructor.

For all other materials or questions associated with public safety telecommunicator training, certification, or examination, students should access the Department of Health's website at the following address: <http://www.doh.state.fl.us/DEMO/EMS/911PST.html>.

To Take the Online Training

Prior to taking this online training, students should already be registered with a Commission-certified training school or local agency in a Public Safety Telecommunications for Law Enforcement Officers class with an assigned instructor. This training is designed for individualized learning. Each student should be prepared to manually navigate the pages in this online training and pass the quiz at the end of the lessons with a score of 80% or above. Students will not be allowed to print a certificate before passing the final quiz.

To complete this course you will need:

- A computer
- Internet access with broadband capabilities
- Audio
- Video streaming
- Pop-up blocker turned off
- YouTube access

[--Click here to begin: --](#)

To Print the Certificate

Please click on the following links for instructions and information on obtaining credit and to receive an official FDLE Training Certificate of Completion for each online training course:

[Instructions Utilizing the FDLE Online Training Certificate System](#)

To access the FDLE Online Training Certificate System Click the link below:
[FDLE Online Training Certificate System](#)