**Public Safety Telecommunications for Law Enforcement Officers**

**Specialized Course 1195**

**Modules 1 – 8**

**About the Course**

On March 23, 2012, a provision was signed into law 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 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. Upon completion of the online training which includes modules 1 through 8, students will receive 17 credit hours toward the completion of the Department of Health approved course. 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 module 9 students will receive 3 credit hours for completion of the NIMS course IS-200.c that is offered by FEMA at <https://training.fema.gov/is/courseoverview.aspx?code=IS-200.c>. At the conclusion of this course, students will be able to print a certificate verifying completion. Module 10 consists of 20 hours of 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.floridahealth.gov/licensing-and-regulation/911-public-safety-telecommunicator-program/index.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 practice exam with a score of 80% or higher. Students will not be allowed to print a certificate before passing the practice exam.

To complete this course, you will need:

* A computer
* Internet access with broadband capabilities
* 911 PST Program Study Guide