



BASTROP BLANCO BURNET CALDWELL FAYETTE HAYS LEE LLANO TRAVIS WILLIAMSON

Emergency Communications Training Cancellation Policy

CAPCOG provides training for Public Safety Answering Points (PSAPs) in our region at no cost to 9-1-1 Telecommunicators and their departments. When space is reserved for a 9-1-1 training class offered by CAPCOG, students, or the supervisor who made the reservation, must cancel such reservation at least two business days prior to the start of the class via the CAPCOG Training web page or payment for the class will be invoiced to the appropriate agency for the “no show”.

Following is a list of the training classes currently offered by CAPCOG and the amount that will be charged to the department for each “no show”.

<u>Course Title</u>	<u>Cost per “No Show”</u>
40-hour Basic Telecommunicator Course	\$200.00
TDD/TTY	\$20.00
Solacom/GeoComm	\$20.00
Emergency Medical, Fire, or Police Dispatch	\$270.00
Emotional Intelligence	\$135.00
Customer Service	\$135.00
Leadership	\$135.00
Resilience	\$135.00
Tactical Operations	\$135.00
CTO/Training Officer	\$135.00
Special Needs Callers	\$135.00
Spanish for Telecommunicators	\$35.00
TCIC/NCIC	\$30.00

Courses offered on a special basis will have the cancellation cost stated on the course announcement.