

Florida Public-Safety Telecommunicator Workbook

2019 (4th Ed.) vs 2024 (6th Ed.) – Key Changes

Below is a concise “at-a-glance” map of how the Sixth-Edition 2024 Florida Public-Safety Telecommunicator Workbook evolved from the Fourth-Edition 2019 Study Guide. *This map was created with the assistance of artificial intelligence. Both books were lined up section-by-section, and AI has called out added, deleted, renamed, or significantly expanded content, and flagged shifts in emphasis or instructional approach. As with all items created with the assistance of AI, verification should be made to confirm the accuracy of the information in the table.*

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Sec.	2019 Study Guide (4th Ed.)	2024 Workbook (6th Ed.)	Key Changes
1	Roles / Duties of a PST (history, conduct, CE)	Roles & Duties (retains 2019 scope; adds F.S. 401.465 certification & renewal requirements)	New objective 1.08: explicit statutory coverage
2	Professionalism, Ethics & Legal Concepts (HIPAA, liability)	Ethics, Professionalism, Values & Law (adds ADA, Telecom Act, FCC/DOT rules)	Broader legal context, stronger agency-image link
3	Operation of Comms Equipment & Resources (911 trunks, CAD, NG911)	Comms Equipment & Resources (10 micro-objectives incl. TDD, interoperability, cybersecurity)	Major tech expansion incl. cyber-security content
4	Communication & Interpersonal Skills (voice control, phonetics)	Communication Cycle & Skills (adds facts vs inference, diversity, critical-thinking drills)	Explicit diversity & bias awareness
5	Incident Classification & Prioritisation	Incident Types, Classification & Prioritisation	Language tightened; structure unchanged
6	Operational Skills – Call-Taker	Operational Skills (Call-Taker & Dispatcher combined; adds crisis-call resources)	Dispatcher mechanics folded in; new crisis-call objective
7	Operational Skills – Dispatcher	ICS / NIMS & Chain-of-Command (brand-new section)	Focus shifts to structure & forms, aligning with national doctrine
8	Law-Enforcement Principles (units, alerts, officer safety)	Law-Enforcement Principles (12 objectives incl. critical-incident roles)	Adds active assailant, suicide, EMS co-response logic

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9	EMS Principles (BLS/ALS, MCI)	EMS Principles (adds transport modes, Telecommunicator-CPR, responder safety)	T-CPR emphasis; risk mitigation
10	Fire-Service Principles (apparatus, haz-mat)	Fire-Service Principles (adds response-plan types, container ID)	Finer breakdown of plans/resources
11	Emergency Mgmt & Homeland Security (terrorism, NIMS basics)	Emergency Mgmt, TERT & Public-Notification (adds cyber-incident criteria, statewide alerting)	ICS fundamentals relocated to section 7; greater cyber emphasis
12	Stress Management (causes, coping)	Health, Wellness & Resiliency (stressors, compassion fatigue, resources)	Whole-person wellness & resilience focus
—	Glossary, Solutions, Self-Assessments	Glossary/Acronyms, End-of-Section Worksheets	Worksheets integrated per section

Global Changes at a Glance

- Name & tone: shifts from passive “Study Guide” to active, scenario-driven “Workbook”.
- Objective numbering throughout (01.01, 01.02 ...) enables precise cross-reference.
- Approximately 30 new micro-objectives, especially in technology, compliance, diversity, and wellness.
- Dispatcher mechanics consolidated; ICS/NIMS given dedicated treatment.
- Worksheets replace end-book self-tests, embedding practice into each section.