

CDC 10612

Public Safety

Telecommunicator I/II

Volume 1. Instructor Guide Sheets



Extension Course Program (A4L)

Air University

Air Education and Training Command

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WELCOME TO THE Career Development Course (CDC) program, a vital element of the Department of Defense (DOD) Fire and Emergency Services Certification Program. If this is your first attempt at a CDC we recommend you read DOD Manual 6055.06-M, *Department of Defense (DoD) Fire and Emergency Services Certification Program*. If this is not your first CDC, we're pleased that you are progressing well through the certification program and encourage you to continue your efforts to complete this CDC and obtain your certification for Telecommunicator I/II. This course, CDC 10612, *Public Safety Telecommunicator I/II*, is designed to give you the requirements and references required to obtain this certification. For this course, we have combined the competencies of Public Safety Telecommunicator I and II into a single certification level, Public Safety Telecommunicator I/II

These requirements are based on NFPA 1061, *Standard for Professional Qualifications for Public Safety Telecommunicator*, 2007 edition. The relevant NFPA standard is listed in each section of the certification materials. Each section is to be used in conjunction with the NFPA standard to ensure all information is covered. Due to the unique nature of the NFPA Job Performance Requirement (JPR) format many topics appear to be or tend to be repeated. It is necessary to study the information once, but the candidate must realize that questions on such information may be given in any objective to which the NFPA or the Instructor Guide Sheets refer to that information. Where appropriate and applicable, notes have been made to bring the repetition to the candidates' attention.

Instructor Guide Sheets briefly outline the information for each objective. The Guide Sheets are broken into three columns. Column one indicates both the learning objective and NFPA line item. Learning Objective (LO) numbers shown in the extreme left column of the Instructor Guide Sheets are primarily for Air University tracking purposes but may be used by candidates for correlation to the Certification Course Review Exercises used with CerTest (see the CerTest Procedural Guide for more information).

Column two contains the outline of information.

Column three provides reference notations indicating where additional information may be found (*test questions come from these references*). Instructors should develop their own lesson plans using the guide sheets as a starting point. Performance tests provide detailed performance checklist items for candidate testing.

Code numbers on figures are for preparing agency identification only.

The use of a name of any specific manufacturer, commercial product, commodity, or service in this publication does not imply endorsement by the Air Force.

To get a response to your questions concerning subject matter in this course, or to point out technical errors in the text, unit review exercises, or course examination, call or write the author using the contact information on the inside front cover of this volume.

NOTE: Do not use the IDEA Program to submit corrections for printing or typographical errors.

Consult your education officer, training officer, or NCOIC if you have questions on course enrollment, administration, or irregularities (possible scoring errors, printing errors, etc.) on unit review exercises or course examination. For these and other administrative issues, you may also access the ECP E-Customer Support Center (helpdesk) at <https://www.auecampussupport.com> and do a search for your course number. You may find your question has already been answered. If not, submit a new question or request, and you will receive a response in four days or less.

This volume is valued at 9 hours and 3 points.

ACKNOWLEDGMENT

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NOTE:

In this volume, the subject matter is divided into self-contained units. A unit menu begins each unit, identifying the lesson headings and numbers. After reading and studying the references for each unit take the certification course review exercises (CCRE) provided in CerTest. Use of CerTest and the CCRE is explained in the CerTest Procedural Guide.

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Student Notes

Unit 1. Receive

Objectives: Obtain the necessary knowledge and skills to process request for public safety services.

<i>LO/OBJ</i>	<i>CONTENT</i>	<i>REFERENCE</i>
<p>4.1-4.2</p> <p>LO 001/ 4.2.1-4.2.2</p>	<p>General Requirements & Receive Information</p> <p>A. National Fire Protection Association (NFPA) Standard 1061, <i>Standard for Professional Qualifications for Public Safety Telecommunicator</i></p> <ol style="list-style-type: none"> 1. Telecommunicator I/II Prerequisites <ol style="list-style-type: none"> a. NFPA requirements b. Department of Defense requirements 2. Duty description Telecommunicators I/II <ol style="list-style-type: none"> a. Acquire information from citizens b. Acquire information from other entities c. Abilities, skills and traits 3. Establish communication with customer <ol style="list-style-type: none"> a. Verbal communication process b. Operation & basic troubleshooting of: <ol style="list-style-type: none"> 1) Telephone systems 2) Communication systems 3) Communication devices 4) Verbal communication abilities 	<p>NFPA Standard 1061, 2007 Ed, Chapter 4 and Appendix B</p> <p>DoD 6055.6-M, <i>DoD Fire and Emergency Services Certification Program</i>, 2006 Ed, Chapter 2</p> <p>IFSTA <i>Telecommunicator</i>, 1st Ed, Chapters 1 and 6</p>
<p>Performance</p>	<p>Demonstrate the knowledge and skills to establish verbal communications with a customer making a service request in order to acquire information so that a communication connection is accomplished</p>	<p>Skills Station #1.1 Receive: Establish Communication & Acquire Information</p>
<p>LO 002/ 4.2.3-4.2.4</p>	<p>B. Extract pertinent & accurate information</p> <ol style="list-style-type: none"> 1. Control the conversation <ol style="list-style-type: none"> a. Correct questioning methods b. Active listening skills c. Managing situations <ol style="list-style-type: none"> 1) Excited callers 2) Hysterical callers 	<p>NFPA Standard 1061, 2007 Ed, Appendix A</p> <p>IFSTA <i>Telecommunicator</i>, 1st Ed, Chapters 1, 3, & 7</p>

<i>LO/OBJ</i>	<i>CONTENT</i>	<i>REFERENCE</i>
	<ul style="list-style-type: none"> 3) Foreign languages 4) Suicidal callers 5) Bomb threats 6) Mass casualties 7) Weapons of mass destruction 8) Other types of callers <p>C. Non-verbal communications</p> <ul style="list-style-type: none"> 1. Non-verbal communication protocols <ul style="list-style-type: none"> a. American sign language syntax (ASL) b. Common abbreviations 2. Operation of non-verbal communications equipment <ul style="list-style-type: none"> a. TDD computer b. TTY telecommunications device for the deaf c. Other equipment d. American with Disabilities Act (ADA) 	
Performance	Demonstrate the knowledge and skills to extract key information from a customer requesting assistance so the necessary information to resolve the request is achieved	Skills Station #1.2 Receive: Extract Key Information
Performance	Demonstrate the knowledge and skills to establish non-verbal communication through a device as to obtain accurate information	Skills Station #1.3 Receive: Non-Verbal Communication Device

Unit 2. Process

Objectives: Obtain the necessary knowledge and skills to prepare data for dispatch or referral.

<i>LO/OBJ</i>	<i>CONTENT</i>	<i>REFERENCE</i>
<p>4.3</p> <p>LO 003/ 4.3.1-4.3.3</p>	<p>Process Information</p> <p>A. Prepare data for dispatch or referral for an incident or service related request</p> <ol style="list-style-type: none"> 1. Evaluating 2. Categorizing 3. Formatting 4. Documenting <p>B. Generate correct, complete and concise history for services rendered</p> <ol style="list-style-type: none"> 1. Computer based 2. Hand written 3. Basic communication skills <ol style="list-style-type: none"> a. Basic language b. Basic writing c. Interpret information d. Condense information e. Keyboard & mouse operation f. Typing skills g. Legible handwriting <p>C. Scrutinize information provided by a customer</p> <ol style="list-style-type: none"> 1. Categorize 2. Prioritize 3. Knowledge of: <ol style="list-style-type: none"> a. Incident categories b. Priority levels c. Identification of potential threats d. Identification of potential risks e. Identification of potential hazards 	<p>NFPA Standard 1061, 2007 Ed, Chapter 4</p> <p>IFSTA <i>Telecommunicator</i>, 1st Ed, Chapters 8 & 9</p>

<i>LO/OBJ</i>	<i>CONTENT</i>	<i>REFERENCE</i>
Performance	Demonstrate the knowledge and skills to prepare/file data and then generate records of the public safety requests, so that the request is correct, complete and concise	Skills Station #2.1 Process: Data & Records
Performance	Demonstrate the knowledge and skills to assess and analyze information by a service requester, defining the request priority, so it is accurately categorized	Skills Station #2.2 Process: Analyze, Categorize & Prioritize Information
LO 004/ 4.3.4	<p>D. Evaluate special or unusual circumstances when communicating with a customer</p> <ol style="list-style-type: none"> 1. Abandoned calls 2. Silent calls 3. Signaling system interruptions 4. Phone background noise 5. Unintelligible calls 6. Tone of voice or inflection 	IFSTA <i>Telecommunicator</i> , 1 st Ed, Chapter 3
Performance	Demonstrate the knowledge and skills to evaluate special and unusual circumstances and then allocate the appropriate resources	Skills Station #2.3 Process: Evaluate Circumstances
LO 005/ 4.3.5-4.3.6	<p>E. Correct usage of resources</p> <ol style="list-style-type: none"> 1. Law enforcement 2. Fire 3. Social service 4. Utilities 5. Other governmental agencies 6. Use & knowledge of: <ol style="list-style-type: none"> a. Resources available b. Resources capability c. Agency jurisdictions d. Agency boundaries e. Maps f. Charts g. Resource Lists 7. Application of GPS systems 	IFSTA <i>Telecommunicator</i> , 1 st Ed, Chapters 7, 8 and 9

<i>LO/OBJ</i>	<i>CONTENT</i>	<i>REFERENCE</i>
Performance	<p>F. Accurate maintenance of documents, files, databases, maps, and resource lists by:</p> <ol style="list-style-type: none"> 1. Addition of data 2. Deletion of data 3. Correction of data <p>Demonstrate the knowledge and skills to evaluate service request or incident information then formulate and determine resources and select appropriate response, considering for the safety of response units. Then prepare documentation on the response</p>	<p>Skills Station #2.4 Process: Determine Resources & Response</p>
Performance	<p>Demonstrate the knowledge and skills to maintain location, availability, status, and safety of responding units and update information sources/databases</p>	<p>Skills Station #2.5 Process: Unit Status & Databases</p>

Unit 3. Disseminate

Objectives: Obtain the necessary knowledge & skills to disseminate information to the requester, so that appropriate information results in resolution.

<i>LO/OBJ</i>	<i>CONTENT</i>	<i>REFERENCE</i>
<p>4.4</p> <p>LO 006/ 4.4.1-4.4.3</p>	<p>Disseminate Information</p> <p>A. Accurate release of information and data resulting in resolution, referral, or response</p> <ol style="list-style-type: none"> 1. Customer 2. Other telecommunicators 3. Another agency <p>B. Convey instructions, information, and directions</p> <ol style="list-style-type: none"> 1. Resources available 2. Resources capability 3. Pre-arrival instructions 4. Voice control 5. Providing directions 6. Route callers 7. Operation of telecommunication devices <p>C. Relay information to other telecommunicators or entities</p> <ol style="list-style-type: none"> 1. Social services 2. Utilities 3. Other emergency services 4. Other governmental agencies 	<p>NFPA Standard 1061, 2007 Ed, Chapter 4</p> <p>IFSTA <i>Telecommunicator</i>, 1st Ed, Chapters 1, 7, 8 & 9</p>

<i>LO/OBJ</i>	<i>CONTENT</i>	<i>REFERENCE</i>
<p>Performance</p> <p>Performance</p> <p>Performance</p>	<p>D. Response to a request for service or information</p> <p>1. Public</p> <p>2. Media</p> <p>3. Other emergency services</p> <p>Demonstrate the knowledge and skills to operate telecommunications equipment and then release appropriate information to emergency units relating to the incident that results in resolution, referral, or response</p> <p>Demonstrate the knowledge and skills to provide accurate response instructions, information or directions to other telecommunicators or entities</p> <p>Demonstrate the knowledge and skills to provide accurate non-emergency instructions, directions or information to co-workers or other entities</p>	<p>Skills Station #3.1 Disseminate: Equipment & Information</p> <p>Skills Station #3.2 Disseminate: Emergency Instructions, Information, & Directions</p> <p>Skills Station #3.3 Disseminate: Non-Emergency Instructions, Information, & Directions</p>

Unit 4. Receive

Objectives: Obtain the necessary knowledge and skills to process request for public safety services.

<i>LO/OBJ</i>	<i>CONTENT</i>	<i>REFERENCE</i>
5.1-5.2	Receive Information	
LO 007/ 5.2.1-5.2.2	<p>A. Acquire information from multiple sources</p> <ol style="list-style-type: none"> 1. Other telecommunicators 2. Field units 3. Electronic devices <p>B. Monitor radio equipment and react appropriately</p> <ol style="list-style-type: none"> 1. Radio codes 2. Unit identifiers 3. Phonetic alphabet 4. Emergency alert tones 5. Standard operating procedures <ol style="list-style-type: none"> a. Operating b. Testing c. Troubleshooting d. Backup systems 6. Radio equipment operation <ol style="list-style-type: none"> a. Differentiate between various audio stimuli b. Effective listening abilities 	<p>NFPA Standard 1061, 2007 Ed, Chapter 5</p> <p>IFSTA <i>Telecommunicator</i>, 1st Ed, Chapters 1, 3 and 4</p>
LO 008/5.2.3	<p>C. Monitor electronic data systems and react</p> <ol style="list-style-type: none"> 1. Computer Aided Dispatch (CAD) Systems 2. Recording systems 	<p>NFPA Standard 1061, 2007 Ed, Chapter 5</p> <p>IFSTA <i>Telecommunicator</i>, 1st Ed, Chapters 1 and 7</p>

<i>LO/OBJ</i>	<i>CONTENT</i>	<i>REFERENCE</i>
LO 009/5.2.4	<ol style="list-style-type: none"> 3. Mobile data systems 4. Computer systems 5. Automatic vehicle tracking 6. Respond to audio stimuli 7. Respond to visual stimuli 8. Computer operations 9. Computer technology 10. Keyboard and mouse operations 11. Visual system interpretation 12. Computer system messages <p>D. Monitor alarm systems and react</p> <ol style="list-style-type: none"> 1. Alarm equipment 2. System operation and technology 3. Interpret alarm system signals 4. Interpret alarm system data 5. Interpret alarm system messages 	<p>NFPA Standard 1061, 2007 Ed, Chapter 5</p> <p>IFSTA <i>Telecommunicator</i>, 1st Ed, Chapter 5</p>
Performance	<p>Demonstrate the knowledge and skills to acquire information from multiple sources requesting assistance by monitoring radio equipment, electronic data systems and alarm systems and react appropriately to information requiring action</p>	<p>Skills Station #1.4 Receive: Acquire Information from Multiple Sources</p>

Unit 5. Process

Objectives: Obtain the necessary knowledge and skills to prepare data for dispatch or referral and monitor status of resources for deployment.

<i>LO/OBJ</i>	<i>CONTENT</i>	<i>REFERENCE</i>
<p>5.3</p> <p>LO 010/5.3.1</p> <p>Performance</p> <p>LO 011/5.3.2</p>	<p>Process Information</p> <p>A. Analyze, classify, and summarize data for dispatch or referral. Monitor status of resources and determine units for deployment</p> <ol style="list-style-type: none"> 1. Analyze data 2. Classify data 3. Summarize data 4. Monitor resource status 5. Determine units for deployment 6. Special equipment and systems <ol style="list-style-type: none"> a. Operational principles b. Operational practices c. Operational procedures 7. Maintenance 8. Use <p>Demonstrate the knowledge and skills to maintain updated information sources / database during a response or service request.</p> <p>B. Evaluate incident information, determine correct response and prepare resource allocation</p> <ol style="list-style-type: none"> 1. Valid request for service 2. Available resources 3. Local policies, procedures and guidelines 4. Allocate resources 5. Duties of response units 6. Function of response units 7. Interpret incident data 	<p>NFPA Standard 1061, 2007 Ed, Chapter 5</p> <p>IFSTA <i>Telecommunicator</i>, 1st Ed, Chapters 3 and 8</p> <p>Skills Station #2.6 Process: Update Information Databases</p> <p>NFPA Standard 1061, 2007 Ed, Chapter 5</p> <p>STA <i>Telecommunicator</i>, 1st Ed, Chapters 8 and 9</p>

<i>LO/OBJ</i>	<i>CONTENT</i>	<i>REFERENCE</i>
Performance	Demonstrate the knowledge and skills to evaluate service request or incident information then formulate and determine resources and select appropriate response, considering for the safety of response units. Then prepare documentation on the response	Skills Station #2.4 Process: Determine Resources & Response
LO 012/5.3.3	<p>C. Maintain location and status of units</p> <ol style="list-style-type: none"> 1. Current availability 2. Current status 3. Current safety 4. Capability, function and location of: <ol style="list-style-type: none"> a. Personnel b. Units c. Specialized equipment and tools 5. Operate agency specific equipment designed for maintaining status 	<p>NFPA Standard 1061, 2007 Ed, Chapter 5</p> <p>IFSTA <i>Telecommunicator</i>, 1st Ed, Chapter 9</p>
Performance	Demonstrate the knowledge and skills to maintain location, availability, status, and safety of responding units and update information sources/databases	Skills Station #2.5 Process: Status of Units & Databases
LO 013/5.3.4	<p>D. Maintain location and status of units</p> <ol style="list-style-type: none"> 1. Operational principles 2. Operational practices 3. Operational procedures 4. Keyboard and mouse operations 5. Multiple audio and video stimuli 6. Maintenance of alarm systems 7. Use of alarm systems 	<p>NFPA Standard 1061, 2007 Ed, Chapter 5</p> <p>IFSTA <i>Telecommunicator</i>, 1st Ed, Chapter 2</p>
Performance	Demonstrate the knowledge and skills to analyze and translate alarm system information to allocate appropriate equipment and/ response.	Skills Station #2.6 Process: Alarm Systems
LO 014/5.3.5	<p>E. Refine the priority of a request</p> <ol style="list-style-type: none"> 1. Call prioritization 2. Incident categories 	<p>NFPA Standard 1061, 2007 Ed, Chapter 5</p> <p>IFSTA <i>Telecommunicator</i>, 1st Ed, Chapter 8</p>

<i>LO/OBJ</i>	<i>CONTENT</i>	<i>REFERENCE</i>
<p>Performance</p> <p>LO 015/5.3.6</p>	<ol style="list-style-type: none"> 3. Priority levels 4. Identification of potential threats, risks and hazards 5. Operating agencies <ol style="list-style-type: none"> a. System and/or aids designed for prioritization b. Decision making skills <p>Demonstrate the knowledge and skills to assess and analyze information by a service requester, defining the request priority, so it is accurately categorized</p> <p>F. Determine response</p> <ol style="list-style-type: none"> 1. Allocation of resources 2. Mutual aid 3. Safety of responders 	<p>Skills Station #2.2 Process: Analyze, Prioritize, and Categorize Information</p> <p>NFPA Standard 1061, 2007 Ed, Chapter 5</p> <p>IFSTA <i>Telecommunicator</i>, 1st Ed, Chapters 8 and 9</p>
<p>Performance</p>	<p>Demonstrate the knowledge and skills to evaluate service request or incident information then formulate and determine resources and select appropriate response, considering for the safety of response units. Then prepare documentation on the response</p>	<p>Skills Station #2.4 Process: Determine Resources & Response</p>

Unit 6. Disseminate

Objectives: Obtain the necessary knowledge & skills to disseminate information to the requester, so that appropriate information results in resolution.

<i>LO/OBJ</i>	<i>CONTENT</i>	<i>REFERENCE</i>
<p>5.4</p> <p>LO 016 / 5.4.1-5.4.3</p>	<p>Disseminate Information</p> <p>A. Transmit information to field units</p> <ol style="list-style-type: none"> 1. Federal Communication Commission 2. Radio procedures 3. Protocols 4. Codes 5. Policies, procedures and guidelines 6. Incident management system 7. Telecommunicator's role <p>B. Operate telecommunications equipment</p> <ol style="list-style-type: none"> 1. Computer aided dispatch 2. Two-way radios <ol style="list-style-type: none"> a. Voice b. Data 3. Paging systems 4. Alerting systems 5. Telephone systems 6. Public Address (PA) systems 7. Data terminals 8. Other agency specific equipment 	<p>NFPA Standard 1061, 2007 Ed, Chapter 5</p> <p>IFSTA <i>Telecommunicator</i>, 1st Ed, Chapter 8</p>

<i>LO/OBJ</i>	<i>CONTENT</i>	<i>REFERENCE</i>
<p>Performance</p> <p>LO 017 / 5.4.4-5.4.6</p>	<p>C. Initiate response of units and convey response information to responders</p> <p>D. Relay response information to responders</p> <p>Demonstrate the knowledge and skills to operate telecommunications equipment and then release appropriate information to emergency units relating to the incident that results in resolution, referral, or response</p> <p>E. Acquire supplemental information</p> <ol style="list-style-type: none"> 1. Evaluate 2. Prioritize 3. Relay 4. Internal and external resources <ol style="list-style-type: none"> a. Databases b. Documentation 5. Printed and electronic <ol style="list-style-type: none"> a. Databases b. Reference materials c. Emergency action plans <p>F. Activate community emergency action plan</p> <ol style="list-style-type: none"> 1. Major crime 2. Major fire 3. Mass casualty 4. Man made or natural disaster 5. Other incidents 	<p>Skills Station #3.1 Disseminate: Equipment & Information</p> <p>NFPA Standard 1061, 2007 Ed, Chapter 5</p> <p>IFSTA <i>Telecommunicator</i>, 1st Ed, Chapters 8 and 9</p>

<i>LO/OBJ</i>	<i>CONTENT</i>	<i>REFERENCE</i>
Performance	<p>G. Activate communications center emergency action plan</p> <ol style="list-style-type: none"> 1. Maintain integrity of system 2. Safety of communication center personnel <p>Demonstrate the knowledge and skills to initiate a unit emergency response, convey relevant information, acquire supplemental information, and then keep units updated</p>	<p>Skills Station #3.4 Disseminate: Initiate Emergency Response</p>
Performance	<p>Demonstrate the knowledge and skills to timely implement a community wide action plan.</p>	<p>Skills Station #3.5 Disseminate: Community Wide Action Plan</p>
Performance	<p>Demonstrate the knowledge and skills to implement the communication center’s emergency action plan, so that the integrity of the communication center and process are maintained and safety of center personnel achieved</p>	<p>Skills Station #3.6 Disseminate: Communication Center Action Plan</p>

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Student Notes

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