

# **CDC 10612**

## **Public Safety Telecommunicator I/II**

**Supplementary Material for Volume 1: Performance Test**



**Extension Course Program (A4L)  
Air University  
Air Education and Training Command**

# Acknowledgement

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PREPARATION of this supplement was aided through the cooperation and courtesy of the International Fire Service Training Association (IFSTA). IFSTA furnished technical materials utilized to develop this training product. Permission to use the information from IFSTA is gratefully acknowledged.

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# Performance Test Instructions

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THIS PERFORMANCE test supplement is based on the 2007 Edition of NFPA 1061; *Professional Qualifications for Public Safety Telecommunicator*. This performance test provides detailed performance checklist items for candidate testing. Performance tests should not be conducted until the candidate has successfully completed the academic portion of the CDC. However, it is strongly encouraged that this supplement and the checklist it contains be used during the normal course of study. Candidates may practice the performance tests at anytime during study and up until testing is conducted. Practice is highly encouraged.

This particular course uses three workstations. Within each workstation there are several tasks and objectives (NFPA line items). A “Performance Summary Sheet” precedes each workstation or group of evaluated tasks. This sheet lists the NFPA line items evaluated and the specific tasks that must be accomplished. Each performance test lists the setting and tools/equipment required for the listed tasks.

Many of the performance test tasks for the Telecommunicator I/II require the use or completion of forms, letters, and other authority having jurisdiction documentation items. Performance tests must be completed in a proctored environment. Ideally, the candidate should be allowed the use of a word processor (computer) and necessary research documents as they are identified in the “tools/equipment” section of the performance test. The proctor’s primary responsibility is to monitor the student’s work to ensure that the candidate is completing their own work, has not previously completed the task and is simply downloading the work, and that the candidate is not using any form of performance test checklist to ensure all elements of performance test are completed. Candidates may have the checklist available during practice sessions.

Scenarios developed (when required for completion of the task) by the proctor should be as realistic and as complete as, all “scenarios” should be actual situations occurring at the candidate’s installation. Proctors should review the checklist paying specific attention to the “Candidate/Evaluator” notes. Additionally, scenarios should be changed periodically to dissuade future candidates from gaining an unfair advantage or allowing for test compromise.

Remember, official performance test notifications must be made prior to the actual mailing of the performance test binder to AFCESA or the candidate’s performance test results will not be accepted by the DoD Administrative Center. For specific program guidance see DoD Manual 6055.6. Your performance test notifications must be made using the following web site:  
<http://www.dodffcert.com/performance/notify.cfm>

# Grading Criteria

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It is important also to understand the grading process used during the evaluation. For a full overview of the CDC process and performance testing please view the *Department of Defense Firefighter Certification Program Video P/N #612288*.

The following criteria will be used to evaluate and determine the pass/fail status of a candidate. Each of the performance test checklists contains an attainment standard. In this particular CDC the attainment standards are set at approximately 80 percent using an “X out of X” format while also containing a time limit. For example, an attainment standard may read, “Successful completion of at least 15 out of 18 items within 90 minutes.”

If for some reason a particular element/step or standard cannot be completed and the candidate’s installation cannot simulate or create the item, then the evaluator may mark the item “Not Applicable” (N/A). The evaluator may then readjust the score by multiplying the remaining checklist items by .80 to determine the number correct required. For example, a performance test requires that 12 out of 15 items be successfully completed and 2 of the 15 items are marked N/A then the evaluator must multiply the remaining 13 items by .80 ( $13 \times .80 = 10.4$  or 11). The new required minimum passing score is now 11 out of 13 items.

The following criteria will be used to evaluate and determine the pass/fail status of a candidate. Each item in the Performance Test Checklist is given a rating.

**Critical (C)** - This rating has been assigned to items, which, if omitted or performed incorrectly, would result in severe injury to, or death of, an individual. Should a firefighter fail to perform any one item rated as Critical (C), the firefighter would be unsuccessful in demonstrating the required proficiency level for that standard.

**Major (M)** - This rating refers to any item that is very important to the general safety of personnel and the successful completion of the evolution. Should a firefighter fail to perform any **three** items rated as Major (M), the firefighter would be unsuccessful in demonstrating the required proficiency level for that standard.

**General** - This rating although there is not symbol, has been given to all remaining items that in combination are relevant to the successful completion of the evolution. Should a firefighter fail to perform any **4** items rated as General, the firefighter would be unsuccessful in demonstrating the required proficiency level for that standard. Should a firefighter fail to perform any combination of Major or General rated items resulting in a sum total of **4**, the firefighter would be unsuccessful in demonstrating the required proficiency level for that standard.

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## SKILLS TEST #1 – Receive

### Performance Test Summary Sheet

**Objectives:** NFPA Standard 1061, Chapters 4 and 5, Paragraphs 4.2.1, 4.2.2, 4.2.3, 4.2.4, 5.2.1, 5.2.2, 5.2.3, and 5.2.4

- Tasks:**
1. 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. (4.2.1 and 4.2.2)
  2. Demonstrate the knowledge and skills to extract key information from a customer requesting assistance so the necessary information to resolve the request is achieved. (4.2.3)
  3. Demonstrate the knowledge and skills to establish non-verbal communication through a device as to obtain accurate information. (4.2.4)
  4. 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. (5.2.1, 5.2.2, 5.2.3, and 5.2.4)

# Receive

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## Performance Test Item – Establish Communication & Acquire Information

**Personnel**

**Classification:** Telecommunicator I/II

**Objective:** NFPA Standard 1061, Chapter 4, Paragraphs 4.2.1 and 4.2.2

**Task:** 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.

**Setting:** 911 dispatch center, training classroom or equivalent.

**Tools/Equipment:** Telephones, radios, log book, fire department's policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

**Attainment**

**Standard:** Successful completion of at least 7 out of 8 checklist items.

**Evaluator's**

**Guidance:** Gather information about service request within 2 minutes.

ELEMENTS/STEPS	STANDARDS	YES	NO
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.	In accordance with the CDC reference material and department policies / procedures, candidate:		
	a. Established communication:		
	1. Telephone	___	___
	2. Other communication device	___	___
	3. Collect information	___	___
	4. Document	___	___
	b. Operate, test, troubleshoot, & maintain:		
	1. Telephone	___	___
	2. Communication & recording equipment	___	___
	c. Professional and accurate verbal communications	___	___
	d. Operate backup equipment	___	___

# Receive

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## Performance Test Item – Extract Key Information

**Personnel**

**Classification:** Telecommunicator I/II

**Objective:** NFPA Standard 1061, Chapter 4, Paragraph 4.2.3

**Task:** Demonstrate the knowledge and skills to extract key information from a customer requesting assistance so the necessary information to resolve the request is achieved.

**Setting:** 911 dispatch center, training classroom or equivalent.

**Tools/Equipment:** Telephones, radios, log book, fire department's policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

**Attainment**

**Standard:** Successful completion of at least 13 out of 16 checklist items.

**Evaluator's**

**Guidance:** Obtain all available information about the service request within 2 minutes.

ELEMENTS/STEPS	STANDARDS	YES	NO
Demonstrate the knowledge and skills to extract key information from a customer requesting assistance so the necessary information to resolve the request is achieved.	In accordance with the CDC reference material and department policies / procedures, candidate:		
	a. Obtained nature of service request:		
	1. Fire	___	___
	2. Hazardous materials	___	___
	3. Law enforcement	___	___
	4. Medical	___	___
	5. Other	___	___
	b. Location (C):		
	1. Street address	___	___
	2. Building number	___	___
	3. Building name	___	___
4. Caller's name	___	___	
5. Call back information/method	___	___	
6. Number/extent of injuries	___	___	
7. Other information depending on the service request.	___	___	
8. Controlled conversation	___	___	
9. Correct questioning methods	___	___	
10. Active listening	___	___	
11. Managed situation (M) (Excited, hysterical, foreign language, or suicidal caller; or bomb threat, mass casualty, or WMD)	___	___	

# Receive

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## Performance Test Item – Non-Verbal Communication Device

**Personnel**

**Classification:** Telecommunicator I/II

**Objective:** NFPA Standard 1061, Chapter 4, Paragraph 4.2.4

**Task:** Demonstrate the knowledge and skills to establish non-verbal communication through a device as to obtain accurate information.

**Setting:** 911 dispatch center, training classroom or equivalent.

**Tools/Equipment:** Telephones, radios, log book, fire department's policies, procedures, and appropriate administrative tools (computer, pen, pencils, paper, etc.).

**Attainment**

**Standard:** Successful completion of at least 10 out of 12 checklist items.

**Evaluator's**

**Guidance:** Interpret information and be prepared to respond necessary services within, 2 minutes.

ELEMENTS/STEPS	STANDARDS	YES	NO
Demonstrate the knowledge and skills to establish non-verbal communication through a device as to obtain accurate information.	In accordance with the CDC reference material and department policies / procedures, candidate:		
	Interpret signals:		
	1. Alarm detection equipment (visual)	___	___
	2. Alarm detection equipment (audio)	___	___
	b. Non-verbal devices:		
	1. Fax machine	___	___
	2. Alarm system	___	___
	3. Analog device	___	___
	4. Computer	___	___
	5. TTY/text phone and TDD/telecommunications device for the deaf	___	___
	c. Determine service required:		
	1. Fire	___	___
	2. HazMat	___	___
	3. Law Enforcement	___	___
	4. Medical	___	___
5. Other	___	___	

# Receive

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## Performance Test Item – Acquire Information from Multiple Sources

**Personnel**

**Classification:** Telecommunicator I/II

**Objective:** NFPA Standard 1061, Chapter 5, Paragraphs 5.2.1, 5.2.2, 5.2.3, and 5.2.4

**Task:** 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.

**Setting:** 911 dispatch center, training classroom or equivalent.

**Tools/Equipment:** Telephones, radios, log book, fire department's policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

**Attainment**

**Standard:** Successful completion of at least 9 out of 11 checklist items.

**Evaluator's**

**Guidance:** Monitor, interpret and effectively react to information requiring action within 2 minutes.

<b>ELEMENTS/STEPS</b>	<b>STANDARDS</b>	<b>YES</b>	<b>NO</b>
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.	In accordance with the CDC reference material and department policies / procedures, candidate:		
	a. Radio equipment (M):		
	1. Monitor inputs	___	___
	2. Operate radio equipment	___	___
	3. React to necessary inputs	___	___
	4. Differentiate audio stimuli	___	___
	b. Electronic data systems (M):		
	1. Monitor inputs	___	___
	2. React to necessary inputs	___	___
	3. Computer keyboard & mouse skills	___	___
	4. Interpret visual symbols	___	___
	c. Alarm systems (M):		
	1. Monitor inputs	___	___
	2. React to necessary inputs	___	___
	3. Interpret signals, data, and messages	___	___

# Process

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## SKILLS TEST #2 – Process

### Performance Test Summary Sheet

**Objectives:** NFPA Standard 1061, Chapters 4 and 5, Paragraphs 4.3.1, 4.3.2, 4.3.3, 4.3.4, 4.3.5, 4.3.6, 5.3.1, 5.3.2, 5.3.3, 5.3.4, 5.3.5, and 5.3.6

- Tasks:**
1. 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. (4.3.1 and 4.3.2)
  2. Demonstrate the knowledge and skills to assess and analyze information by a service requester, defining the request priority, so it is accurately categorized. (4.3.3 and 5.3.5)
  3. Demonstrate the knowledge and skills to evaluate special and unusual circumstances and then allocate the appropriate resources. (4.3.4)
  4. 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. (4.3.5, 5.3.2, and 5.3.6)
  5. Demonstrate the knowledge and skills to maintain location, availability, status, and safety of responding units and update information sources/databases. (4.3.6 and 5.3.3)
  6. Demonstrate the knowledge and skills to maintain updated information sources / database during a response or service request. (5.3.1)
  7. Demonstrate the knowledge and skills to analyze and translate alarm system information to allocate appropriate equipment and/ response. (5.3.4)

### Performance Test Item – Prepare Data for Dispatch and Generate Records

**Personnel**

**Classification:** Telecommunicator I/II

**Objective:** NFPA Standard 1061, Chapter 4, Paragraphs 4.3.1 and 4.3.2

**Task:** 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.

**Setting:** 911 dispatch center, training classroom or equivalent.

**Tools/Equipment:** Telephones, radios, log book, fire department's policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

**Attainment**

**Standard:** Successful completion of at least 13 out of 16 checklist items.

**Evaluator's**

**Guidance:** Categorize and complete a 30-day record of all emergency requests for the past 30 days within 1 hour.

# Process

ELEMENTS/STEPS	STANDARDS	YES	NO
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.	In accordance with the CDC reference material and department policies / procedures, candidate:		
	a. Compile requests for emergency services – computer based:		
	1. Basic grammar skills & spelling	___	___
	2. Interpret information	___	___
	3. Condense information	___	___
	4. Computer keyboard & mouse skills	___	___
	5. Typing skills	___	___
	b. Compile requests for emergency services – paper based:		
	1. Basic grammar skills & spelling	___	___
	2. Interpret information	___	___
	3. Condense information	___	___
	4. Legible handwriting	___	___
	c. Categorize response request:		
	1. Structural fire, smell of smoke or automatic fire alarm	___	___
	2. Aircraft in-flight or ground	___	___
	3. HazMat major or minor responses	___	___
	4. Medical major or minor response	___	___
	5. Law enforcement	___	___
	6. Other	___	___
	d. Total each area and log complete	___	___

### Performance Test Item – Analyze, Categorize and Prioritize Information

**Personnel**

**Classification:** Telecommunicator I/II

**Objective:** NFPA Standard 1061, Chapters 4 & 5, Paragraph 4.3.3 and 5.3.5

**Task:** Demonstrate the knowledge and skills to assess and analyze information by a service requester, defining the request priority, so it is accurately categorized.

**Setting:** 911 dispatch center, training classroom or equivalent.

**Tools/Equipment:** Telephones, radios, log book, fire department's policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

**Attainment**

**Standard:** Successful completion of at least 10 out of 12 checklist items.

**Evaluator's**

**Guidance:** None.

# Process

ELEMENTS/STEPS	STANDARDS	YES	NO
Demonstrate the knowledge and skills to assess and analyze information by a service requester, defining the request priority, so it is accurately categorized.	In accordance with the CDC reference material and department policies / procedures, candidate:		
	a. Priority if call (C):		
	1. High		
	2. Low		
	b. Category of call (C):		
	1. Fire		
	2. HazMat		
	3. Medical		
	4. Law Enforcement		
	c. The service response (M):		
	1. Fire		
	2. HazMat		
	3. Medical		
	4. Law Enforcement		
5. Combination			
d. Refine the response, as needed, based upon addition input, using systems in the communications center			

## Performance Test Item – Evaluate Special & Unusual Circumstances

### Personnel

**Classification:** Telecommunicator I/II

**Objective:** NFPA Standard 1061, Chapter 4, Paragraph 4.3.4

**Task:** Demonstrate the knowledge and skills to evaluate special and unusual circumstances and then allocate the appropriate resources.

**Setting:** 911 dispatch center, training classroom or equivalent.

**Tools/Equipment:** Telephones, radios, log book, fire department's policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

### Attainment

**Standard:** Successful completion of at least 6 out of 8 checklist items.

### Evaluator's

**Guidance:** Evaluate special or unusual phone calls with 2 minutes.

# Process

ELEMENTS/STEPS	STANDARDS	YES	NO	
Demonstrate the knowledge and skills to evaluate special and unusual circumstances and then allocate the appropriate resources.	In accordance with the CDC reference material and department policies / procedures, candidate:			
	a. Evaluated special and unusual callers:			
	1. Abandoned		___	___
	2. Silent		___	___
	3. Signaling system interruptions		___	___
	4. Phone background noise		___	___
	5. Unintelligible		___	___
	6. Conflicting information		___	___
	7. Voice inflection		___	___
	b. Allocated appropriate response and resources	___	___	

### Performance Test Item – Determine Resources and Appropriate Response

**Personnel**

**Classification:** Telecommunicator I/II

**Objective:** NFPA Standard 1061, Chapter 4 and 5, Paragraphs 4.3.5, 5.3.2 and 5.3.6

**Task:** 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.

**Setting:** 911 dispatch center, training classroom or equivalent.

**Tools/Equipment:** Telephones, radios, log book, fire department's policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

**Attainment**

**Standard:** Successful completion of at least 9 out of 11 checklist items.

**Evaluator's**

**Guidance:** Determine the service response within 2 minutes.

# Process

ELEMENTS/STEPS	STANDARDS	YES	NO
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.	In accordance with the CDC reference material and department policies / procedures, candidate:		
	a. Determining factors:		
	1. Emergency type		
	2. Available resources		
	3. Responders immediate and future safety		
	4. Population of response area		
	5. Time day / night		
	6. Other particulars of the response area		
	b. Interpret (M):		
	1. Maps		
	2. GPS coordinates		
	3. Charts		
	4. Resource lists		
5. Incident data			
c. Prepared and maintained appropriate communication center document on response.			

## Performance Test Item – Maintain Status of Units and Databases

**Personnel**

**Classification:** Telecommunicator I/II

**Objective:** NFPA Standard 1061, Chapters 4 and 5, Paragraphs 4.3.6 and 5.3.3

**Task:** Demonstrate the knowledge and skills to maintain location, availability, status, and safety of responding units and update information sources/databases.

**Setting:** 911 dispatch center, training classroom or equivalent.

**Tools/Equipment:** Telephones, radios, log book, fire department's policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

**Attainment**

**Standard:** Successful completion of at least 5 out of 6 checklist items.

**Evaluator's**

**Guidance:** None.

# Process

ELEMENTS/STEPS	STANDARDS	YES	NO	
Demonstrate the knowledge and skills to maintain location, availability, status, and safety of responding units and update information sources/databases.	In accordance with the CDC reference material and department policies / procedures, candidate:			
	a. Status and document:			
	1. Units available		___	___
	2. Agencies available and their resources / hours available		___	___
	b. Update data:			
	1. On-base, off-base surrounding area, and special interest / hazard maps		___	___
	2. Telephone list		___	___
	3. Reference list		___	___
4. Pre-response plans		___	___	

### Performance Test Item – Update Information Databases during a Response

**Personnel**

**Classification:** Telecommunicator I/II

**Objective:** NFPA Standard 1061, Chapter 5, Paragraph 5.3.1

**Task:** Demonstrate the knowledge and skills to maintain updated information sources / database during a response or service request.

**Setting:** 911 dispatch center, training classroom or equivalent.

**Tools/Equipment:** Telephones, radios, log book, fire department's policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

**Attainment**

**Standard:** Successful completion of at least 5 out of 6 checklist items.

**Evaluator's**

**Guidance:** None.

# Process

ELEMENTS/STEPS	STANDARDS	YES	NO
Demonstrate the knowledge and skills to maintain updated information sources / database during a response or service request.	In accordance with the CDC reference material and department policies / procedures, candidate:		
	a. Interpret and maintain response data:		
	1. Analyze data	___	___
	2. Classify data	___	___
	3. Summarize data	___	___
	4. Monitor resource status	___	___
	5. Determine units for deployment	___	___
	6. Maintain and use special equipment and database systems	___	___

## Performance Test Item – Alarm Systems

### Personnel

**Classification:** Telecommunicator I/II

**Objective:** NFPA Standard 1061, Chapter 5, Paragraph 5.3.4

**Task:** Demonstrate the knowledge and skills to analyze and translate alarm system information to allocate appropriate equipment and/ response.

**Setting:** 911 dispatch center, training classroom or equivalent.

**Tools/Equipment:** Telephones, radios, log book, fire department's policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

### Attainment

**Standard:** Successful completion of at least 5 out of 6 checklist items.

### Evaluator's

**Guidance:** Translate alarm data so resources can be allocated within 1 minute.

# Process

ELEMENTS/STEPS	STANDARDS	YES	NO
Demonstrate the knowledge and skills to analyze and translate alarm system information to allocate appropriate equipment and/ response.	In accordance with the CDC reference material and department policies / procedures, candidate:		
	a. Received alarm signal:		
	1. Fire alarm	<input type="checkbox"/>	<input type="checkbox"/>
	2. Trouble alarm	<input type="checkbox"/>	<input type="checkbox"/>
	b. Differentiate between multiple audio and video stimuli	<input type="checkbox"/>	<input type="checkbox"/>
	c. Maintenance of alarm systems	<input type="checkbox"/>	<input type="checkbox"/>
	d. Use of alarm systems	<input type="checkbox"/>	<input type="checkbox"/>
e. Computer keyboard & mouse skills	<input type="checkbox"/>	<input type="checkbox"/>	

## SKILLS TEST #3 – Disseminate

### Performance Test Summary Sheet

**Objectives:** NFPA Standard 1061, Chapters 4 and 5, Paragraphs 4.4.1, 4.4.2, 4.4.3, 5.4.1, 5.4.2, 5.4.3, 5.4.5, and 5.4.6

- Tasks:**
1. 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. (4.4.1 and 5.4.1)
  2. Demonstrate the knowledge and skills to provide accurate response instructions, information or directions to other telecommunicators or entities. (4.4.2)
  3. Demonstrate the knowledge and skills to provide accurate non-emergency instructions, directions or information to co-workers or other entities. (4.4.3)
  4. Demonstrate the knowledge and skills to initiate a unit emergency response, convey relevant information, acquire supplemental information, and then keep units updated. (5.4.2, 5.4.3, and 5.4.4)
  5. Demonstrate the knowledge and skills to timely implement a community wide action plan. (5.4.5)
  6. 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. (5.4.6)

# Disseminate

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## Performance Test Item – Telecommunications Equipment & Information

**Personnel**

**Classification:** Telecommunicator I/II

**Objective:** NFPA Standard 1061, Chapters 4 and 5, Paragraphs 4.4.1 and 5.4.1

**Task:** 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.

**Setting:** 911 dispatch center, training classroom or equivalent.

**Tools/Equipment:** Telephones, radios, log book, fire department's policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

**Attainment**

**Standard:** Successful completion of at least 10 out of 12 checklist items.

**Evaluator's**

**Guidance:** Communication center operator must demonstrate operation of all equipment and appropriate information to response units over a 1-hour period.

ELEMENTS/STEPS	STANDARDS	YES	NO
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.	In accordance with the CDC reference material and department policies / procedures, candidate:		
	a. Operate (M):		
	1. Computer assisted dispatch	___	___
	2. Two-way radios	___	___
	3. Telephones, pagers and cell phones	___	___
	4. Alerting devices	___	___
	5. Public address system	___	___
	6. Computer data terminals	___	___
	7. Other assigned equipment	___	___
	b. Released appropriate response information:		
	1. Citizens	___	___
	2. Other telecommunicators	___	___
	3. Another agency	___	___
	4. Request was resolved	___	___
	c. Maintain voice control throughout process	___	___

# Disseminate

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## Performance Test Item – Response Instructions, Information, and Directions

### Personnel

**Classification:** Telecommunicator I/II

**Objective:** NFPA Standard 1061, Chapter 4, Paragraph 4.4.2

**Task:** Demonstrate the knowledge and skills to provide accurate response instructions, information or directions to other telecommunicators or entities.

**Setting:** 911 dispatch center, training classroom or equivalent.

**Tools/Equipment:** Telephones, radios, log book, fire department's policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

### Attainment

**Standard:** Successful completion of at least 3 out of 4 checklist items.

### Evaluator's

**Guidance:** Provide the necessary information to the service requester in 2 minutes.

## Disseminate

ELEMENTS/STEPS	STANDARDS	YES	NO
Demonstrate the knowledge and skills to provide accurate response instructions, information or directions to other entities or telecommunicators.	In accordance with the CDC reference material and department policies / procedures, candidate:		
	a. Provided proper:		
	1. Instructions	___	___
	2. Information	___	___
	3. Directions	___	___
	b. Used the proper voice control, routing, and operation of telecommunication equipment	___	___

# Disseminate

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## Performance Test Item – Non-Emergency Instructions, Information, and Directions

### Personnel

**Classification:** Telecommunicator I/II

**Objective:** NFPA Standard 1021, Chapter 4, Paragraph 4.4.3

**Task:** Demonstrate the knowledge and skills to provide accurate non-emergency instructions, directions or information to co-workers or other entities.

**Setting:** 911 dispatch center, training classroom or equivalent.

**Tools/Equipment:** Telephones, radios, log book, fire department's policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

### Attainment

**Standard:** Successful completion of at least 4 out of 5 checklist items.

### Evaluator's

**Guidance:** Relay necessary information within 5 minutes.

## Disseminate

ELEMENTS/STEPS	STANDARDS	YES	NO
Demonstrate the knowledge and skills to provide accurate non-emergency instructions, directions or information to co-workers or other entities.	In accordance with the CDC reference material and department policies / procedures, candidate:		
	a. Provided proper non-emergency information to:		
	1. Co-workers	___	___
	2. Supervisors	___	___
	3. Outside agencies	___	___
	4. Customers	___	___
	b. Used the proper voice control, routing, and operation of telecommunication equipment	___	___

# Disseminate

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## Performance Test Item – Initiate Emergency Response

**Personnel**

**Classification:** Telecommunicator I/II

**Objective:** NFPA Standard 1061, Chapter 5, Paragraph 5.4.2, 5.4.3, and 5.4.4

**Task:** Demonstrate the knowledge and skills to initiate a unit emergency response, convey relevant information, acquire supplemental information, and keep units updated.

**Setting:** 911 dispatch center, training classroom or equivalent.

**Tools/Equipment:** Telephones, radios, log book, fire department's policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

**Attainment**

**Standard:** Successful completion of at least 10 out of 12 checklist items.

**Evaluator's**

**Guidance:** Dispatch units within 1 minute and run a complete emergency with accurate and professional communications.

ELEMENTS/STEPS	STANDARDS	YES	NO
Demonstrate the knowledge and skills to initiate a unit emergency response, convey relevant information, acquire supplemental information, and keep units updated.	In accordance with the CDC reference material and department policies / procedures, candidate:		
	a. Initiate unit response (M):		
	1. Conveyed information	___	___
	2. Accurate	___	___
	3. Prioritized	___	___
	4. Pertinent	___	___
	5. Verified received	___	___
	6. Timely	___	___
	b. Acquire and relayed information from reference materials, databases, and emergency action plans (M)		
	1. Valid source	___	___
	2. Evaluated	___	___
	3. Prioritized	___	___
	4. Relayed	___	___
	5. Request refined	___	___
	c. Used the proper voice control, routing, and operation of telecommunication equipment		___

# Disseminate

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## Performance Test Item – Community Action Plan

**Personnel**

**Classification:** Telecommunicator I/II

**Objective:** NFPA Standard 1061, Chapter 5, Paragraph 5.4.5

**Task:** Demonstrate the knowledge and skills to timely implement a community wide action plan.

**Setting:** 911 dispatch center, training classroom or equivalent.

**Tools/Equipment:** Telephones, radios, log book, fire department's policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

**Attainment**

**Standard:** Successful completion of at least 3 out of 4 checklist items.

**Evaluator's**

**Guidance:** This is a scenario beyond the scope of the fire department or one agency.

## Disseminate

ELEMENTS/STEPS	STANDARDS	YES	NO
Demonstrate the knowledge and skills to timely implement a community wide action plan.	In accordance with the CDC reference material and department policies / procedures, candidate:		
	a. Community action plan / notification initiated and in a timely manner.	___	___
	b. Notifications:		
	1. All appropriate agencies initiated	___	___
	2. Follow-up actions completed	___	___
	c. Used the proper voice control, routing, and operation of telecommunication equipment.	___	___

# Disseminate

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## Performance Test Item – Communication Center Action Plan

**Personnel**

**Classification:** Telecommunicator I/II

**Objective:** NFPA Standard 1061, Chapter 5, Paragraph 5.4.6

**Task:** 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.

**Setting:** 911 dispatch center, training classroom or equivalent.

**Tools/Equipment:** Telephones, radios, log book, fire department's policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

**Attainment**

**Standard:** Successful completion of at least 4 out of 5 checklist items.

**Evaluator's**

**Guidance:** Implement the action plan within 1 hour.

## Disseminate

ELEMENTS/STEPS	STANDARDS	YES	NO
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.	In accordance with the CDC reference material and department policies / procedures, candidate:		
	a. Action plan successfully initiated		
	b. Local requirement followed	___	___
	c. Notifications completed	___	___
	d. Follow-up actions (as required)	___	___
	e. Integrity of communication center maintained	___	___
	f. Safety of personnel accomplished	___	___

**Student Notes**

# Performance Test Record

## Telecommunicator I/II

**INSTRUCTIONS:** This form must be completed and kept on file. A copy of this form is also required to be submitted with the candidate's certification package.

Performance Test Ref # \_\_\_\_\_ Date of Evaluation \_\_\_\_\_

Candidate's Name \_\_\_\_\_ SSN \_\_\_\_\_

Evaluator's Name \_\_\_\_\_ SSN \_\_\_\_\_

Candidate PASSED/FAILED the Telecommunicator Performance Tests stations marked below:

STATION	PASSED	FAILED
Receive	_____	_____
Process	_____	_____
Disseminate	_____	_____

If candidate has failed the performance evaluation, provide the following information:  
(Use additional sheets, if necessary)

Objective(s):

Reason(s) for failure:

Candidate's Signature \_\_\_\_\_

Evaluator's Signature \_\_\_\_\_

*"FOUO. This document contains information exempt from mandatory disclosure under the FOIA, Exemption 5 U.S.C. 552(b)(6) applies. This information is also protected by the Privacy Act of 1974 and must be safeguarded from unauthorized disclosure."*

## Student Notes

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## Student Notes

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**Edit Code 02**