



**ARAB FIRE SAFETY AND SECURITY ACADEMY (AFSSAC)
PUBLIC SAFETY TELECOMMUNICATOR I
PERFORMANCE STANDARDS
NFPA 1061, chapter 5 2014 Edition**

SKILL SHEET PACKAGE

Based on NFPA 1061: Standard for Professional Qualifications for Public
Safety Telecommunicator, 2014 Edition

November 2016



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PUBLIC SAFETY TELECOMMUNICATOR I
PERFORMANCE STANDARDS
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Performance Test # 1

**Secure Communications & Collect Pertinent
Information**

PERFORMANCE STANDARD

The candidate, given a communication device, a means of collecting information, operating procedures, and a workstation, shall establish communications with the requester and collect pertinent and accurate information. [NFPA 1061 (2014 Ed.) 5.2.2, 5.2.3]

Note to Evaluator(s):

By your signature below, you verify that you are qualified to serve as an AFSSAC Evaluator, have followed AFSSAC Testing Policies and have witnessed that the below candidate has tested the below skills in their entirety.

Note to Student:

Skill will end when you state or indicate to the evaluator that you have completed all the identified steps. Notify the evaluator at **ANY** time that you have a safety concern.

Expected time to complete skill(s) is 10 minutes



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Candidate: _____ **Notes:** _____

Training Provider: _____

Test Site: _____

Examiner: _____

Performance Test # 1

NFPA 1061 5.2.2, 5.2.3	<u>TEST</u>		<u>RETEST</u>			
	YES	NO	YES	NO		
Safely performs the following steps:						
1) Operates and troubleshoots communication system and devices						
2) Communication link with the requester is established						
3) Communicates verbally with the requester						
4) Listens to the requester to obtain information						
5) Controls the conversation using established questioning techniques and active listening techniques						
6) Manages ONE of the following situations: <ul style="list-style-type: none"> • An excited or hysterical caller • A caller speaking a foreign language • A suicidal caller • A caller reporting a mass casualty • A caller reporting a situation involving weapons of mass destruction 						
7) Accurate information regarding the request is obtained						
RESULT	5 STEPS are required to Pass.		<input type="checkbox"/> PASS	<input type="checkbox"/> FAIL	<input type="checkbox"/> PASS	<input type="checkbox"/> FAIL

Proctor Comments:

Proctor (Print & Sign): _____ **Date** _____

Re-Test Proctor (Print & Sign): _____ **Date** _____

Re-Test candidate (Print & Sign): _____ **Date** _____



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Performance Test # 2

Establish Nonverbal Communications

PERFORMANCE STANDARD

The candidate, given a request for public safety service through a communications device, shall establish nonverbal communication so that accurate information about the request is obtained and is accurately categorized and prioritized. [NFPA 1061 (2014 Ed.) 5.2.4, 5.3.3]

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Examiner: _____

Performance Test # 2

NFPA 1061 5.2.4, 5.3.3		<u>TEST</u>		<u>RETEST</u>	
Safely performs the following steps:		YES	NO	YES	NO
1) Establishes or receives communication through ONE of the following devices: <ul style="list-style-type: none"> • computer • digital terminal • analog device • alarm system • fax machine 					
2) Accurate information regarding the request is obtained					
3) Assigns a priority level					
4) Determines potential threats/risks					
5) Accurately categorizes the request					
RESULT	4 STEPS are required to Pass.	<input type="checkbox"/> PASS	<input type="checkbox"/> FAIL	<input type="checkbox"/> PASS	<input type="checkbox"/> FAIL

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Re-Test candidate (Print & Sign): _____ **Date** _____



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Performance Test # 3

Prepare Records

PERFORMANCE STANDARD

The candidate, given agency policies, procedures, guidelines, and resources, shall prepare records of public safety services requests. [NFPA 1061 (2014 Ed.) 5.3.2]

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Expected time to complete skill(s) is 10 minutes



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Performance Test # 3

Performance Test # 3					
NFPA 1061 5.3.2		<u>TEST</u>		<u>RETEST</u>	
Safely performs the following steps:		YES	NO	YES	NO
1) Applies basic language and writing skills					
2) Interprets and condenses information					
3) Demonstrates typing skills by operating a keyboard and mouse OR has legible handwriting					
4) Demonstrates proper spelling and grammar					
5) The record is correct, complete and concise					
RESULT	4 STEPS are required to Pass.	<input type="checkbox"/> PASS	<input type="checkbox"/> FAIL	<input type="checkbox"/> PASS	<input type="checkbox"/> FAIL

Proctor Comments:

Proctor (Print & Sign): _____ **Date** _____

Re-Test Proctor (Print & Sign): _____ **Date** _____

Re-Test candidate (Print & Sign): _____ **Date** _____



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Performance Test # 4

Prepare Records

PERFORMANCE STANDARD

The candidate, given agency policies, procedures, guidelines, protocols and resources, shall determine incomplete, conflicting or inconclusive information or data so that an allocation of resources is selected and personnel are notified of the correction of data. [NFPA 1061 (2014 Ed.) 5.3.4, 5.3.5]

Note to Evaluator(s):

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Note to Student:

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Expected time to complete skill(s) is 10 minutes



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Examiner: _____

Performance Test # 4

NFPA 1061 5.3.4, 5.3.5	<u>TEST</u>		<u>RETEST</u>			
	YES	NO	YES	NO		
Safely performs the following steps:						
1) Analyzes changes in information						
2) Demonstrates map and chart reading ability						
3) Demonstrates proficiency with GPS systems						
4) Allocation of resources is determined						
5) Updates resource list						
6) Notifies correct personnel						
7) Demonstrates basic writing, handwriting and computer skills						
RESULT	5 STEPS are required to Pass.		<input type="checkbox"/> PASS	<input type="checkbox"/> FAIL	<input type="checkbox"/> PASS	<input type="checkbox"/> FAIL

Proctor Comments:

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Performance Test # 5

Relay Information to the Service Requester

PERFORMANCE STANDARD

The candidate, given agency policies, procedures, guidelines and protocols, shall relay instructions, information and directions to the service requester. [NFPA 1061 (2014 Ed.) 5.4.1]

Note to Evaluator(s):

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Note to Student:

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Expected time to complete skill(s) is 5 minutes



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Candidate: _____ **Notes:** _____

Training Provider: _____

Test Site: _____

Examiner: _____

Performance Test # 5

NFPA 1061 5.4.1	<u>TEST</u>		<u>RETEST</u>			
	YES	NO	YES	NO		
Safely performs the following steps:						
1) Operates telecommunication device						
2) Controls voice						
3) Provides directions						
4) Routes caller						
5) Information conveyed is appropriate to the incident						
6) Information conveyed is consistent with agency policies, procedures, guidelines and protocols						
7) Conveying of information results in resolution, referral or response						
RESULT	5 STEPS are required to Pass.		<input type="checkbox"/> PASS	<input type="checkbox"/> FAIL	<input type="checkbox"/> PASS	<input type="checkbox"/> FAIL

Proctor Comments:

Proctor (Print & Sign): _____ **Date** _____

Re-Test Proctor (Print & Sign): _____ **Date** _____

Re-Test candidate (Print & Sign): _____ **Date** _____



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Performance Test # 6

Relay Information to other Telecommunicator(s)

PERFORMANCE STANDARD

The candidate, given agency policies, procedures, guidelines, and protocols, shall relay instructions, information, and directions to other public safety telecommunicators. [NFPA 1061 (2014 Ed.) 5.4.2]

Note to Evaluator(s):

By your signature below, you verify that you are qualified to serve as an AFSSAC Evaluator, have followed AFSSAC Testing Policies and have witnessed that the below candidate has tested the below skills in their entirety.

Note to Student:

Skill will end when you state or indicate to the evaluator that you have completed all the identified steps. Notify the evaluator at **ANY** time that you have a safety concern.

Expected time to complete skill(s) is 5 minutes



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Candidate: _____ **Notes:** _____

Training Provider: _____

Test Site: _____

Examiner: _____

Performance Test # 6

NFPA 1061 5.4.2	<u>TEST</u>		<u>RETEST</u>			
	YES	NO	YES	NO		
Safely performs the following steps:						
1) Operates telecommunication device						
2) Controls voice						
3) Provides directions						
4) Information conveyed is appropriate to the incident						
5) Information conveyed is consistent with agency policies, procedures, guidelines and protocols						
6) Conveying of information results in resolution, referral or response						
RESULT	5 STEPS are required to Pass.		<input type="checkbox"/> PASS	<input type="checkbox"/> FAIL	<input type="checkbox"/> PASS	<input type="checkbox"/> FAIL

Proctor Comments:

Proctor (Print & Sign): _____ **Date** _____

Re-Test Proctor (Print & Sign): _____ **Date** _____

Re-Test candidate (Print & Sign): _____ **Date** _____



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Performance Test # 7

Respond to Information Requests

PERFORMANCE STANDARD

The candidate, given an inquiry from the public or the media, shall respond to requests for information. [NFPA 1061 (2014 Ed.) 5.4.3]

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Expected time to complete skill(s) is 10 minutes



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Examiner: _____

Performance Test # 7

NFPA 1061 5.4.3		<u>TEST</u>		<u>RETEST</u>	
		YES	NO	YES	NO
Safely performs the following steps:					
1) Policies, procedures and guidelines are followed					
2) Demonstrates verbal and written skills					
RESULT	All STEPS are required to Pass.	<input type="checkbox"/> PASS	<input type="checkbox"/> FAIL	<input type="checkbox"/> PASS	<input type="checkbox"/> FAIL

Proctor Comments:

Proctor (Print & Sign): _____ **Date** _____

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Re-Test candidate (Print & Sign): _____ **Date** _____