



**Official Skill Sheets for Practical Skills  
Ontario, Canada**

# **PUBLIC SAFETY TELECOMMUNICATOR I**

**NFPA 1061, Chapter 5, 2014 Edition**

**National Fire Protection Association Standard  
for Public Safety Telecommunicator I Professional  
Qualifications**

**Enquiries regarding completion of this booklet  
should be directed to your Instructor, Fire Chief or Designate.**

**Manager  
Academic Standards and Evaluation Unit  
Ministry of Community Safety and Correctional Services  
Office of the Fire Marshal and Emergency Management  
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## Overview

Skill sheets within this booklet are based on the 2014 Edition of NFPA 1061, Professional Qualifications for Public Safety Telecommunications Personnel. These skill evaluations provide detailed performance checklist items for those seeking certification to this Standard. Skill evaluations should not be conducted until the candidate has successfully completed training that meets all requisite knowledge and requisite skill requirements as outlined in NFPA 1061-2014. Training providers must demonstrate meeting all Job Performance Requirements (JPRs) through submission of the OFMEM's "Assessment Checklist for Course Recognition" and through following the OFMEM's "Standardized Curriculum Form". However, it is strongly encouraged that this Skills Book and the evaluation checklists it contains be used during the normal course of study. Candidates may practice the performance criteria items at any time during study until skills evaluations are conducted. Practice is highly encouraged.

Requests for skills evaluations are to be submitted to the OFMEM **no less than 3 months** in advance of the requested evaluation date. Please contact **OFMTestingandCertification@ontario.ca** to arrange an evaluation session for candidates.

The Lead Evaluator representing the Office of the Fire Marshal and Emergency Management (OFMEM) will obtain assistance as required from the Department seeking certification.

Many of the skill evaluation tasks for Telecommunicator I candidates require the use or completion of forms or letters. In addition, you may be required to follow other organization-specific Standard Operating Procedures/Standard Operating Guidelines (SOPs/SOGs). Skill evaluations must be completed at the candidate's communications centre or other recognized training facility. Ideally, the candidate should be evaluated at a secondary work station away from the live environment. If not feasible, the primary work station may be used, however, real emergencies may result in the re-location of the evaluation process with the candidates verbally describing the procedures necessary to complete the evaluation. Candidates will be allowed the use of a word processor (computer) and necessary materials as they are identified in the "tools/equipment" section of the skills sheet. The Lead Evaluator's primary responsibility is to monitor the candidate's work to ensure that they are completing their own work, have not previously completed the task and are simply downloading the work, and that the candidate is not using any form of skill evaluation checklist to ensure all elements of the performance criteria are completed. Candidates may have the checklist available during practice sessions.

Scenarios contained in this document or developed (when required for completion of the task) by the Lead Evaluator will be as realistic and complete as possible, and all "scenarios" should be actual situations occurring at the candidate's installation. Lead



Evaluators should review the checklist paying specific attention to the “Skill Procedure” notes. Scenarios will be changed periodically to dissuade future candidates from gaining an unfair advantage, thereby upholding the academic integrity of the evaluation process.



## Suggested Readings

Information for meeting NFPA 1061, 2014 Edition Job Performance Requirements (JPRs) for PUBLIC SAFETY TELECOMMUNICATOR I is found in the following suggested readings:

1. NFPA 1061, *Standard for Public Safety Telecommunications Personnel Professional Qualifications*, 2014 Edition
  - Refer to NFPA 1061, 2014 Edition
2. APCO Institute, *Public Safety Telecommunicator I*, 7th Edition, Canada
  - Refer to APCO, 7<sup>th</sup> Edition



## Verification of Successful Completion of Practical Skills Course

This form must be completed and signed by the Instructor with skills verification responsibilities. It must be submitted to Academic Standards & Evaluation (AS&E) **prior to the date of practical skills evaluation and certification.** Only those individuals whose forms have been received by the OFMEM will be eligible for practical skills evaluation and certification. This form validates that the candidate has successfully completed all required skills as attached, and shall be made available to the OFMEM upon request. If seeking skills evaluation at a later date, candidates **MUST** retain this form as proof for eligibility to participate in a future evaluation session for attaining certification.

### To be completed by the candidate:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Prov: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Department/Agency: \_\_\_\_\_

Public Safety Telecommunicator I Location: \_\_\_\_\_

Public Safety Telecommunicator I Completion Date: \_\_\_\_\_

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### To be completed by the **Instructor as explained above:**

**As Lead Instructor for this course, I verify that the above candidate has successfully completed all of the practical skills required for the level of:**

Public Safety Telecommunicator I

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## Verification of Successful Completion of Practical Skills Evaluation for Candidate

To be completed by the Lead Evaluator present for two (2) of the practical skills evaluated below:

Student Name: \_\_\_\_\_

Department/Agency: \_\_\_\_\_

Course Dates: \_\_\_\_\_ Location: \_\_\_\_\_

Evaluation Date: \_\_\_\_\_ Location: \_\_\_\_\_

Lead Evaluator(s): \_\_\_\_\_

Skill	Pass/Fail
<b>NFPA 1061-2014, 5.2.2: Secure Communications with the Service Requester</b> <i>Evaluator signature:</i> _____ <i>Date:</i> _____	
<b>NFPA 1061-2014, 5.2.3: Collect Pertinent Information</b> <i>Evaluator signature:</i> _____ <i>Date:</i> _____	
<b>NFPA 1061-2014, 5.2.4: Establish Non-Verbal Communications through a Communications Device</b> <i>Evaluator signature:</i> _____ <i>Date:</i> _____	
<b>NFPA 1061-2014, 5.3.2: Prepare Records of Public Safety Services Requests</b> <i>Evaluator signature:</i> _____ <i>Date:</i> _____	



Skill	Pass/Fail
<b>NFPA 1061-2014, 5.3.3: Utilize, Categorize and Prioritize Information</b> Evaluator signature: _____ Date: _____ _____	
<b>NFPA 1061-2014, 5.3.4: Determine Incomplete, Conflicting, or Inconclusive Information</b> Evaluator signature: _____ Date: _____ _____	
<b>NFPA 1061-2014, 5.3.5: Notify Correct Personnel about Addition, Deletion and Correction of Data</b> Evaluator signature: _____ Date: _____ _____	
<b>NFPA 1061-2014, 5.4.1: Relay Instructions, Information, and Directions to Service Requester</b> Evaluator signature: _____ Date: _____ _____	
<b>NFPA 1061-2014, 5.4.2: Relay Information to other Public Safety Telecommunications Personnel or Entities</b> Evaluator signature: _____ Date: _____ _____	
<b>NFPA 1061-2014, 5.4.3: Respond to request for Information</b> Evaluator signature: _____ Date: _____ _____	



## Table of Contents

First Skill: Secure Communications with the Service Requester .....	9
Second Skill: Collect Pertinent Information .....	10
Third Skill: Establish Non-Verbal Communications through a Communications Device	13
Fourth Skill: Prepare Records of Public Safety Services Requests	
Fifth Skill: Utilize, Categorize and Prioritize Information	
Sixth Skill: Determine Incomplete, Conflicting, or Inconclusive Information	
Seventh Skill: Notify Correct Personnel about Addition, Deletion, and Correction of Data	
Eighth Skill: Relay Instructions, Information, and Directions to Service Requester	
Ninth Skill: Relay Information to other Public Safety Telecommunications Personnel or Entities	
Tenth Skill: Respond to Request for Information	





## First Skill: Receiving Requests for Service

Successful completion of the practical skills in this section is necessary to fulfill the requirements of the following sections of NFPA 1061-2014:

### Public Safety Telecommunicator I Standard

#### 5.2.2.

Secure communications with the service requester, given a communication device, a means of collecting information, and a work station, so that a communication link with the requester is achieved.

#### 5.2.3

Collect pertinent information, given a request for service, so that accurate information regarding the request is obtained.

#### 5.2.4

Establish nonverbal communications, given a request for service through a communications device, so that accurate information regarding the request is obtained.



## **First Skill: 5.2.2 Secure Communications with the Service Requester**

Successful completion of the practical skills in this section is necessary to fulfill the requirements of the following sections of NFPA 1061-2014:

### **Public Safety Telecommunicator I Standard**

#### **5.2.2**

Complete training records and report forms, given policies and procedures and forms, so that required reports are accurate and submitted in accordance with the procedures.



## 5.2.2 Secure Communications with the Service Requester

### Skill Procedure:

Candidate will perform the following in accordance with appropriate reference material and department policies/procedures in a 9-1-1 dispatch centre, training classroom, or equivalent setting, given equipment used by their agency within time frames listed below. Evaluator will use a scenario of a monitoring company verbally reporting a fire alarm.

### Tools/Equipment:

Work station which may include telephones, radios, log book, fire department's policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

### Items to be checked

#	If the candidate:	Pass/Fail
1.	Secured a communication link with the service requester (2 minutes): [5.2.2 (B-2)]	
	a. Operated telephone or other communication device appropriately.	
	b. Demonstrated professional verbal and listening skills.	
	c. Obtained accurate information from the service requester.	
2.	Operated and conducted basic troubleshooting of telephone or other communications systems or device (5 minutes): [5.2.2 (B-1)]	
	a. Demonstrated troubleshooting procedure where issue occurs in preventing establishment of a communication link, and described and/or demonstrated how to correct issue.	





## **Second Skill: 5.2.3 Collect Pertinent Information**

Successful completion of the practical skills in this section is necessary to fulfill the requirements of the following sections of NFPA 1061-2014:

### **Public Safety Telecommunicator I Standard**

#### **5.2.3**

Collect pertinent information, given a request for service, so that accurate information regarding the request is obtained.



## 5.2.3 Collect Pertinent Information

### Skill Procedure:

Candidate will perform the following in accordance with appropriate reference material and department policies/procedures in a 9-1-1 dispatch centre, training classroom, or equivalent setting within 2 minutes, given equipment used by their agency. Evaluator will use a scenario relating to extracting key information for a rescue.

### Tools/Equipment:

Work station which may include telephones, radios, log book, fire department's policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

### Items to be checked:

#	If the candidate:	Pass/Fail
1.	Obtained nature of service request (Fire, Medical, Rescue, Other): [5.2.3 (B-1)]	
	a. Controlled the conversation	
	b. Utilized established questioning techniques	
	c. Demonstrated active listening skills	
2.	Located: [5.2.3]	
	a. Street address	
	b. Apartment/unit number (if applicable)	
	c. Building name (if applicable)	
	d. Caller's name	
	e. Call back information	
	f. Number/extent of injuries	
	g. Other information depending on the service request (if applicable)	





### **Third Skill: 5.2.4 Establish Non-Verbal Communications Through A Communications Device**

Successful completion of the practical skills in this section is necessary to fulfill the requirements of the following sections of NFPA 1061-2014:

#### **Public Safety Telecommunicator I Standard**

##### **5.2.4**

Establish non-verbal communications, given a request for service through a communications device, so that accurate information regarding the request is obtained.





## 5.2.4 Establish Non-Verbal Communications Through A Communications Device

### Skill Procedure:

Candidate will demonstrate OR explain the following in accordance with appropriate reference material and department policies/procedures in a 9-1-1 dispatch centre, training classroom, or equivalent setting within 2 minutes, given equipment used by their agency.

### Tools/Equipment:

Work station which may include telephones, radios, log book, fire department's policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

### Items to be checked:

#	If the candidate:	Pass/Fail
1.	Demonstrated OR explained the procedure for establishing non-verbal communications through the use of ONE of the following devices chosen by the Evaluator: [5.2.4 (B-1)]	
	a. Alarm monitoring equipment (visual and/or audio)	
	b. Fax machine	
	c. Fax machine	
	d. Computer interface	
	e. TTY/text phone and TDD/telecommunications devices for the deaf and hard of hearing or speech impaired	





## **Forth Skill: 5.3.2 Establish Non-Verbal Communications Through A Communications Device**

Successful completion of the practical skills in this section is necessary to fulfill the requirements of the following sections of NFPA 1061-2014:

### **Public Safety Telecommunicator I Standard**

#### **5.3.2**

Prepare records of public safety services requests, given agency policies, procedures, guidelines, and resources, so that the record is correct, complete, and concise.



## 5.3.2 Prepare Records of Public Safety Services Request

### Skill Procedure:

Candidate will perform the following in accordance with appropriate reference material and department policies/procedures in a 9-1-1 dispatch centre, training classroom, or equivalent setting within time frames listed below, given equipment used by their agency.

### Tools/Equipment:

Work station which may include telephones, radios, log book, fire department's policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

### Items to be checked:

#	If the candidate:	Pass/Fail
1.	Generated records of public safety service requests by processing calls for service – computer based (2 minutes): [5.3.2 (B-1, B-2, B-3, B-4)]	
	a. Demonstrated basic grammar skills & spelling	
	b. Interpreted and condensed information	
	c. Demonstrated computer keyboard & mouse skills	
	d. Demonstrated typing skills	
2.	Generated records of public safety service requests by processing calls for service – paper based (2 minutes): [5.3.2 (B-1, B-2, B-5)]	
	a. Demonstrated basic grammar skills & spelling	
	b. Interpreted and condensed information	
	c. Demonstrated legible handwriting	





## **Fifth Skill: 5.3.3 Utilize, Categorize and Prioritize Information**

Successful completion of the practical skills in this section is necessary to fulfill the requirements of the following sections of NFPA 1061-2014:

### **Public Safety Telecommunicator I Standard**

#### **5.3.3**

Utilize information provided by a service requester, given the policies, procedures, and guidelines of the agency, so that the request is accurately categorized and prioritized.



### 5.3.3 Utilize, Categories and Prioritize Information

**Skill Procedure:**

Candidate will perform the following in accordance with appropriate reference material and department policies/procedures in a 9-1-1 dispatch centre, training classroom, or equivalent setting within 2 minutes, given equipment used by their agency.

**Tools/Equipment:**

Work station which may include telephones, radios, log book, fire department's policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

**Items to be checked:**

#	If the candidate:	Pass/Fail
1.	Prioritized call correctly (choose <b>ONE</b> ): [5.3.3 (A-2)(B-1)]	
	a. High	
	b. Low	
2.	Categorized call correctly (choose <b>ONE</b> ): [5.3.3 (A-1)(B-1)]	
	a. Fire	
	b. Medical	
	c. Rescue	
	d. Other	
3.	Identified potential threats, risks, or hazards with calls received. [5.3.3 (A-3)(B-1)]	



**SCENARIO:**

1. Upon receiving a request for service, obtain the information and prioritize the call.
  
2. Upon receiving a request for service, obtain the information and categorize the call.
  
3. Upon receiving a request for service, determine the potential threats, risks, or hazards with the call.

**Candidate MUST successfully master each step listed to pass this skill.**

Candidate's Grade:             Pass     Fail

Evaluator's Signature: \_\_\_\_\_ Date: \_\_\_\_\_





## **Sixth Skill: 5.3.4 Determine Incomplete, Conflicting of Inconclusive Information or Data**

Successful completion of the practical skills in this section is necessary to fulfill the requirements of the following sections of NFPA 1061-2014:

### **Fire Service Instructor I Standard**

#### **5.3.4**

Determine incomplete, conflicting, or inconclusive information or data, given agency policies, procedures, guidelines, protocols, and resources, so that an allocation of resources is selected.



### 5.3.4 Determine Incomplete, Conflicting or Inconclusive Information or Data

**Skill Procedure:**

Candidate will perform the following in accordance with appropriate reference material and department policies/procedures in a 9-1-1 dispatch centre, training classroom, or equivalent setting within 2 minutes, given equipment used by their agency.

**Tools/Equipment:**

Work station which may include telephones, radios, log book, fire department's policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

**Items to be checked:**

#	If the candidate:	Pass/Fail
1.	Assessed and evaluated calls for service that have: [5.3.4]	
	a. Incomplete or inconclusive information	
	b. Conflicting information	
2.	Allocated appropriate response and resources [5.3.4]	
3.	Interpreted or applied: [5.3.4 (B-1, B-2)]	
	a. Maps, chart reading	
	b. GPS system to existing maps	
	c. Resource lists	





## **Seventh Skill: 5.3.5 Notify Correct Personnel About Addition, Deletion and Correction of Data**

Successful completion of the practical skills in this section is necessary to fulfill the requirements of the following sections of NFPA 1061-2014:

### **Public Safety Telecommunicator I Standard**

#### **5.3.5**

Notify correct personnel about addition, deletion, and correction of data, given agency policies, procedures, guidelines, and protocols, so that documents, files, databases, maps, and resource lists are accurately maintained.



### 5.3.5 Determine Incomplete, Conflicting or Inconclusive Information or Data

**Skill Procedure:**

Candidate will perform the following in accordance with appropriate reference material and department policies/procedures in a 9-1-1 dispatch centre, training classroom, or equivalent setting, given equipment used by their agency.

**Tools/Equipment:**

Work station which may include telephones, radios, log book, fire department's policies, procedures and appropriate administrative tools (computer, pen, pencils, paper, etc.).

**Items to be checked:**

#	If the candidate:	Pass/Fail
1.	Updated and maintained documents, files, databases, maps, and resource lists to show the following: [5.3.5]	
	a. Additions (e.g. Road closure)	
	b. Deletions (e.g. Telephone list)	
	c. Corrections (e.g. Resource list)	
	d. Notifications (e.g. Personnel and/or agencies)	
2.	Demonstrated the following during the addition, deletion, and correction of data: [5.3.5 (B-1, B-2, B-3)]	
	a. Basic writing skills (correct grammar and spelling, condensed information)	
	b. Legible handwriting	
	c. Basic computer skills (keyboard & mouse skills)	

