



**Standardized Curriculum Form
Ontario, Canada**

**Office of the Fire Marshal and Emergency Management
Curriculum based on
NFPA 1061, Chapter 5, 2014 Edition**

PUBLIC SAFETY TELECOMMUNICATOR I

**National Fire Protection Association Standard for
Professional Qualifications for Public Safety
Telecommunications Personnel**

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Components of the OFMEM Academic Standards and Evaluation Unit Standardized Curriculum Form

The OFMEM Academic Standards and Evaluation Unit Standardized Curriculum Forms in Ontario, Canada, are based on internationally-recognized, competency-based, professional qualification standards through the National Fire Protection Association (NFPA). Columns within this form from pages 4 and onward are composed of:

NFPA Objective

National Fire Protection Association Objectives are major competencies and Job Performance Requirements (JPR) within a professional qualifications standard that learners must acquire before successful completion of voluntary testing and certification. To attain these competencies, the OFMEM is offering flexible training delivery models centered on being accessible, attainable, and affordable.

Requisite Knowledge

As defined in published NFPA Professional Qualifications Standards, Requisite Knowledge is “Fundamental knowledge one must have in order to perform a specific task”. This can be acquired by referring to the various suggested readings described below. Information used to construct multiple choice test questions in the Provincial Certification Exam for PUBLIC SAFETY TELECOMMUNICATOR I is derived from these materials.

Requisite Skills

As defined in published NFPA Professional Qualifications Standards, Requisite Skills are “The essential skills one must have in order to perform a specific task”. This can be acquired by referring to the various suggested readings described below along with the latest version of the Office of the Fire Marshal and Emergency Management’s Skills Sheets Booklet for PUBLIC SAFETY TELECOMMUNICATOR I. This booklet is used by Provincial Examiners to evaluate Requisite Skill requirements for those voluntarily seeking certification to NFPA 1061, Chapter 5, 2014 Edition.

Suggested Readings

A total of 50 multiple choice questions in the Provincial Certification Exam for PUBLIC SAFETY TELECOMMUNICATOR I (NFPA 1061-2014) will appear on the test, and are derived from the following suggested readings:

<u>Publisher/Title/Edition</u>	<u>Key Word Reference</u>
1. NFPA 1061, <i>Standard for Professional Qualifications for Public Safety Telecommunications Personnel</i> , 2014 Edition <ul style="list-style-type: none">Refer to Chapter 5 regarding Public Safety Telecommunicator I (pgs. 7 - 8)	NFPA 1061, 2014 Ed.
2. APCO Institute, <i>Public Safety Telecommunicator 1</i> , 7 th Edition Canada <ul style="list-style-type: none">Refer to Modules 1 to 13 and Glossary (Module 14 optional)	APCO PST, 7 th Ed. CAN

Knowledge Test Weighting (Out of 100%)

This column references percentage of multiple choice questions that will appear on the Provincial Certification Exam for knowledge-based testing for PUBLIC SAFETY TELECOMMUNICATOR I.

Questions are validated by a Provincial Advisory Committee (PAC), and used for voluntary, knowledge-based testing of those seeking certification to NFPA 1061, Chapter 5, 2014 Edition through the Academic Standards and Evaluation Unit of the Office of the Fire Marshal and Emergency Management. A mark of 70% or better is required to receive a “Pass” on the knowledge test.

Skill Sheet #

This column references skill objectives that will be evaluated by the Office of the Fire Marshal and Emergency Management, to test Requisite Skill requirements of PUBLIC SAFETY TELECOMMUNICATOR I for those voluntarily seeking certification to NFPA 1061, Chapter 5, 2014 Edition.

**Office of the Fire Marshal and Emergency Management
Provincial Advisory Committee for PUBLIC SAFETY TELECOMMUNICATOR I**

NFPA 1061, Chapter 5, 2014 Edition

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This document has been reviewed and approved by the Manager of the Academic Standards and Evaluation Unit of the Office of the Fire Marshal and Emergency Management (OFMEM) in Ontario, Canada:

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Course: PUBLIC SAFETY TELECOMMUNICATOR I

Standard: NFPA 1061, Chapter 5, 2014 Edition

NFPA Objective	Requisite Knowledge	Requisite Skills	Suggested Readings	Knowledge Test Weighting	Skill Sheet #
5.1 General					
The Public Safety Telecommunicator I shall receive and process service requests and disseminate information as defined in Sections 5.2 through 5.4.					
5.2 Receiving Requests for Service					
5.2.1 Description of Duty					
To process any request for public safety services.					
5.2.2					
Secure communications with the service requester, given a communication device, a means of collecting information, and a work station.	Verbal communications process	Operation and basic troubleshooting of communications systems and devices	APCO PST, 7 th Ed. CAN Modules 2, 3, 4	8% of questions	Skill Sheet #1
		Application of verbal and listening skills in order to obtain accurate information			
5.2.3					
Collect pertinent information, given a request for service.	Local area dispatch protocol system(s) as defined by the AHJ	Controlling the conversation utilizing established questioning and active listening techniques	APCO PST, 7 th Ed. CAN Modules 1, 2, 3, 6, 8	20% of questions	Skill Sheet #2
5.2.4					
Establish nonverbal communications, given a request for service through a communications device.	Nonverbal communication protocols	Use of nonverbal communication devices	APCO PST, 7 th Ed. CAN Modules 5, 6	6% of questions	Skill Sheet #3



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NFPA Objective	Requisite Knowledge	Requisite Skills	Suggested Readings	Knowledge Test Weighting	Skill Sheet #
5.3 Processing Requests for Service					
5.3.1 Description of Duty					
Prepare data for dispatch or referral by evaluating, categorizing, formatting, and documenting the incident per established policies, procedures, or protocols.					
5.3.2					
Prepare records of public safety services requests, given agency policies, procedures, guidelines, and resources.	Policies, procedures, guidelines, and protocols established by the AHJ	Application of basic language and writing skills	APCO PST, 7 th Ed. CAN Modules 1, 3, 13, Glossary	8% of questions	Skill Sheet #4
		Interpreting and condensing information			
		Basic computer skills			
		Keyboarding, mousing, typing skills			
		Legible handwriting			
5.3.3					
Utilize information provided by a service requester, given the policies, procedures, and guidelines of the agency.	Incident categories	Basic comprehension and problem solving	APCO PST, 7 th Ed. CAN Modules 3, 7, 8, 11	14% of questions	Skill Sheet #5
	Priority levels				
	Identification of potential threats, risks, and hazards				
5.3.4					
Determine incomplete, conflicting, or inconclusive information or data, given agency policies, procedures, guidelines, protocols, and resources.	Available resources	Map and chart reading	APCO PST, 7 th Ed. CAN Modules 1, 2, 3, 4, 7, 8	12% of questions	Skill Sheet #6



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NFPA Objective	Requisite Knowledge	Requisite Skills	Suggested Readings	Knowledge Test Weighting	Skill Sheet #
	Agency jurisdictions	Applying a GPS system to existing maps and resource lists			
	Boundaries				
5.3.5					
Notify correct personnel about addition, deletion, and correction of data, given agency policies, procedures, guidelines, and protocols.	Familiarity with maps	Basic writing skills	APCO PST, 7th Ed. CAN Modules 3, 4, 8	6% of questions	Skill Sheet #7
	Familiarity with databases	Legible handwriting			
	Familiarity with resource lists	Basic computer skills			
5.4 Disseminate Requests for Services					
5.4.1					
Relay instructions, information, and directions to the service requester, given agency policies, procedures, guidelines, and protocols.	Availability of resources	Voice control	APCO PST, 7th Ed. CAN Modules 1, 2, 3, 12	12% of questions	Skill Sheet #8
	Policies and procedures regarding pre-arrival instructions.	Provide directions			
		Route callers Operate communication devices			
5.4.2					
Relay information to other public safety telecommunications personnel or entities, given processed data.	Policies, procedures, or guidelines as determined by the AHJ	Voice control	APCO PST, 7th Ed. CAN Modules 1, 13	10% of questions	Skill Sheet #9
		Verbal skills			
		Basic computer skills			
5.4.3					



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NFPA Objective	Requisite Knowledge	Requisite Skills	Suggested Readings	Knowledge Test Weighting	Skill Sheet #
Respond to requests for information, given an inquiry from the public or the media.	Policies, procedures, or guidelines as determined by the AHJ	Verbal skills	APCO PST, 7 th Ed. CAN Modules 1, 12	4% of questions	Skill Sheet #10
		Written skills			