

PUBLIC SAFETY TELECOMMUNICATOR I/ II

PRACTICAL SKILLS MATERIALS

Based on NFPA 1061: *Standard for Public Safety
Telecommunications Personnel Professional
Qualifications*, 2018 Edition.



ALABAMA FIRE COLLEGE

05/2019



ALABAMA FIRE COLLEGE

Public Safety Telecommunicator I/II

Instructional JPR Verification Sheet

Full Name: _____

This Instructional JPR Verification Sheet is to be used in conjunction with the Alabama Fire College Public Safety Telecommunicator Level I and II Skill Sheets. These skills meet all the requirements of NFPA 1061, *Standard for Public Safety Telecommunications Personnel Professional Qualifications*, 2018 Edition. Each of these skills should be taught and assessed during the course. This form should be submitted by the Instructor for Certification.

Practical Examination for Certification: Skills testing will be conducted using a minimum of 25% of the JPRs listed below per Level. The skills will be randomly drawn by the Certification Staff and administered by an approved evaluator after all training hours have been completed. For successful completion of the practical examination, a minimum 70% competency (including critical points) is required for certification.

Skill Sheet	Primary Task	JPR(s) Covered
Public Safety Telecommunicator I		
I-01	Secure Communication & Collect Pertinent Information	4.2.2, 4.2.3
I-02	Establish Nonverbal Communications	4.2.4, 4.3.3
I-03	Prepare Records	4.3.2
I-04	Determine Incomplete Data & Notify Personnel	4.3.4, 4.3.5
I-05	Relay Information to Service Requester	4.4.1
I-06	Relay Information to other Telecommunicator(s)	4.4.2
I-07	Respond to Information Requests	4.4.3
I-08	Fellow Employee Exhibiting Signs and Symptoms of Emotional and Behavioral Distress	4.5
Public Safety Telecommunicator II		
II-01	Monitor Radio, Data & Alarm Systems	5.2.2, 5.2.3, 5.2.4, 5.3.4
II-02	Validate Incident Information	5.3.2, 5.3.3
II-03	Prioritize Service Request	5.3.5, 5.3.6
II-04	Initiate Deployment of Response Units	5.4.1, 5.4.2, 5.4.3
II-05	Gather Supplemental Information	5.4.4, 5.4.5
II-06	Activate the Communication Centers Emergency Action Plan	5.4.6
Course Location:		Course Date:
Instructor Printed Name:		Instructor Signature:
Candidate Printed Name:		Candidate Signature:



Secure Communications & Collect Pertinent Information

Reference source: NFPA 1061, *Standard for Public Safety Telecommunications Personnel Professional Qualifications*, 2018 Edition; 4.2.2, 4.2.3

AFC & PSC

Public Safety Telecommunicator I

Skill Sheet- PST I - 01

The candidate, given a communication device, a means of collecting information, operating procedures, and a work station, shall establish communications with the requester and collect pertinent and accurate information.

Expected time to complete skill(s) is 10 minutes

Criteria/ Performance Steps	Test		Retest	
	P	F	P	F
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				
Candidate must successfully perform 5/7 steps including ALL CRITICAL POINTS	Score: __/7		Score: __/7	
Evaluator Notes				
Evaluator Print Name & Signature:	Date	Overall Skill Sheet Score		
		Pass___	Fail___	
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Re-Test Evaluator Print Name & Signature:	Overall Skill Sheet Re-Test Score			
		Pass___	Fail___	
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Candidate Print Name & Signature:	Candidate: Print Name or Candidate #			
Note to Evaluator(s): By your signature above, you verify that you are qualified to serve as an Alabama Fire College Evaluator, have followed AFC Testing Policies and have witnessed that the above candidate has tested the above 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.				



Establish Nonverbal Communications

Reference source: NFPA 1061, *Standard for Public Safety Telecommunications Personnel Professional Qualifications*, 2018 Edition; 4.2.4, 4.3.3

Public Safety Telecommunicator I

Skill Sheet- PST I – 02

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.

Expected time to complete skill(s) is 10 minutes

Criteria/ Performance Steps	Test		Retest	
Safely performs the following steps:	P	F	P	F
1. Utilizes 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				
Candidate must successfully perform 4/5 steps including ALL CRITICAL POINTS	Score: __/5		Score: __/5	
Evaluator Notes				
Evaluator Print Name & Signature:	Date	Overall Skill Sheet Score		
		Pass___	Fail___	
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Re-Test Evaluator Print Name & Signature:		Overall Skill Sheet Re-Test Score		
		Pass___	Fail___	
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Candidate Print Name & Signature:	Candidate: Print Name or Candidate #			
Note to Evaluator(s): By your signature above, you verify that you are qualified to serve as an Alabama Fire College Evaluator, have followed AFC Testing Policies and have witnessed that the above candidate has tested the above 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.				



Prepare Records

Reference source: NFPA 1061, *Standard for Public Safety Telecommunications Personnel Professional Qualifications*, 2018 Edition; 4.3.2

AFC & PSC

Public Safety Telecommunicator I

Skill Sheet- PST I – 03

The candidate, given agency policies, procedures, guidelines, and resources, shall prepare records of public safety services requests.

Expected time to complete skill(s) is 10 minutes

Criteria/ Performance Steps	Test		Retest	
Safely performs the following steps:	P	F	P	F
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				
Candidate must successfully perform 4/5 steps including ALL CRITICAL POINTS	Score: __/5		Score: __/5	
Evaluator Notes				
Evaluator Print Name & Signature:	Date	Overall Skill Sheet Score		
		Pass___	Fail___	
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Re-Test Evaluator Print Name & Signature:		Overall Skill Sheet Re-Test Score		
		Pass___	Fail___	
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Candidate Print Name & Signature:	Candidate: Print Name or Candidate #			
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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.				



Determine Incomplete Data & Notify Personnel

Reference source: NFPA 1061, *Standard for Public Safety Telecommunications Personnel Professional Qualifications*, 2018 Edition; 4.3.4, 4.3.5

AFC & PSC

Public Safety Telecommunicator I

Skill Sheet- PST I – 04

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.

Expected time to complete skill(s) is 10 minutes

Criteria/ Performance Step:	Test		Retest	
Safely performs the following steps:	P	F	P	F
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				
Candidate must successfully perform 5/7 steps including ALL CRITICAL POINTS	Score: __/7		Score: __/7	
Evaluator Notes				
Evaluator Print Name & Signature:	Date	Overall Skill Sheet Score		
		Pass___	Fail___	
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Re-Test Evaluator Print Name & Signature:		Overall Skill Sheet Re-Test Score		
		Pass___	Fail___	
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Candidate Print Name & Signature:		Candidate: Print Name or Candidate #		
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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.				



Relay Information to Service Requester

Reference source: NFPA 1061, *Standard for Public Safety Telecommunications Personnel Professional Qualifications*, 2018 Edition; 4.4.1

AFC & PSC

Public Safety Telecommunicator I

Skill Sheet- PST I – 05

The candidate, given agency policies, procedures, guidelines and protocols, shall relay instructions, information and directions to the service requester.

Expected time to complete skill(s) is 5 minutes

Criteria/ Performance Steps	Test		Retest	
Safely performs the following steps:	P	F	P	F
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				
Candidate must successfully perform 5/7 steps including ALL CRITICAL POINTS	Score: __/7		Score: __/7	
Evaluator Notes				
Evaluator Print Name & Signature:		Date	Overall Skill Sheet Score	
			Pass___	Fail___
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Re-Test Evaluator Print Name & Signature:		Overall Skill Sheet Re-Test Score		
		Pass___	Fail___	
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Candidate Print Name & Signature:		Candidate: Print Name or Candidate #		
Note to Evaluator(s): By your signature above, you verify that you are qualified to serve as an Alabama Fire College Evaluator, have followed AFC Testing Policies and have witnessed that the above candidate has tested the above 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.				



Relay Information to Other Telecommunications Personnel

Reference source: NFPA 1061, *Standard for Public Safety Telecommunications Personnel Professional Qualifications*, 2018 Edition; 4.4.2

AFC & PSC

Public Safety Telecommunicator I

Skill Sheet- PST I – 06

The candidate, given agency policies, procedures, guidelines, and protocols, shall relay instructions, information, and directions to other public safety telecommunications personnel.

Expected time to complete skill(s) is 5 minutes

Criteria/ Performance Steps	Test		Retest	
	P	F	P	F
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				
Candidate must successfully perform 5/6 steps including ALL CRITICAL POINTS	Score: __/6		Score: __/6	
Evaluator Notes				
Evaluator Print Name & Signature:		Date	Overall Skill Sheet Score	
			Pass ___	Fail ___
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Re-Test Evaluator Print Name & Signature:		Overall Skill Sheet Re-Test Score		
		Pass ___ Fail ___		
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Candidate Print Name & Signature:		Candidate: Print Name or Candidate #		
Note to Evaluator(s): By your signature above, you verify that you are qualified to serve as an Alabama Fire College Evaluator, have followed AFC Testing Policies and have witnessed that the above candidate has tested the above 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.				



Respond to Information Requests

Reference source: NFPA 1061, *Standard for Public Safety Telecommunications Personnel Professional Qualifications*, 2018 Edition; 4.4.3

AFC & PSC

Public Safety Telecommunicator I

Skill Sheet- PST I – 07

The candidate, given an inquiry from the public or the media, shall respond to requests for information.

Expected time to complete skill(s) is 10 minutes

Criteria/ Performance Steps	Test		Retest	
Safely performs the following step:	P	F	P	F
1. Policies, procedures and guidelines are followed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Demonstrates verbal and written skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Candidate must successfully perform ALL steps including ALL CRITICAL POINTS	Score: <u> </u> /2		Score: <u> </u> /2	
Evaluator Notes				
Evaluator Print Name & Signature:	Date	Overall Skill Sheet Score		
		Pass <u> </u>	Fail <u> </u>	
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Re-Test Evaluator Print Name & Signature:	Overall Skill Sheet Re-Test Score			
		Pass <u> </u>	Fail <u> </u>	
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Candidate Print Name & Signature:	Candidate: Print Name or Candidate #			
Note to Evaluator(s): By your signature above, you verify that you are qualified to serve as an Alabama Fire College Evaluator, have followed AFC Testing Policies and have witnessed that the above candidate has tested the above 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.				



Recognizing Fellow Employee Exhibiting Signs & Symptoms of Emotional & Behavioral Distress

Reference source: NFPA 1061, *Standard for Public Safety Telecommunications Personnel Professional Qualifications*, 2018 Edition; 4.5

AFC & PSC

Public Safety Telecommunicator I

Skill Sheet- PST I – 08

The candidate, given an individual exhibiting signs and symptoms of emotional and behavioral health distress in a peer setting, policies and procedures to be initiated with an awareness level education in emotional and behavioral health distress so that the emotional or behavioral health distress issue is recognized, confidentiality is maintained within the guidance of the AHJ, communication is open, nonjudgmental awareness is retained, department or community-based program is made accessible, and assistance is offered or an appropriate referral is initiated.

Expected time to complete skill(s) is 10 minutes

Criteria/ Performance Steps	Test		Retest	
	P	F	P	F
Safely performs the following step:				
1. Individuals exhibiting signs and symptoms of emotional or behavioral stress are approached				
2. Empathetic and active listening skills are used				
3. Refers individual to an employee assistance program (EAP), community mental health program, chaplain, National Suicide Prevention Lifeline, or an individual trained in emotional and behavioral health.				
Candidate must successfully perform ALL steps including ALL CRITICAL POINTS	Score: __/3		Score: __/3	

Evaluator Notes

Evaluator Print Name & Signature:	Date	Overall Skill Sheet Score	
		Pass___	Fail___
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)			
Re-Test Evaluator Print Name & Signature:	Overall Skill Sheet Re-Test Score		
	Pass___		Fail___
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)			
Candidate Print Name & Signature:	Candidate: Print Name or Candidate #		

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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.



Monitor Radio, Data & Alarm Systems

Reference source: NFPA 1061, *Standard for Public Safety Telecommunications Personnel Professional Qualifications*, 2018 Edition; 5.2.2, 5.2.3, 5.2.4, 5.3.4

AFC & PSC

Public Safety Telecommunicator II

Skill Sheet- PST II – 01

The candidate, given equipment used by the agency, shall monitor public safety radio systems, data systems, and alarm systems.

Expected time to complete skill(s) is 5 minutes

Criteria/ Performance Steps	Test		Retest	
Safely performs the following steps:	P	F	P	F
1. Operates radio equipment				
2. Differentiates between various audio stimuli				
3. Listens effectively				
4. Identifies information requiring action by the telecommunicator				
5. Demonstrates basic computer skills				
6. Interprets visual symbols				
7. Interprets alarm system signals, data, and messages				
Candidate must successfully perform 5/7 steps including ALL CRITICAL POINTS	Score: __/7		Score: __/7	
Evaluator Notes				
Evaluator Print Name & Signature:	Date	Overall Skill Sheet Score		
		Pass___	Fail___	
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Re-Test Evaluator Print Name & Signature:	Overall Skill Sheet Re-Test Score			
		Pass___	Fail___	
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Candidate Print Name & Signature:	Candidate: Print Name or Candidate #			
Note to Evaluator(s): By your signature above, you verify that you are qualified to serve as an Alabama Fire College Evaluator, have followed AFC Testing Policies and have witnessed that the above candidate has tested the above 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.				



Validate Incident Information

Reference source: NFPA 1061, *Standard for Public Safety Telecommunications Personnel Professional Qualifications*, 2018 Edition; 5.3.2, 5.3.3

AFC & PSC

Public Safety Telecommunicator II

Skill Sheet- PST II – 02

The candidate, given a request for service, available resources and agency policies, procedures, guidelines and protocols, shall validate incident information so that an appropriate response is determined.

Expected time to complete skill(s) is 5 minutes

Criteria/ Performance Steps	Test		Retest	
Safely performs the following steps:	P	F	P	F
1. Interprets incident information				
2. Determines appropriate response				
3. Prepares resource allocation				
4. Operates communication center systems and equipment to maintain status of units				
5. The current availability, status and safety of all deployable resources is known				
Candidate must successfully perform 4/5 steps including ALL CRITICAL POINTS	Score: __/5		Score: __/5	
Evaluator Notes				
Evaluator Print Name & Signature:	Date	Overall Skill Sheet Score		
		Pass___	Fail___	
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Re-Test Evaluator Print Name & Signature:	Overall Skill Sheet Re-Test Score			
	Pass___	Fail___		
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Candidate Print Name & Signature:		Candidate: Print Name or Candidate #		
Note to Evaluator(s): By your signature above, you verify that you are qualified to serve as an Alabama Fire College Evaluator, have followed AFC Testing Policies and have witnessed that the above candidate has tested the above 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.				



Prioritize Service Requests

Reference source: NFPA 1061, *Standard for Public Safety Telecommunications Personnel Professional Qualifications*, 2018 Edition; 5.3.5, 5.3.6

AFC & PSC

Public Safety Telecommunicator II

Skill Sheet- PST II – 03

The candidate, given information provided by other telecommunicators or field units and the agency policies, procedures, guidelines and protocols, shall assess the priority of a service request.

Expected time to complete skill(s) is 5 minutes

Criteria/ Performance Steps	Test		Retest	
Safely performs the following steps:	P	F	P	F
1. Operates communications systems				
2. Uses any call prioritization aids provided				
3. The priority of the request is defined				
4. Operates systems and aids provided in the public safety communications center				
Candidate must successfully perform 3/4 steps including ALL CRITICAL POINTS	Score: __/4		Score: __/4	
Evaluator Notes				
Evaluator Print Name & Signature:		Date	Overall Skill Sheet Score	
			Pass___	Fail___
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Re-Test Evaluator Print Name & Signature:		Overall Skill Sheet Re-Test Score		
		Pass___	Fail___	
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Candidate Print Name & Signature:		Candidate: Print Name or Candidate #		
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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.				



Initiate Deployment of Response Units

Reference source: NFPA 1061, *Standard for Public Safety Telecommunications Personnel Professional Qualifications*, 2018 Edition; 5.4.1, 5.4.2, 5.4.3

AFC & PSC

Public Safety Telecommunicator II

Skill Sheet- PST II- 04

The candidate, given a validated and prioritized request for service and the agencies' telecommunications equipment, shall initiate deployment of response units.

Expected time to complete skill(s) is 5 minutes

Criteria/ Performance Steps	Test		Retest	
Safely performs the following steps:	P	F	P	F
1. Operates one of the following types of communication equipment <ul style="list-style-type: none"> • PA system • IP system • Data terminal 				
2. Controls voice				
3. Service request information is conveyed to units designated for response				
Candidate must successfully perform ALL steps including ALL CRITICAL POINTS	Score: __/3		Score: __/3	
Evaluator Notes				
Evaluator Print Name & Signature:		Date	Overall Skill Sheet Score	
			Pass ___	Fail ___
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Re-Test Evaluator Print Name & Signature:		Overall Skill Sheet Re-Test Score		
		Pass ___	Fail ___	
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Candidate Print Name & Signature:		Candidate: Print Name or Candidate #		
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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.				



Gather Supplemental Information

Reference source: NFPA 1061, *Standard for Public Safety Telecommunications Personnel Professional Qualifications*, 2018 Edition; 5.4.4, 5.4.5

AFC & PSC

Public Safety Telecommunicator II

Skill Sheet- PST II – 05

The candidate, given a service request, shall gather supplemental information.

Expected time to complete skill(s) is 10 minutes

Criteria/ Performance Steps	Test		Retest	
Safely performs the following steps:	P	F	P	F
1. Printed or electronic reference material is used such as databases and emergency action plans				
2. Current information is evaluated, prioritized, and relayed to response units or other personnel and agencies as needed				
3. Policies and procedures are followed				
Candidate must successfully perform ALL steps including ALL CRITICAL POINTS	Score: __/3		Score: __/3	
Evaluator Notes				
Evaluator Print Name & Signature:		Date	Overall Skill Sheet Score	
			Pass___	Fail___
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Re-Test Evaluator Print Name & Signature:		Overall Skill Sheet Re-Test Score		
		Pass___	Fail___	
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Candidate Print Name & Signature:		Candidate: Print Name or Candidate #		
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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.				



Activate Communication Center Emergency Action Plan

Reference source: NFPA 1061, *Standard for Public Safety Telecommunications Personnel Professional Qualifications*, 2018 Edition; 5.4.6

AFC & PSC

Public Safety Telecommunicator II

Skill Sheet- PST II – 06

The candidate, given internal emergency and agency policies, procedures, guidelines, and protocols, shall activate the communication center emergency action plan.

Expected time to complete skill(s) is 10 minutes

Criteria/ Performance Steps	Test		Retest	
Safely performs the following steps:	P	F	P	F
1. Uses predetermined mitigation and evacuation plans				
2. The integrity of the communications system is maintained				
3. The safety of center personnel is achieved				
Candidate must successfully perform ALL steps including ALL CRITICAL POINTS	Score: __/3		Score: __/3	
Evaluator Notes				
Evaluator Print Name & Signature:	Date	Overall Skill Sheet Score		
		Pass___	Fail___	
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Re-Test Evaluator Print Name & Signature:		Overall Skill Sheet Re-Test Score		
		Pass___	Fail___	
By my signature above, I verify that I am currently certified to the level I am testing (AL/PB/IFSAC)				
Candidate Print Name & Signature:	Candidate: Print Name or Candidate #			
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