

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 1225, *Standard for Emergency Services Communications*, 2022 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
Sheet	Public Safety Telecommunicat	tor I	
I-01	Secure Communication & Collect Pertine		4.3.2, 4.3.3
I-02	Establish Nonverbal Communications		4.3.4, 4.4.3
I-03	Prepare Records		4.4.1, 4.4.2
I-04	Determine Incomplete Data & Notify Pe	rsonnel	4.4.4, 4.4.5
I-05	Relay Information to Service Requester		4.5.1
I-06	Relay Information to other Telecommun	ications Personnel	4.5.2
I-07	Respond to Information Requests		4.5.3
I-08	Recognize Fellow Employee Exhibiting Emotional and Behavioral Distress	Signs and Symptoms of	4.6.1
	Public Safety Telecommunicat	tor II	
II-09	Monitor Radio, Data & Alarm Systems		5.2.2, 5.2.3, 5.2.4, 5.3.4
II-10	Validate Incident Information		5.3.2, 5.3.3
II-11	Prioritize Service Requests		5.3.5, 5.3.6
II-12	Initiate Deployment of Response Units		5.4.1, 5.4.2, 5.4.3
II-13	Gather Supplemental Information		5.4.4, 5.4.5
II-14	Activate Communication Center Emerge	ncy Action Plan	5.4.6
II-15	Recognize Fellow Employee Exhibiting Emotional and Behavioral Distress	Signs and Symptoms of	5.5.1
Course I	location:	Course Date:	
Instructo	r Printed Name:	Instructor Signature:	
Candida	e Printed Name:	Candidate Signature:	



NFPA 1225, Standard for Emergency Services Communications, 2022 Ed., 4.3.2, 4.3.3

Secure Communications & Collect Pertinent Information Skill Sheet PST I – 01

SKILL	The candidate shall establish communications with the requester and collect pertinent and accurate information
RESOURCES	Given a communication device, a means of collecting information, operating procedures, and a workstation
	and a workstation
SCENARIO	Provided by Proctor/Evaluator
TIME	Expected time to complete skill(s) is 10 minutes

Criteria/ Performance Steps		Test		Ret	test	
Safely performs the following steps:		Р	F	Р	F	
1. Operates and troubleshoots communication syste	em and devices					
2. Communication link with the requester is established						
3. Communicates verbally with the requester						
4. Listens to the requester to obtain information						
 Controls the conversation using established ques techniques 	tioning techniques and active listening					
 6. Manages <u>ONE</u> of the following situations: 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 Evaluator Notes 				Score	:/7	
Evaluator Print Name & Signature: Date	Overall Skill Sheet Score					
	Pass F	ail				
By my signature above, I verify that I am cu	rrently certified to the level I am testing	(AL/F	PB/IFS	AC)		
Re-Test Evaluator Print Name & Signature:	Overall Skill Sheet Re-Test S	Score				
		ail				
By my signature above, I verify that I am cu				AC)		
Candidate Print Name & Signature: Candidate: Print Name or Can			e #			
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 identifie steps. Notify the evaluator at ANY time that you have a safety concern.					the	



NFPA 1225, Standard for Emergency Services Communications, 2022 Ed., 4.3.4, 4.4.3

Establish Nonverbal Communications Skill Sheet PST I – 02

SKILL	The candidate shall establish nonverbal communication so that accurate information about the request is obtained and is accurately categorized and prioritized
RESOURCES	Given a request for public safety service through a communications device
SCENARIO	Provided by Proctor/Evaluator
TIME	Expected time to complete skill(s) is 10 minutes

Criteria/ Performance Steps				Retest	
Safely performs the following steps:		Р	F	Р	F
 Utilizes or receives communication through <u>ONE</u> of the following devices: 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 PO	INTS	Score	:/5	Score	e:/5
Evaluator Print Name & Signature:DateOverall Skill Sheet S	T				
Pass		Fail			
By my signature above, I verify that I am currently certified to the level I aRe-Test Evaluator Print Name & Signature:Overall Skill Sheet F			B/IF5.	AC)	
Pass		Fail			
By my signature above, I verify that I am currently certified to the level I a	m testing	(AL/P	B/IFS.	AC)	
Candidate Print Name & Signature: Candidate: Print Name or Can				,	
Note to Evaluator(s): By your signature above, you verify that you are qualified to College Evaluator, have followed AFC Testing Policies and have witnessed that the above skills in their entirety. Note to Student: Skill will end when you state or indicate to the evaluator that you	andida	te has	tested		
steps. Notify the evaluator at ANY time that you have a safety concern.					



NFPA 1225, Standard for Emergency Services Communications, 2022 Ed., 4.4.1, 4.4.2

Prepare Records Skill Sheet PST I – 03

SKILL									
DECOUDCES									
RESOURCES		Given agency policies, procedures, guidelines, and resources							
SCENARIO	Provided by Proctor/Evaluator								
TIME	Expected time to con	nplete skill(s) is 10 minutes						
Criteria/ Performance Steps				Т	est	Retest			
Safely performs the f	ollowing steps:			Р	F	Р	F		
1. Applies basic lang	uage and writing skills								
2. Interprets and con-	denses information								
3. Demonstrates typi handwriting	ng skills by operating a l	keyboard an	d mouse OR has legible						
4. Demonstrates prop	per spelling and gramma	r							
5. The record is corre	ect, complete and concis	e							
Candidate must succ	essfully perform <mark>4/5</mark> ste	eps includin	g <mark>ALL CRITICAL POINTS</mark>	Scor	e:/5	Score	e:/5		
		Evalua	tor Notes						
Evaluator Print Name	& Signature:	Date	Overall Skill Sheet Score	_					
Evaluator Print Name	& Signature:			Fail		_	_		
		Date	Overall Skill Sheet Score		·B/IFS/	AC)	_		
	ure above, I verify that I	Date	Overall Skill Sheet Score Pass	ng (AL/P	B/IFSA	AC)			
By my signat	ure above, I verify that I	Date	Overall Skill Sheet Score Pass ly certified to the level I am testi	ng (AL/P	B/IFSA	AC)			
By my signat Re-Test Evaluator Pri	ure above, I verify that I nt Name & Signature:	Date am current	Overall Skill Sheet Score Pass ly certified to the level I am testi Overall Skill Sheet Re-Tes	ng (AL/P t Score Fail		,			
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By my signat Re-Test Evaluator Pri By my signat Candidate Print Name	ure above, I verify that I nt Name & Signature: ure above, I verify that I e & Signature:	Date am current am current	Overall Skill Sheet Score Pass ly certified to the level I am testi Overall Skill Sheet Re-Tes Pass ly certified to the level I am testi	ng (AL/P t Score Fail ng (AL/P Candidate	B/IFSA e #	AC)	ollege		
By my signat Re-Test Evaluator Pri By my signat Candidate Print Name Note to Evaluator(s) Evaluator, have follow	ure above, I verify that I nt Name & Signature: ure above, I verify that I e & Signature: By your signature aboved AFC Testing Policie	Date am current am current	Overall Skill Sheet Score Pass ly certified to the level I am testi Overall Skill Sheet Re-Tes Pass ly certified to the level I am testi Candidate: Print Name or	ng (AL/P t Score Fail ng (AL/P Candidate	B/IFSA e # Ibama I	AC)			
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By my signat Re-Test Evaluator Pri By my signat Candidate Print Name Note to Evaluator(s) Evaluator, have follow skills in their entirety. Note to Student: Skil	ure above, I verify that I nt Name & Signature: ure above, I verify that I e & Signature: By your signature aboved AFC Testing Policie	Date am current am current am current ve, you verif es and have	Overall Skill Sheet Score Pass ly certified to the level I am testi Overall Skill Sheet Re-Tes Pass ly certified to the level I am testi Candidate: Print Name or Ey that you are qualified to serve witnessed that the above candidate	ng (AL/P t Score Fail ng (AL/P Candidato as an Ala tte has tes	B/IFS/ e # bama I	AC) Fire Co above	;		



NFPA 1225, Standard for Emergency Services Communications, 2022 Ed., 4.4.4, 4.4.5

Determine Incomplete Data & Notify Personnel Skill Sheet PST I – 04

SKILL	The candidate 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
RESOURCES	given agency policies, procedures, guidelines, protocols and resources
SCENARIO	Provided by Proctor/Evaluator
TIME	Expected time to complete skill(s) is 10 minutes

Criteria/ Performance Step:			T	Test		test	
Safely performs the following steps:			Р	F	Р	F	
1. Analyzes changes in information							
2. Demonstrates map and chart reading ability							
3. Demonstrates proficiency with GPS system	ms						
4. Allocation of resources is determined							
5. Updates resource list							
6. Notifies correct personnel							
7. Demonstrates basic writing, handwriting a	and computer sk	tills					
Candidate must successfully perform <mark>5/7</mark> st	eps including <mark>4</mark>	ALL CRITICAL POINTS	Scor	e:_/7	Score	e:_/7	
	Evaluator	Notes					
Evaluator Print Name & Signature:	Date	Overall Skill Sheet Score					
		Pass	Fail				
By my signature above, I verify that I	am currently c	ertified to the level I am testin	ng (AL/P	B/IFS/	AC)		
Re-Test Evaluator Print Name & Signature:		Overall Skill Sheet Re-Test	Score	Score			
		Pass	Fail	Fail			
By my signature above, I verify that I	am currently c				AC)		
Candidate Print Name & Signature:		Candidate: Print Name or C	andidate	: #			
Note to Evaluator(s): By your signature above	va vou varifu t	hat you are qualified to serve	$\frac{1}{100}$	homo	Fire		
College Evaluator, have followed AFC Testin						he	
above skills in their entirety.	-6						
Note to Student: Skill will end when you stat			ompleted	l all th	e ident	ified	
steps. Notify the evaluator at ANY time that y	ou have a safet	y concern.					



NFPA 1225, Standard for Emergency Services Communications, 2022 Ed., 4.5.1

Relay Information to Service Requester Skill Sheet PST I – 05

SKILL	The candidate shall relay instructions, information, and directions to the service requester
RESOURCES	Given agency policies, procedures, guidelines and protocols
SCENARIO	Provided by Proctor/Evaluator
TIME	Expected time to complete skill(s) is 5 minutes

Criteria/ Performance Steps			Test		test
Safely performs the following steps:		Р	F	Р	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, gui protocols	delines and				
7. Conveying of information results in resolution, referral or response					
Candidate must successfully perform <mark>5/7</mark> steps including ALL CRITICA	<mark>L POINTS</mark>	Score	e:/7	Score	e:/7
Evaluator Print Name & Signature: Date Overall Skill					
Pass		ail			
By my signature above, I verify that I am currently certified to the le					
	Sheet Re-Test So	-		/	
Pass	F	Fail			
By my signature above, I verify that I am currently certified to the le	evel I am testing	(AL/P	B/IFSA	AC)	
Candidate Print Name & Signature: Candidate: Print Name or Can					
Note to Evaluator(s): By your signature above, you verify that you are qualified to serve as an Alabama Fin College Evaluator, have followed AFC Testing Policies and have witnessed that the above candidate has test above skills in their entirety.					he
Note to Student: Skill will end when you state or indicate to the evaluator the steps. Notify the evaluator at ANY time that you have a safety concern.	nat you have con	npleted	all the	e identi	fied



NFPA 1225, Standard for Emergency Services Communications, 2022 Ed., 4.5.2

Relay Information to Other Telecommunications Personnel Skill Sheet PST I – 06

SKILL	The candidate shall relay instructions, information, and directions to other public safety
	telecommunications personnel
RESOURCES	Given agency policies, procedures, guidelines, and protocols
SCENARIO	Provided by Proctor/Evaluator
TIME	Expected time to complete skill(s) is 5 minutes

Criteria	Criteria/ Performance Steps				est	Ret	test
Safely p	erforms the following steps:			Р	F	Р	F
1. Open	ates telecommunication device						
2. Cont	rols voice						
3. Provides directions							
4. Infor	mation conveyed is appropriate to th	e incident					
5. Infor prote	mation conveyed is consistent with a peols	gency policies,	procedures, guidelines and				
6. Conv	veying of information results in resolution	ution, referral o	r response				
Candida	te must successfully perform <mark>5/6</mark> st	eps including	ALL CRITICAL POINTS	Scor	e:/6	Score	e:_/6
		Evaluator	·Notes	•			
Evoluet	n Drivet Norma & Signatura	Date	Overall Skill Sheet Score				
Evaluate	or Print Name & Signature:	Date	Pass	Fail			
	By my signature above, I verify that I	am currently (B/IFS	(AC)	
	Evaluator Print Name & Signature:	t and currently c	Overall Skill Sheet Re-Test	U N	D / H S .	(10)	
	C		Pass	Fail			
]	By my signature above, I verify that I	am currently c	ertified to the level I am testi	ng (AL/P	B/IFS	AC)	
Candidate Print Name & Signature: Candidate: Print Name or Can			Candidate #				
College above sl	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.						
	Student: Skill will end when you stand the evaluator at ANY time that the state of the state			complete	d all th	le iden	tified



NFPA 1225, Standard for Emergency Services Communications, 2022 Ed., 4.5.3

Respond to Information Requests Skill Sheet PST I – 07

SKILL	The candidate shall respond to requests for information	
RESOURCES	Given an inquiry from the public or the media	
SCENARIO	Provided by Proctor/Evaluator	
TIME	Expected time to complete skill(s) is 10 minutes	

Criteria/ Performance Steps			T	Test		Retest	
Safely performs the following step:				F	Р	F	
1. Policies, procedures, and guidelines are followed							
2. Demonstrates verbal and written skills							
Candidate must successfully perform ALL steps including ALL CRITICAL POINTS				e:_/2	Score	:/2	
	Evaluator	Notes	•				
	-						
Evaluator Print Name & Signature:	Date	Overall Skill Sheet Score					
Pass F							
By my signature above, I verify that I	am currently c			B/IFS/	AC)		
Re-Test Evaluator Print Name & Signature:		Overall Skill Sheet Re-Test	Score				
		Pass	Fail				
By my signature above, I verify that I	am currently c	ertified to the level I am testin	g (AL/P	B/IFS/	AC)		
Candidate Print Name & Signature:		Candidate: Print Name or C	andidate	:#			
				_			
Note to Evaluator(s): By your signature abov						1	
College Evaluator, have followed AFC Testin above skills in their entirety.	g Policies and	have witnessed that the above	candidat	te has t	tested t	ne	
Note to Student: Skill will end when you stat	te or indicate to	the evaluator that you have or	mnleter	l all th	e ident	ified	
steps. Notify the evaluator at ANY time that y		2	mpiciet		e lucili	incu	
support cours and of an autor at the three that y							



NFPA 1225, Standard for Emergency Services Communications, 2022 Ed., 4.6.1

Recognize Fellow Employee Exhibiting Signs & Symptoms of Emotional & Behavioral Distress Skill Sheet PST I – 08

SKILL	The candidate shall identify signs and symptoms of emotional and behavioral health distress of and individual in crisis 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
RESOURCES	Given an individual exhibiting signs and symptoms of emotional and behavioral health distress in a peer setting, and policies and procedures to be initiated with an awareness level education in emotional and behavioral health distress
SCENARIO	Provided by Proctor/Evaluator
TIME	Expected time to complete skill(s) is 10 minutes

Criteria/ Performance Steps						test
Safely performs the following step:			Р	F	Р	F
 Individuals exhibiting signs and symptoms of emotional or behavioral stress are approached 						
2. Empathetic and active listening skills are used						
 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 includin	g <mark>ALL CRITICAL POINTS</mark>	Scor	e:/3	Score	e:/3
	Evaluator	r Notes				
Evaluator Print Name & Signature:	Date	Overall Skill Sheet Score				
		Pass	Fail			
By my signature above, I verify that I	am currently			PB/IFS	AC)	
Re-Test Evaluator Print Name & Signature:		Overall Skill Sheet Re-Test	Score			
			Fail			
By my signature above, I verify that I	am currently		<u> </u>		AC)	
Candidate Print Name & Signature:		Candidate: Print Name or C				
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 stat steps. Notify the evaluator at ANY time that y			omplete	d all th	ie ident	ified



NFPA 1225, Standard for Emergency Services Communications, 2022 Ed., 5.2.2, 5.2.3, 5.2.4, 5.3.4

Monitor Radio, Data & Alarm Systems Skill Sheet PST II – 09

SKILL	The candidate shall monitor public safety radio systems, data systems, and alarm systems
RESOURCES	Given equipment used by the agency
SCENARIO	Provided by Proctor/Evaluator
TIME	Expected time to complete skill(s) is 5 minutes

Criteria/ Performance Steps				est	Re	test
Safely performs the following steps:				F	Р	F
1. Operates radio equipment						
2. Differentiates between various audio stim						
3. Listens effectively						
4. Identifies information requiring action by	the telecommu	nicator				
5. Demonstrates basic computer skills, inclu	iding keyboardi	ng and mousing				
6. Interprets visual symbols						
7. Interprets alarm system signals, data, and	messages					
Candidate must successfully perform <mark>5/7</mark> st	teps including	ALL CRITICAL POINTS	Scor	e:_/7	Score	e:/7
	Evaluator	·Notes	·			
Evaluator Print Name & Signature:	Date	Overall Skill Sheet Score				
		Pass	Fail			
By my signature above, I verify that I	am currently c	ertified to the level I am testin	ng (AL/I	PB/IFS	AC)	
Re-Test Evaluator Print Name & Signature:		Overall Skill Sheet Re-Test	Score			
		Pass	Fail			
By my signature above, I verify that	am currently c				AC)	
Candidate Print Name & Signature:		Candidate: Print Name or C	andidate	e #		
Note to Evaluator(s): By your signature abo	ve, you verify	that you are qualified to serve	as an Al	labama	Fire	
College Evaluator, have followed AFC Testin	ng Policies and	have witnessed that the above	e candida	ate has	tested	the
above skills in their entirety.	to on indicate t	the avaluator that you have	omulat	d all 4	a idaa	tified
Note to Student: Skill will end when you sta steps. Notify the evaluator at ANY time that			ompiete	a an ti	ie iden	uned
support only the contractor at the time that						



NFPA 1225, Standard for Emergency Services Communications, 2022 Ed., 5.3.2, 5.3.3

Validate Incident Information Skill Sheet PST II – 10

SKILL	The candidate, shall validate incident information so that an appropriate response is determined
RESOURCES	Given a request for service, available resources and agency policies, procedures, guidelines,
	and protocols
SCENARIO	Provided by Proctor/Evaluator
TIME	Expected time to complete skill(s) is 5 minutes

Criteria/ Performance Steps				est	Re	test
Safely performs the following steps:			Р	F	Р	F
1. Interprets incident information						
2. Determines appropriate response						
3. Prepares resource allocation						
4. Operates communication center systems a	nd equipment t	o maintain status of units				
5. The current availability, status and safety	of all deployab	le resources is known				
Candidate must successfully perform 4/5 st	eps including <mark>/</mark>	ALL CRITICAL POINTS	Scor	e:/5	Score	e:/5
	Evaluator	Notes				
Evaluator Print Name & Signature:	Date	Overall Skill Sheet Score				
		Pass	Fail			
By my signature above, I verify that I	am currently c	ertified to the level I am test	ing (AL/P	B/IFS.	AC)	
Re-Test Evaluator Print Name & Signature:		Overall Skill Sheet Re-Tes	t Score			
		Pass	Fail			
By my signature above, I verify that I	am currently c	ertified to the level I am test	ing (AL/P	B/IFS.	AC)	
Candidate Print Name & Signature:		Candidate: Print Name or	Candidate	e #		
Note to Evaluator(s): By your signature abo						
College Evaluator, have followed AFC Testir	g Policies and	have witnessed that the abov	e candida	te has	tested i	the
above skills in their entirety.						
Note to Student: Skill will end when you sta			completed	d all th	e ident	ified
steps. Notify the evaluator at ANV time that y	<u>iou have a safe</u>	ty concern				



NFPA 1225, Standard for Emergency Services Communications, 2022 Ed., 5.3.5, 5.3.6

Prioritize Service Requests Skill Sheet PST II – 11

SKILL	The candidate shall assess the priority of a service request	
RESOURCES	Given information provided by other telecommunicators or field units and the agency	
	policies, procedures, guidelines, and protocols	
SCENARIO	Provided by Proctor/Evaluator	
TIME	Expected time to complete skill(s) is 5 minutes	

Criteria/ Performance Steps		Т	est	Retest		
Safely performs the following steps:			Р	F	Р	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 c	ommunications center				
Candidate must successfully perform 3/4 sto	eps including	ALL CRITICAL POINTS	Scor	e:/4	Score	:/4
	Evaluator	Notes	I		1	
		0 11 01 11 01 4 0	_			
Evaluator Print Name & Signature:	Date	Overall Skill Sheet Score	L T 1			
		Pass	Fail	D /IE C		
By my signature above, I verify that I	am currently c		U N	B/IFS/	AC)	
Re-Test Evaluator Print Name & Signature:		Overall Skill Sheet Re-Test Score				
		Pass	Fail			
By my signature above, I verify that I	am currently c	ertified to the level I am test	ing (AL/P	B/IFSA	AC)	
Candidate Print Name & Signature:		Candidate: Print Name or	Candidate	e #		
Note to Evaluator(s): By your signature above						
College Evaluator, have followed AFC Testin	ng Policies and	have witnessed that the abov	ve candida	te has t	ested t	he
above skills in their entirety.						
Note to Student: Skill will end when you stat		2	completee	d all the	e identi	ified
steps. Notify the evaluator at ANY time that y	ou have a safe	ty concern.				



NFPA 1225, Standard for Emergency Services Communications, 2022 Ed., 5.4.1, 5.4.2, 5.4.3

Initiate Deployment of Response Units Skill Sheet PST II – 12

SKILL							
RESOURCES		d prioritized rea	quest for service and the agend	ies' telec	ommu	nicatio	ons
	equipment						
SCENARIO	Provided by Proctor/I						
TIME	Expected time to con	nplete skill(s) is	s 5 minutes				
	-					_	
Criteria/ Performance	e Steps				est	Ret	test
Safely performs the fo	ollowing steps:			Р	F	Р	F
1. Operates one of the	e following types of con	nmunication ec	quipment				
• PA system							
• IP system							
Data termin	nal						
2. Controls voice					1	ł	ł
3. Service request info	ormation is conveyed to	o units designat	ted for response				
Candidate must successfully perform ALL steps including ALL CRITICAL POINTS				Scor	. 12	Score	12
Candidate must succe	ssiuny periorm ALL s	steps menuum	g ALL CRITICAL I UNIS	Scor	e:/3	Score	e:_/3
Candidate must succe	ssiuny periorm <mark>ALL</mark> s	Evaluator	8	Scor	<u>e:_/3</u>	Score	<u>e:_/3</u>
Candidate must succe	ssiuny periorm <mark>ALL</mark> s		8	Scor	e:/3	SCOR	<u>e:_/3</u>
Candidate must succe			8	Score	e:/3	Score	<u>::_/3</u>
		Evaluator	·Notes	Fail	e:_/3		<u>::_/3</u>
Evaluator Print Name	& Signature:	Evaluator	• Notes Overall Skill Sheet Score	Fail			/3
Evaluator Print Name	& Signature: re above, I verify that I	Evaluator	Overall Skill Sheet Score Pass	Fail g (AL/P			<u>::_/3</u>
Evaluator Print Name of By my signature	& Signature: re above, I verify that I	Evaluator	Overall Skill Sheet Score Pass certified to the level I am testir	Fail g (AL/P			<u>::_/3</u>
Evaluator Print Name o By my signatur Re-Test Evaluator Prin	& Signature: re above, I verify that I it Name & Signature:	Evaluator Date am currently c	Overall Skill Sheet Score Pass certified to the level I am testir Overall Skill Sheet Re-Test	Fail g (AL/P. Score Fail	B/IFSA	AC)	
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NFPA 1225, Standard for Emergency Services Communications, 2022 Ed., 5.4.4, 5.4.5

Gather Supplemental Information Skill Sheet PST II – 13

SKILL	The candidate shall gather supplemental information	
RESOURCES	Given a service request	
SCENARIO	Provided by Proctor/Evaluator	
TIME	Expected time to complete skill(s) is 10 minutes	

Criteria/ Performance Steps			T	Test		Retest	
Safely performs the following steps:			Р	F	Р	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	e:_/3	Score	:/3	
	Dt	0					
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 (
Re-Test Evaluator Print Name & Signature: Overall Skill Sheet Re-Test Sc			-				
		Pass	Fail				
By my signature above, I verify that I	am currently c		-		AC)		
Candidate Print Name & Signature: Ca		Candidate: Print Name or Candidate #					
Note to Evaluator(s): By your signature abo College Evaluator, have followed AFC Testir above skills in their entirety. Note to Student: Skill will end when you sta	ng Policies and	have witnessed that the above	candida	te has	tested		
steps. Notify the evaluator at ANY time that			- inpicto	a un th	ie ruem		



NFPA 1225, Standard for Emergency Services Communications, 2022 Ed., 5.4.6

Activate Communication Center Emergency Action Plan Skill Sheet PST II – 14

SKILL	The candidate shall activate the communication center emergency action plan
RESOURCES	Given internal emergency and agency policies, procedures, guidelines, and protocols
SCENARIO	Provided by Proctor/Evaluator
TIME	Expected time to complete skill(s) is 10 minutes

Criteria/ Performance Steps			T	Test		Retest	
Safely performs the following steps:			Р	F	Р	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			Scor	Score:/3 Score:/			
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 (g (AL/P	B/IFS.	AC)		
Re-Test Evaluator Print Name & Signature: Overall Skill Sheet Re-Test Score							
· · · · · · · · · · · · · · · · · · ·		Fail	ail				
By my signature above, I verify that I	am currently c	ertified to the level I am testir	g (AL/P	B/IFS.	AC)		
Candidate Print Name & Signature: Candidate: Print Name or Can		andidate	ndidate #				
Note to Evaluator(s): By your signature above							
College Evaluator, have followed AFC Testin	g Policies and	have witnessed that the above	candida	te has	tested	the	
above skills in their entirety.							
Note to Student: Skill will end when you star			omplete	d all th	e ident	ified	
steps. Notify the evaluator at ANY time that y	ou have a safe	ty concern.					



NFPA 1225, Standard for Emergency Services Communications, 2022 Ed., 5.5.1

Recognize Fellow Employee Exhibiting Signs & Symptoms of Emotional & Behavioral Distress Skill Sheet PST II – 15

SKILL	The candidate shall identify signs and symptoms of emotional and behavioral health distress of and individual in crisis 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
RESOURCES	Given an individual exhibiting signs and symptoms of emotional and behavioral health distress in a peer setting, and policies and procedures to be initiated with an awareness level education in emotional and behavioral health distress
SCENARIO	Provided by Proctor/Evaluator
TIME	Expected time to complete skill(s) is 10 minutes

Criteria/ Performance Steps		T	Test		Retest		
Safely performs the following step:			Р	F	Р	F	
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	g <mark>ALL CRITICAL POINTS</mark>	Score	Score:_/3		Score:/3	
	Evaluator	r Notes					
Evaluator Print Name & Signature:	ture: Date Overall Skill Sheet Score						
		Pass	Fail				
By my signature above, I verify that I	am currently	certified to the level I am testin	ng (AL/I	PB/IFS	AC)		
Re-Test Evaluator Print Name & Signature: Ove		Overall Skill Sheet Re-Test Score					
		Pass	Fail				
By my signature above, I verify that I	am currently o	certified to the level I am testin	ng (AL/I	PB/IFS	AC)		
Candidate Print Name & Signature:		Candidate: Print Name or Candidate #					
Note to Evaluator(s): By your signature above College Evaluator, have followed AFC Testin above skills in their entirety.						the	
Note to Student: Skill will end when you stat steps. Notify the evaluator at ANY time that y			omplete	d all th	e iden	tified	