

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
Public Safety Telecommunicator I		
I-01	Secure Communication & Collect Pertinent Information	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 Personnel	4.4.4, 4.4.5
I-05	Relay Information to Service Requester	4.5.1
I-06	Relay Information to other Telecommunications Personnel	4.5.2
I-07	Respond to Information Requests	4.5.3
I-08	Recognize Fellow Employee Exhibiting Signs and Symptoms of Emotional and Behavioral Distress	4.6.1
Public Safety Telecommunicator 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 Emergency Action Plan	5.4.6
II-15	Recognize Fellow Employee Exhibiting Signs and Symptoms of Emotional and Behavioral Distress	5.5.1
Course Location:		Course Date:
Instructor Printed Name:		Instructor Signature:
Candidate Printed Name:		Candidate Signature:

**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
SCENARIO	Provided by Proctor/Evaluator
TIME	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
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	Test		Retest	
	P	F	P	F
Safely performs the following steps:				
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 #	

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Prepare Records Skill Sheet PST I – 03

SKILL	The candidate shall prepare records of public safety services requests
RESOURCES	Given agency policies, procedures, guidelines, and resources
SCENARIO	Provided by Proctor/Evaluator
TIME	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 ___		
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**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:		Test		Retest	
		P	F	P	F
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					
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 ___	
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**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		Retest	
	P	F	P	F
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				
Candidate must successfully perform 5/7 steps including ALL CRITICAL POINTS	Score: __/7		Score: __/7	

Evaluator Notes

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Re-Test Evaluator Print Name & Signature:		Overall Skill Sheet Re-Test Score	
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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/ 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	
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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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**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	Test		Retest	
	P	F	P	F
Safely performs the following step:				
1. Policies, procedures, and guidelines are followed				
2. Demonstrates verbal and written skills				
Candidate must successfully perform ALL steps including ALL CRITICAL POINTS	Score: __/2		Score: __/2	

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 ___
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**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		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			
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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	Test		Retest	
	P	F	P	F
Safely performs the following steps:				
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, including keyboarding and mousing				
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 ___
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Re-Test Evaluator Print Name & Signature:		Overall Skill Sheet Re-Test Score	
		Pass ___	Fail ___
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**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	Test		Retest	
	P	F	P	F
Safely performs the following steps:				
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 ___
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**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	Test		Retest	
	P	F	P	F
Safely performs the following steps:				
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____
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**Initiate Deployment of Response Units
Skill Sheet PST II – 12**

SKILL	The candidate shall initiate deployment of response units
RESOURCES	Given a validated and prioritized request for service and the agencies' telecommunications equipment
SCENARIO	Provided by Proctor/Evaluator
TIME	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 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			
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**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	Test		Retest	
	P	F	P	F
Safely performs the following steps:				
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	
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Re-Test Evaluator Print Name & Signature:		Overall Skill Sheet Re-Test Score	
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**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	Test		Retest	
	P	F	P	F
Safely performs the following steps:				
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	
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**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		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 ___	
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