

ALABAMA FIRE COLLEGE

AND PERSONNEL STANDARDS & EDUCATION COMMISSION



COURSE SYLLABUS

Public Safety Telecommunicator I/II

FSC 140

24 clock hours

PREREQUISITES

- 18 years of age
- Certified in Cardiopulmonary Resuscitation (CPR)

REQUIRED COURSE MATERIALS

- **Alabama Fire College: Student Manual** (Optional if using AFC Online Classroom)

DESCRIPTION

This course meets the Level I and II requirements of NFPA 1061: *Standard for Professional Qualifications for Public Safety Telecommunications Personnel*. It is designed for the individual whose primary responsibility is to receive, process, or disseminate information of a public safety nature via telecommunication devices. Successful completion of this course may lead to Pro Board and IFSAC certifications.

STUDENT LEARNING OBJECTIVES

- Secure communications with service requester.
- Collect pertinent information.
- Establish nonverbal communications.
- Prepare records of public safety services requests.
- Utilize information provided by a service requester.
- Determine incomplete, conflicting, or inconclusive information or data.
- Notify correct personnel about addition, deletion, and correction of data.
- Relay instructions, information, and directions to the service requester.
- Relay information to other public safety telecommunications personnel or entities.
- Respond to requests for information.
- Monitor public safety radio systems.
- Monitor electronic data systems.
- Monitor alarm systems.
- Validate incident information.
- Maintain location and status of units.
- Categorize alarm information.
- Determine the priority of a service request.
- Formulate a response.
- Initiate deployment of response units.
- Relay service request information.
- Gather supplemental information.
- Activate the community emergency action plan.
- Activate the public safety communication center emergency action plan.

CERTIFICATION REQUIREMENTS

To be issued certification, the candidate will: provide documentation of prerequisites, complete required training hours including skills training, successfully complete the cognitive written exam, and successfully complete the practical exam.

ACCREDITATION

Alabama Fire College and Personnel Standards Commission maintains accreditation with Pro Board and IFSAC. Each student will automatically receive national registration and certification upon successful completion of all requirements for certification.

COURSE SCHEDULE (SUBJECT TO CHANGE)

Day One:	Introductions; Course Objectives; Evolution and Scope of Public Safety Communications; Facilities, Mechanical Systems, and Organizations
Day Two:	Telephone Systems; Radio Systems; Alarm Systems; Qualities of a Telecommunicator; Call-Taking Skills
Day Three:	Emergency Medical Dispatch; Practical Hand-on Evolutions; Dispatching Skills/Radio Broadcasting; Fire Service Operations for the Telecommunicator; Practical Hand-on Evolutions; Skills Testing; Survey; Certification Examination

GRADE ASSESSMENT

WRITTEN EXAMINATION

Perform to a minimum 70% competency on the examination,
(One retest is allowed after 30 days but within one year of course end date.)

PRACTICAL EXAMINATION

Successfully complete a skills/project evaluation to a minimum of 70% competency and successful completion of all critical points. Evaluators will test at least 25% of the skills for each. Skill sheets to be tested will be randomly selected by AFC Certification Unit for the practical examination. (One retest is allowed after 30 days but within one year of course end date.)