

# Maryland Voluntary Fire Service Certification System

## Maryland Fire Service Personnel Qualifications Board, Incorporated

### Option 2, Breakdown Correlation Sheet

#### Public Safety Telecommunicator II, NFPA 1061, 2007 edition

##### 5.1 General .

The Public Safety Telecommunicator II shall meet the job performance requirements in Chapter 4 for Public Safety Telecommunicator I and for those defined in Sections 5.2 through 5.4 of this standard.



##### 5.2 Receive.



##### 5.2.1 Description of Duty.

To acquire information from multiple sources requiring public safety services or assistance. These sources can include other telecommunicators, field units, or electronic devices.



##### 5.2.2

Monitor public safety radio systems, given equipment used by the agency, so that information requiring action by the telecommunicator is identified.



*Requisite Knowledge.* Basic radio systems, technology, and standard terminology used by the AHJ including radio codes, unit identifiers, emergency alert tone, and phonetic alphabet.

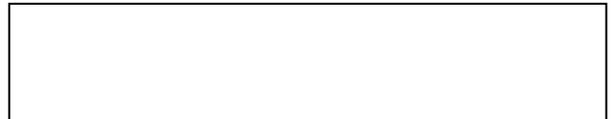


*Requisite Skills.* Operation of radio equipment, differentiate between various audio stimuli, and effective listening abilities.



##### 5.2.3

Monitor electronic data systems, given equipment used by the agency, so that information requiring action by the telecommunicator is identified.



*Requisite Knowledge.* Response to audio and visual stimuli, can include familiarity with computer operations and technology.



*Requisite Skills.* Keyboarding and mousing skills, interpreting visual symbols, can include data system messages.



##### 5.2.4

Monitor alarm systems, given equipment used by the agency, so that information requiring action by the telecommunicator is identified.



*Requisite Knowledge.* Familiarity with alarm equipment and system operation and technology.



*Requisite Skills.* Interpreting alarm system signals, data, or messages.



**5.3 Process.**

**5.3.1 Description of Duty.**

Analyze, classify, and summarize data for dispatch or referral. Monitor status of resources and determine units for deployment.

**5.3.2**

Evaluate incident information, given a validated request for service, available resources, and agency policies, procedures, guidelines, and protocols, so that an appropriate response is determined and a resource allocation prepared.

*Requisite Knowledge.* Policies, procedures, guidelines, and protocols related to the allocation of resources and the duties and functions of response units.

*Requisite Skills.* Interpretation of incident information.

**5.3.3**

Maintain location and status of units, given the resources available to the agency and utilizing the systems and equipment in the communications center, so that the current availability, status, and safety of all deployable resources is known.

*Requisite Knowledge.* Capabilities and functions of personnel, units, specialized equipment and tools, their availability and their location.

*Requisite Skills.* Operations of communications center systems and equipment used for maintaining status.

**5.3.4**

Analyze alarm information, given signals, messages, codes, and data, so that the information is properly interpreted in preparation for the allocation of resources.

*Requisite Knowledge.* Operational principles, practices, procedures, guidelines, and protocols of alarm systems provided in the communications center, agency policies related to alarm system operations.

*Requisite Skills.* Keyboarding and mousing skills, differentiation between multiple audio-visual stimuli, user maintenance and use of alarm systems.

**5.3.5**

Assess the priority of a service request, given information provided by other telecommunicators or field units and the agency policies, procedures, guidelines, and protocols, so that the priority of the request is defined.

*Requisite Knowledge.* Policies, procedures, guidelines, and protocols related to call prioritization, incident categories, priority levels, identification of potential threats, risks, and hazards.

*Requisite Skills.* Operation of systems and aids provided in the communications center for call prioritization, decision making skills.

**5.3.6**

Formulate a response, using the validated and prioritized request for service and the availability of deployable resources, so that the most appropriate response is selected and the safety of response units is considered.

*Requisite Knowledge.* Procedures for the allocation or assignment of resources and requesting mutual aid.

*Requisite Skills.* Use of computer equipment, use of resource data.

**5.4 Disseminate.**

**5.4.1 Description of Duty**

The action that results in the resolution of the request for services. This is achieved by the transmission and relay of information or data to field units or other resources.

**5.4.2**

Initiate deployment of response units, using the validated and prioritized request for service, given the agencies' telecommunications equipment, so that service request information is conveyed to units designated for response.

**5.4.3**

Relay service request information, given available resources and telecommunications equipment, so that all pertinent information is communicated to all responding units and agencies.

**5.4.4**

Acquire supplemental information, given a service request, so that current information is evaluated, prioritized, and relayed to response units or other personnel and agencies as needed.

*Requisite Knowledge.* Existing resources and how to obtain additional resources as requested.

*Requisite Skills.* Use of printed and electronic reference materials, databases, and emergency action plans.

**5.4.5**

Activate the community emergency action plan, given data indicating the likelihood or onset of a critical situation beyond the normal scope of operations, so that the implementation is timely and in accordance with agency policies, procedures, guidelines, and protocols.

**5.4.6**

Activate the communication center emergency action plan, given internal emergency and agency policies, procedures, guidelines, and protocols, so that the integrity of the communications system is maintained and the safety of center personnel is achieved.