NFPA 1225: 2022 Edition, Public Safety Telecommunicator I

Below please find what has been previously approved by the Committee on Accreditation (COA) for this level of certification. This example does not take into consideration "Document Review", "Portfolio", or "Other testing methods."

If your agency selects completing their online Assessment Methodology Matrix (AMM) utilizing these test methods, our Technical Analysts may place your application under a COA meeting consent agenda bypassing the usual COA review.

The spaces identified below with an "**X**" must be replaced with the appropriate cognitive test item numbers (e.g. Questions 1,4,6,7,9, etc.) or the score sheet numbers under Product, Psychomotor/Process methods as score sheet numbers (e.g.- SS 101, 202, and 304, etc.).

Section	Knowledge-Based Assessments (graded after submission)		Performance-Based Assessments (graded in real-time as they are performed)	
	Cognitive (e.g. Multiple Choice, Short Answer, Discretionary Time with Resources)	**Product** (e.g., document or develop a budget, proposal, lesson plan)	**Psychomotor** (Primarily an observable physical task. e.g., don, doff)	**Process** (Primarily a mental or verbalized task. e.g., inspect)
4.3.2 Secure communications with the service requester, given a communication device, a means of collecting information, and a work station, so that a communication link with the requester is achieved.				
4.3.2			**X**	
4.3.2 (A) * **Requisite Knowledge.** Verbal communications process.				
4.3.2 (A)	**X**			
4.3.2 (B) * **Requisite Skills.** Operation and basic troubleshooting of communications systems and devices and application of verbal and listening skills in order to obtain accurate information.				

4.3.2 (B)			X
4.3.3 Collect pertinent information, given a request for service, so that accurate information regarding the request is obtained.			
4.3.3			X
4.3.3 (A) Requisite Knowledge. Local area dispatch protocol system(s) as defined by the AHJ.			
4.3.3 (A)	X		
4.3.3 (B) * Requisite Skills. Controlling the conversation utilizing established questioning and active listening techniques.			
4.3.3 (B)			X
4.3.4 Utilize nonverbal communications, given a request for service through a communications device, so that accurate information regarding the request is obtained.			
4.3.4			X
4.3.4 (A) * Requisite Knowledge. Nonverbal communication protocols.			
4.3.4 (A)	X		
4.3.4 (B) * Requisite Skills. Use of nonverbal communication devices.			
4.3.4 (B)			X
4.4.2 Prepare records of public safety services requests, given agency policies, procedures, guidelines, and resources, so that the record is correct, complete, and concise.			

4.4.2		X	
4.4.2 (A) Requisite Knowledge. Policies, procedures, guidelines, and protocols established by the AHJ.			
4.4.2 (A)	X		
4.4.2 (B) Requisite Skills. Application of basic language and writing skills, interpreting and condensing information, basic computer skills, keyboarding, mousing, typing skills, legible handwriting.			
4.4.2 (B)		X	X
4.4.3 Utilize information provided by a service requester, given the policies, procedures, and guidelines of the agency, so that the request is accurately categorized and prioritized.			
4.4.3			X
4.4.3 (A) * **Requisite Knowledge.** Incident categories, priority levels, and identification of potential threats, risks, and hazards.			
4.4.3 (A)	X		
4.4.3 (B) Requisite Skills. Basic comprehension and problem solving.			
4.4.3. (B)			X
4.4.4 Determine incomplete, conflicting, or inconclusive information or data, given agency policies, procedures, guidelines, protocols, and resources, so that an allocation of resources is selected.			
4.4.4			X
4.4.4 (A) Requisite Knowledge. Available resources, agency jurisdictions, and boundaries.			

[4.4.4 (A)](#)	X		

4.4.4 (B) Requisite Skills.

Map and chart reading and applying a GPS system to existing maps and resource lists.

[4.4.4 (B)](#)			X

4.4.5

Notify correct personnel about addition, deletion, and correction of data, given agency policies, procedures, guidelines, and protocols, so that documents, files, databases, maps, and resource lists are accurately maintained.

[4.4.5](#)			X

4.4.5 (A) Requisite Knowledge.

Familiarity with maps, databases, and resource lists.

[4.4.5(A)](#)	X		

4.4.5(B) Requisite Skills.

Basic writing skills, legible handwriting, and basic computer skills.

[4.4.5 (B)](#)		X	X

4.5.1

Relay instructions, information, and directions to the service requester, given agency policies, procedures, guidelines, and protocols, so that information appropriate to the incident is consistent with agency policies, procedures, guidelines, and protocols, and results in resolution, referral, or response.

[4.5.1](#)			X

4.5.1 (A) * **Requisite Knowledge.**

Availability of resources, policies, and procedures regarding pre-arrival instructions.

[4.5.1 (A)](#)	X		

4.5.1 (B) * **Requisite Skills.**

Voice control, provide directions, route callers, operate communication devices.			
4.5.1 (B)			X
4.5.2			
Relay information to other public safety telecommunications personnel or entities, given processed data, so that accurate information regarding the request for service is provided.			
4.5.2			X
4.5.2 (A) Requisite Knowledge.			
Policies, procedures, or guidelines as determined by the AHJ.			
4.5.2 (A)	X		
4.5.2 (B) Requisite Skills.			
Voice control, verbal skills, and basic computer skills.			
4.5.2 (B)			X
4.5.3			
Respond to requests for information, given an inquiry from the public or the media, so that the policies, procedures, and guidelines are followed.			
4.5.3			X
4.5.3 (A) Requisite Knowledge.			
Policies, procedures, or guidelines as determined by the AHJ.			
4.5.3 (A)	X		
4.5.3 (B) Requisite Skills.			
Verbal and written skills.			
4.5.3 (B)		X	X
4.6.1			
Identify signs and symptoms of emotional and behavioral health distress of an individual in crisis, 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.

4.6.1			X

4.6.1(A) Requisite Knowledge.

Emotional and behavioral health distress signs and symptoms such as anxiety, stress, depression, addictions, or suicidal thoughts or behaviors; know what programs are within the department or within the community including but not limited to employee assistance programs (EAP); community mental health programs, chaplain, and National Suicide Prevention Lifeline to help an individual when emotional or behavioral health distress is noticed, and know how to listen and know when to communicate.

4.6.1 (A)	X		

4.6.1 (B) Requisite Skills.

The ability to approach an individual exhibiting signs of emotional or behavioral distress, to use empathic and listening skills, to refer 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.

4.6.1 (B)			X

NFPA 1225: 2022 Edition, Safety Public Telecommunicator II

<table>
<tr>
<td rowspan="2">Section</td>
<td colspan="2">Knowledge-Based Assessments

(graded after submission)</td>
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<tr>
<td colspan="5">5.2.2*

Monitor public safety radio systems, given equipment used by the agency, so that information requiring action by the Public Safety Telecommunicator is identified.</td>
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<td>5.2.2</td>
<td></td>
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<td>X</td>
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<tr>
<td colspan="5">(A)*Requisite Knowledge

Basic radio systems, technology, and standard terminology used by the AHJ.</td>
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<tr>
<td>5.2.2 (A)</td>
<td>X</td>
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<tr>
<td colspan="5">(B)Requisite Skills

Operation of radio equipment, differentiation between various audio stimuli, and effective listening abilities.</td>
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<td>5.2.2 (B)</td>
<td></td>
<td></td>
<td>X</td>
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<tr>
<td colspan="5">5.2.3 *

Monitor electronic data systems, given equipment used by the agency, so that information requiring action by the Public Safety Telecommunicator is identified.</td>
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<td>5.2.3</td>
<td></td>
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<td>X</td>
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<tr>
<td colspan="5">(A) * Requisite Knowledge.</td>
</tr>
</table>

Response to audio and visual stimuli.			
5.2.3 (A)	X		
(B) * Requisite Skills. Basic computer skills and interpretation of visual symbols.			
5.2.3 (B)			X
5.2.4 Monitor alarm systems, given equipment used by the agency, so that information requiring action by the Public Safety Telecommunicator II is identified.			
5.2.4			X
(A) Requisite Knowledge. Familiarity with alarm equipment and system operation and technology.			
5.2.4 (A)	X		
(B) Requisite Skills. Interpretation of alarm system signals, data, or messages.			
5.2.4 (B)			X
5.3.2 Validate incident information, given a request for service, available resources, and agency policies, procedures, guidelines, and protocols, so that an appropriate response is determined and a resource allocation prepared.			
5.3.2			X

(A) Requisite Knowledge.

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

5.3.2 (A)	X		

(B) Requisite Skills.

Interpretation of incident information.

5.3.2 (B)			X

5.3.3 *

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

5.3.3			X

(A) * Requisite Knowledge.

Capabilities and functions of personnel, units, and specialized equipment and tools, and their availability and current location.

5.3.3 (A)	X		

(B) Requisite Skills.

Operation of public safety communications center systems and equipment used for maintaining status.

5.3.3 (B)			X

5.3.4

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

5.3.4			X

(A) Requisite Knowledge.

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

5.3.4 (A)	X		

(B)Requisite Skills.

Basic computer skills, including keyboarding and mousing, and differentiation between multiple audiovisual stimuli.

5.3.4 (B)			X

5.3.5

Determine 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.

5.3.5			X

(A) Requisite Knowledge.

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

5.3.5 (A)	X		

(B) Requisite Skills.

Operation of systems and aids provided in the public safety communications center for call prioritization, and decision-making skills.

5.3.5 (B)			X

5.3.6 *

Formulate a response, given 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 responders is considered.

5.3.6			X

(A) Requisite Knowledge.

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

5.3.6 (A)	X		

(B) Requisite Skills.

Operation of systems and aids provided in the public safety communications center.

5.3.6 (B)			X

5.4.1*

Transmit and relay information or data to field units or other resources, given a request for service, that results in a notification for the response.

5.4.1			X

(A) Requisite Knowledge.

Applicable FCC rules, radio procedures and protocols, codes, agency policies, procedures, and guidelines, an incident management system, and the telecommunicator's role and function within the system.

5.4.1 (A)	X		

(B) Requisite Skills.

Voice control and operation of telecommunications equipment.		
5.4.1 (B)		X
5.4.2 *		
Initiate deployment of response units, given the validated and prioritized request for service and the agencies' telecommunications equipment, so that service request information is conveyed to units designated for response.		
5.4.2		X
(A) Requisite Knowledge.		
All radio communications in compliance with the rules and regulations governing wireless communications in the country of operation, radio procedures and protocols, codes, agency policies, procedures, and guidelines, an incident management system, and the telecommunicator's role and function within the system.		
5.4.2 (A)	X	
(B) Requisite Skills.		
Voice control and operation of telecommunications equipment, PA systems, IP systems, and data terminals.		
5.4.2 (B)		X
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.		
5.4.3		X
(A) Requisite Knowledge.		

All radio communications in compliance with the rules and regulations governing wireless communications in the country of operation, radio procedures and protocols, codes, agency policies, procedures, and guidelines, an incident management system, and the telecommunicator's role and function within the system.

5.4.3 (A)	X		

(B) Requisite Skills.

Voice control and operation of telecommunications equipment.

5.4.3 (B)			X

5.4.4

Gather 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.

5.4.4			X

(A) Requisite Knowledge.

Agency policies, procedures, and guidelines and accessing other resources as requested

5.4.4 (A)	X		

(B) * Requisite Skills.

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

5.4.4 (B)			X

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.			
5.4.5			X
(A) Requisite Knowledge.			
Understanding agency policies, procedures, and guidelines, and accessing other resources as requested.			
5.4.5 (A)	X		
(B) Requisite Skills.			
Use of printed and electronic reference materials, databases, and emergency action plans.			
5.4.5 (B)			X
5.4.6			
Activate the public safety 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.			
5.4.6			X
(A) Requisite Knowledge.			
Existing emergency and contingency plans for incidents within the public safety communication center.			
5.4.6 (A)	X		
(B) Requisite Skills.			
Use of predetermined mitigation and evacuation plans.			
5.4.6 (B)			X

5.5.1			
Identify signs and symptoms of emotional and behavioral health distress of an individual in crisis, 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 so that the emotional or behavioral health distress issue is recognized, confidentiality is maintained within the guidelines of the AHJ, communication is open, nonjudgmental awareness is retained, a department or community-based program is made accessible, and assistance is offered or an appropriate referral is initiated.			
5.5.1			X
5.5.1 (A) Requisite Knowledge.			
Emotional and behavioral health distress signs and symptoms, such as anxiety, stress, depression, addictions, or suicidal thoughts or behaviors; knowledge of the programs within the department or within the community, including, but not limited to, employee assistance programs (EAP), community mental health programs, chaplains, and the National Suicide Prevention Lifeline to help an individual when emotional or behavioral health distress is noticed; and how to listen and when to communicate.			
5.5.1 (A)	X		
5.5.1(B) Requisite Skills.			
The ability to approach an individual exhibiting signs of emotional or behavioral distress; to use empathic and listening skills; and to refer an individual to an EAP, community mental health program, chaplain, the National Suicide Prevention Lifeline, or an individual trained in emotional and behavioral health.			
5.5.1(B)			X