



**Standardized Curriculum Form
Ontario, Canada**

**Office of the Fire Marshal and Emergency Management
Curriculum based on
NFPA 1061, Chapter 6, 2014 Edition**

PUBLIC SAFETY TELECOMMUNICATOR II

**National Fire Protection Association Standard for
Professional Qualifications for Public Safety
Telecommunications Personnel**

Notice

NFPA-referenced material set within this document is reproduced with permission from NFPA 1061-2014, *Standard for Professional Qualifications for Public Safety Telecommunications Personnel*, copyright © 2013, National Fire Protection Association, Quincy, MA 02169. This reprinted material is not the complete and official position of the NFPA on the referenced subject, which is represented only by the standard in its entirety.

Enquiries regarding testing and certification should be directed to:

**Manager
Academic Standards and Evaluation Unit
Ministry of Community Safety and Correctional Services
Office of the Fire Marshal and Emergency Management
25 Morton Shulman Avenue, 5th Floor
Toronto, Ontario
M3M 0B1
OFMTestingandCertification@ontario.ca**

April 2017

Components of the OFMEM Academic Standards and Evaluation Unit Standardized Curriculum Form

The OFMEM Academic Standards and Evaluation Unit Standardized Curriculum Forms in Ontario, Canada, are based on internationally-recognized, competency-based, professional qualification standards through the National Fire Protection Association (NFPA). Columns within this form from pages 4 and onward are composed of:

NFPA Objective

National Fire Protection Association Objectives are major competencies and Job Performance Requirements (JPR) within a professional qualifications standard that learners must acquire before successful completion of voluntary testing and certification. To attain these competencies, the OFMEM is offering flexible training delivery models centered on being accessible, attainable, and affordable.

Requisite Knowledge

As defined in published NFPA Professional Qualifications Standards, Requisite Knowledge is “Fundamental knowledge one must have in order to perform a specific task”. This can be acquired by referring to the various suggested readings described below. Information used to construct multiple choice test questions in the Provincial Certification Exam for PUBLIC SAFETY TELECOMMUNICATOR II is derived from these materials.

Requisite Skills

As defined in published NFPA Professional Qualifications Standards, Requisite Skills are “The essential skills one must have in order to perform a specific task”. This can be acquired by referring to the various suggested readings described below along with the latest version of the Office of the Fire Marshal and Emergency Management’s Skills Sheets Booklet for PUBLIC SAFETY TELECOMMUNICATOR II. This booklet is used by Provincial Examiners to evaluate Requisite Skill requirements for those voluntarily seeking certification to NFPA 1061, Chapter 6, 2014 Edition.

Suggested Readings

A total of 50 multiple choice questions in the Provincial Certification Exam for PUBLIC SAFETY TELECOMMUNICATOR II (NFPA 1061-2014) will appear on the test, and are derived from the following suggested readings:

<u>Publisher/Title/Edition</u>	<u>Key Word Reference</u>
1. NFPA 1061, <i>Standard for Professional Qualifications for Public Safety Telecommunications Personnel</i> , 2014 Edition <ul style="list-style-type: none">Refer to Chapter 6 regarding Public Safety Telecommunicator II (pgs. 8 - 9)	NFPA 1061, 2014 Ed.
2. APCO Institute, <i>Public Safety Telecommunicator 1</i> , 7 th Edition Canada <ul style="list-style-type: none">Refer to Modules 1 to 13 and Glossary (Module 14 optional)	APCO PST, 7 th Ed. CAN

Knowledge Test Weighting (Out of 100%)

This column references percentage of multiple choice questions that will appear on the Provincial Certification Exam for knowledge-based testing for PUBLIC SAFETY TELECOMMUNICATOR II.

Questions are validated by a Provincial Advisory Committee (PAC), and used for voluntary, knowledge-based testing of those seeking certification to NFPA 1061, Chapter 6, 2014 Edition through the Academic Standards and Evaluation Unit of the Office of the Fire Marshal and Emergency Management. A mark of 70% or better is required to receive a “Pass” on the knowledge test.

Skill Sheet #

This column references skill objectives that will be evaluated by the Office of the Fire Marshal and Emergency Management, to test Requisite Skill requirements of PUBLIC SAFETY TELECOMMUNICATOR II for those voluntarily seeking certification to NFPA 1061, Chapter 6, 2014 Edition.

**Office of the Fire Marshal and Emergency Management
Provincial Advisory Committee for PUBLIC SAFETY TELECOMMUNICATOR II**

NFPA 1061, Chapter 6, 2014 Edition

Jason VanSlack, H.B.E.S., B.Ed., M.Ed.
Educational Consultant
OFMEM, Academic Standards and Evaluation Unit, ON (Canada)

Donna Beke
Communication Officer
Kitchener Fire Department, ON (Canada)

J.A. (Jim) Friend, CD, ENP
Chief Communications Officer (*retired*)
Hamilton Fire Department, ON (Canada)

Janice Coulas
Captain, Communications
Toronto Fire Services, ON (Canada)

Donna Gill, H.B.A.
Chief Communications Officer
St. Catharines Fire Services, ON (Canada)

Sue Dawson, ENP
Deputy Fire Chief
Barrie Fire and Emergency Service, ON (Canada)

Lori Hamer, H.B.A.Sc.
Deputy Fire Chief
London Fire Department, ON (Canada)

Kellie Dobson
Chief Communications Officer
Cambridge Fire Department, ON (Canada)

Scott Simpson
Acting Supervisor, Communications Division
Barrie Fire and Emergency Service, ON (Canada)

Dave Evans
Captain, Communications
Niagara Falls Fire Department, ON (Canada)

This document has been reviewed and approved by the Manager of the Academic Standards and Evaluation Unit of the Office of the Fire Marshal and Emergency Management (OFMEM) in Ontario, Canada:

Name: *Kalpana Rajgopalan*

Date: *April 28, 2017*

© Queen's Printer for Ontario, 2017.

The "OFMEM Standardized Curriculum Form (SCF)" for NFPA 1061, 2014 Edition - Public Safety Telecommunicator II is protected by Crown copyright, which is held by the Queen's Printer for Ontario. If credit is given and Crown copyright is acknowledged, the OFMEM Standardized Curriculum Form may be reproduced for non-commercial purposes.

The OFMEM SCF may only be reproduced for commercial purposes under a licence from the Queen's Printer.

To request a licence to reproduce the OFMEM Standardized Curriculum Form for commercial purposes, or for information on Crown copyright generally, please contact:

Senior Copyright Analyst
Publications Ontario
(416) 326-5153

Copyright@ontario.ca



OFMEM Academic Standards and Evaluation Unit Standardized Curriculum Form



Course: PUBLIC SAFETY TELECOMMUNICATOR II

Standard: NFPA 1061, Chapter 6, 2014 Edition

NFPA Objective	Requisite Knowledge	Requisite Skills	Suggested Readings	Knowledge Test Weighting	Skill Sheet #
6.1 General					
The Public Safety Telecommunicator II shall meet the job performance requirements in Chapter 5 for Public Safety Telecommunicator I and those defined in Sections 6.2 through 6.4 of this standard.					
6.2 Receive Requests for Service					
6.2.1 Description of Duty					
To manage information from multiple sources requiring requests for services or assistance.					
6.2.2					
Monitor public safety radio systems, given equipment used by the agency.	Basic radio systems used by the AHJ	Operation of radio equipment	APCO PST, 7th Ed. CAN Modules 9, 10	8% of questions	Skill Sheet #1
	Technology used by the AHJ	Differentiation between various audio stimuli			
	Standard terminology used by the AHJ	Effective listening abilities			
6.2.3					
Monitor electronic data systems, given equipment used by the agency.	Response to audio and visual stimuli	Basic computer skills	APCO PST, 7th Ed. CAN Module 8	8% of questions	Skill Sheet #1
		Interpretation of visual symbols			
6.2.4					
Monitor alarm systems, given equipment used by	Familiarity with alarm equipment	Interpretation of alarm system signals, data, or messages	APCO PST, 7th Ed. CAN Module 11	4% of questions	Skill Sheet #4



OFMEM Academic Standards and Evaluation Unit Standardized Curriculum Form



NFPA Objective	Requisite Knowledge	Requisite Skills	Suggested Readings	Knowledge Test Weighting	Skill Sheet #
the agency.					
	Familiarity with alarm equipment system operation and technology				
6.3 Process Requests for Service					
6.3.1 Description of Duty					
Review and format data for dispatch or referral. Monitor status of resources and determine units for deployment.					
6.3.2					
Validate incident information, given a request for service, available resources, and agency policies, procedures, guidelines, and protocols.	Policies, procedures, guidelines, and protocols related to the allocation of resources	Interpretation of incident information	APCO PST, 7th Ed. CAN Modules 8, 11, 13, Glossary	8% of questions	Skill Sheet #3
	The duties and functions of response units				
6.3.3					
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.	Capabilities and functions of personnel, units, and specialized equipment and tools	Operation of public safety communications center systems and equipment used for maintaining status	APCO PST, 7th Ed. CAN Modules 3, 8, 9, 11	6% of questions	Skill Sheet #2
	Availability and current location of personnel				
	Availability and current location of units				
	Availability and current location of specialized equipment and tools				
6.3.4					
Categorize alarm information, given signals, messages, codes, and data.	Operational principles, practices, procedures, guidelines, and protocols of alarm systems provided in the public safety communications	Basic computer skills	APCO PST, 7th Ed. CAN Module 11	2% of questions	Skill Sheet #4



OFMEM Academic Standards and Evaluation Unit Standardized Curriculum Form



NFPA Objective	Requisite Knowledge	Requisite Skills	Suggested Readings	Knowledge Test Weighting	Skill Sheet #
	center				
	Agency policies related to alarm system operations	Differentiation between multiple audio-visual stimuli			
6.3.5					
Determine the priority of a service request, given information provided by other telecommunicators or field units and the agency policies, procedures, guidelines, and protocols.	Policies, procedures, guidelines, and protocols related to call prioritization, incident categories, priority levels	Operation of systems and aids provided in the public safety communications center for call prioritization, and decision-making skills.	APCO PST, 7th Ed. CAN Modules 8, 11, 13	10% of questions	Skill Sheet #2
	Identification of potential threats, risks, and hazards				
6.3.6					
Formulate a response, given the validated and prioritized request for service and the availability of deployable resources.	Procedures for the allocation or assignment of resources and requesting of mutual aid.	Operation of systems and aids provided in the public safety communications center	APCO PST, 7th Ed. CAN Modules 1, 5, 9, 13	10% of questions	Skill Sheet #3
6.4 Disseminate Requests for Service					
6.4.1 Description of Duty					
The transmission and relay of information or data to field units or other resources that results in the execution of the request for service.	Applicable FCC rules, radio procedures and protocols (e.g. Industry Canada)	Voice control	APCO PST, 7th Ed. CAN Modules 8, 9, Glossary	10% of questions	Skill Sheet #5
	Radio procedures and protocols	Operation of telecommunications equipment			
	Codes				
	Agency policies, procedures, and guidelines				
	An incident management system				
	The telecommunicator's role and function within the system				



OFMEM Academic Standards and Evaluation Unit Standardized Curriculum Form



NFPA Objective	Requisite Knowledge	Requisite Skills	Suggested Readings	Knowledge Test Weighting	Skill Sheet #
6.4.2					
Initiate deployment of response units, given the validated and prioritized request for service and the agencies' telecommunications equipment.	All radio communications in compliance with the rules and regulations governing wireless communications in the country of operation	Voice control	APCO PST, 7 th Ed. CAN Modules 8, 9, 12	10% of questions	Skill Sheet #5
	Radio procedures and protocols	Operation of telecommunications equipment			
	Codes	Operation of PA systems			
	Agency policies, procedures, and guidelines	Operation of IP systems			
	An incident management system	Operation of data terminals			
	The telecommunicator's role and function within the system				
6.4.3					
Relay service request information, given available resources and telecommunications equipment.	All radio communications in compliance with the rules and regulations governing wireless communications in the country of operation	Voice control	APCO PST, 7 th Ed. CAN Modules 9, 12	10% of questions	Skill Sheet #6
	Radio procedures and protocols	Operation of telecommunications equipment			
	Codes				
	Agency policies, procedures, and guidelines				
	An incident management system				
	The telecommunicator's role and function within the system				
6.4.4					
Gather supplemental information, given a service request.	Understanding agency policies, procedures, and guidelines	Use of printed and electronic reference materials	APCO PST, 7 th Ed. CAN Modules 9, 11, 13	8% of questions	Skill Sheet #6
	Accessing other resources as requested	Use of databases			
		Use of emergency action plans			



OFMEM Academic Standards and Evaluation Unit Standardized Curriculum Form



NFPA Objective	Requisite Knowledge	Requisite Skills	Suggested Readings	Knowledge Test Weighting	Skill Sheet #
6.4.5					
Activate the community emergency action plan, given data indicating the likelihood or onset of a critical situation beyond the normal scope of operations.	Understanding agency policies, procedures, and guidelines	Use of printed and electronic reference materials	APCO PST, 7th Ed. CAN Modules 1, 12	4% of questions	Skill Sheet #7
	Accessing other resources as requested.	Use of databases			
		Use of emergency action plans			
6.4.6					
Activate the public safety communication center emergency action plan, given internal emergency and agency policies, procedures, guidelines, and protocols.	Existing emergency and contingency plans for incidents within the public safety communication center	Use of predetermined mitigation and evacuation plans	APCO PST, 7th Ed. CAN Modules 8, 13	2% of questions	Skill Sheet #8