



State Firefighters' and Fire Marshals' Association of Texas

Texas Volunteer Firefighters' and Fire Marshals' Certification Board

PO Box 1409 ♦ Manchaca, Texas 78652-1409

www.sffma.org ♦ 512.454.3473 (phone)

INSTRUCTIONAL SKILLS

COMMUNICATION FF I - 1

Relaying a Report of an Emergency

Subject: Fire Department Communications

NFPA 1001 4.2.1

REFERENCE

Initiate the response to a reported emergency, given the report of an emergency, fire department SOPs, and communications equipment, so that all necessary information is obtained, communications equipment is operated correctly, and the information is relayed promptly and accurately to the dispatch center. (4.2.1)

OBJECTIVE

Trainee shall initiate a response for a reported emergency by obtaining all necessary information and relaying the reported emergency information to the dispatch center using communication equipment.

INSTRUCTIONS - procedures for achieving the objective

Given a report of an emergency from the public, you will initiate a response by obtaining all necessary information and relaying this information to the dispatch center using the appropriate communication equipment. The skill will end when you state to me that you have completed all the identified steps. Do you understand these instructions?

PREPARATION & EQUIPMENT

Simulated emergency situation

Communication equipment (radio, telephone, etc.)

Equipment for recording information (pencil and paper, dry erase board, etc.)

Department SOPs

PPE appropriate for the skill



State Firefighters' and Fire Marshals' Association of Texas

Texas Volunteer Firefighters' and Fire Marshals' Certification Board

PO Box 1409 ♦ Manchaca, Texas 78652-1409

www.sffma.org ♦ 512.454.3473 (phone)

INSTRUCTIONAL SKILLS

COMMUNICATION FF I - 1

Relaying a Report of an Emergency

Trainee: _____

Department: _____

Trainee shall initiate a response for a reported emergency by obtaining all necessary information and relaying the reported emergency information to the dispatch center using communication equipment.(4.2.1)

	POSSIBLE POINTS	TEST	RETEST
a. Receives report of emergency from the public	1		
b. Records the type of emergency	1		
c. Records the incident address of the emergency	1		
d. Uses communication equipment to contact the dispatch center	1		
e. Accurately relays reported emergency information	1		
f. Performs skill in a safe and proficient manner, per AHJ	1		
TOTAL POINTS:	6		

Points needed to pass: 4

Evaluator/Candidate Comments:

Instructor's Signature

Date



State Firefighters' and Fire Marshals' Association of Texas

Texas Volunteer Firefighters' and Fire Marshals' Certification Board

PO Box 1409 ♦ Manchaca, Texas 78652-1409

www.sffma.org ♦ 512.454.3473 (phone)

INSTRUCTIONAL SKILLS

COMMUNICATION FF I - 2

Receiving a Business or Personal Telephone Call

Subject: Fire Department Communications

NFPA 1001 4.2.2

REFERENCE

Receive a telephone call, given a fire department phone, so that procedures for answering the phone are used and the caller's information is relayed. (4.2.2)

OBJECTIVE

Trainee shall verbally explain the procedures for receiving a business or personal telephone call on the fire department phone. Then Trainee shall demonstrate the procedure for receiving a telephone call.

INSTRUCTIONS - procedures for achieving the objective

Given a fire department business phone and equipment for recording information, you will verbally explain the procedures for receiving a business or personal telephone call on the fire department phone. Then you will demonstrate the procedures by receiving a simulated telephone call. The skill will end when you state to me that you have completed all the identified steps. Do you understand these instructions?

PREPARATION & EQUIPMENT

Business or personal call (may be simulated)

Personnel to place the simulated call

Equipment used for recording this information as determined by the authority having jurisdiction, (examples: paper and pencil, dry erase board, etc.)



State Firefighters' and Fire Marshals' Association of Texas

Texas Volunteer Firefighters' and Fire Marshals' Certification Board

PO Box 1409 ♦ Manchaca, Texas 78652-1409

www.sffma.org ♦ 512.454.3473 (phone)

INSTRUCTIONAL SKILLS

COMMUNICATION FF I - 2

Receiving a Business or Personal Telephone Call

Trainee: _____

Department: _____

Trainee shall verbally explain the procedures for receiving a business or personal telephone call on the fire department phone. Then Trainee shall demonstrate the procedure by receiving a simulated telephone call. (4.2.2)

	POSSIBLE POINTS	TEST	RETEST
a. Verbalizes a correct explanation of the procedures	1		
b. Answers the call promptly	1		
c. Courteously identifies self and department	1		
d. Demonstrates good verbal skills for telephone communications (pleasant, correct volume and tone)	1		
e. Has no "open line" or extended time on hold for caller	1		
f. Posts or delivers message promptly to intended recipient	1		
g. Terminates the call courteously	1		
h. Message is accurate and complete	1		
i. Followed correct procedures	1		
j. Performs skill in a safe and proficient manner, per AHJ	1		
TOTAL POINTS:	10		

Points needed to pass: 7

Evaluator/Candidate Comments:

Instructor's Signature

Date



State Firefighters' and Fire Marshals' Association of Texas

Texas Volunteer Firefighters' and Fire Marshals' Certification Board

PO Box 1409 ♦ Manchaca, Texas 78652-1409

www.sffma.org ♦ 512.454.3473 (phone)

INSTRUCTIONAL SKILLS

COMMUNICATION FF I - 3

Transmit and Receive Radio Messages

Subject: Fire Department Communications

NFPA 1001 4.2.3

REFERENCE

Transmit and receive messages via the fire department radio, given a fire department radio and operating procedures, so that the information is accurate, complete, clear, and relayed within the time established by the AHJ. (4.2.3)

OBJECTIVE

The firefighter trainee shall transmit and receive messages via the fire department radio, so that the information is accurate, complete, clear and relayed within the time established by the AHJ.

INSTRUCTIONS - procedures for achieving the objective

Given a fire department radio, you will transmit and receive messages according to operating procedures. The skill will end when you state to me that you have completed all the identified steps. Do you understand these instructions?

PREPARATION & EQUIPMENT

Fire department radios

AHJ radio communication operating procedures



State Firefighters' and Fire Marshals' Association of Texas

Texas Volunteer Firefighters' and Fire Marshals' Certification Board

PO Box 1409 ♦ Manchaca, Texas 78652-1409

www.sffma.org ♦ 512.454.3473 (phone)

INSTRUCTIONAL SKILLS

COMMUNICATION FF I - 3

Transmit and Receive Radio Messages

Trainee: _____

Department: _____

The firefighter trainee shall transmit and receive messages via the fire department radio, so that the information is accurate, complete, clear and relayed within the time established by the AHJ. (4.2.3)

	POSSIBLE POINTS	TEST	RETEST
a. Turns radio on	1		
b. Turns radio to the correct channel/frequency	1		
c. Receives message on radio	1		
d. Transmits message on radio	1		
e. Message is transmitted accurately	1		
f. Message is transmitted completely	1		
g. Message is transmitted clearly	1		
h. Message is transmitted timely	1		
i. Followed correct procedures	1		
j. Performs skill in a safe and proficient manner, per AHJ	1		
TOTAL POINTS:	10		

Points needed to pass: 7

Evaluator/Candidate Comments:

Instructor's Signature

Date