



Fire Fighter I Certification

Skill # 12 Communications	Maximum Time Allowed: 15 min.
----------------------------------	--------------------------------------

INSTRUCTIONS TO THE CANDIDATE

As an individual, candidate will receive a phone call at the fire station, take appropriate information and relay it to appropriate parties and initiate an emergency response utilizing a portable radio.

CANDIDATE PERFORMANCE

1 st Attempt		2 nd Attempt	
Yes	No	Yes	No

RECEIVING A PHONE CALL

Evaluator tells candidate “You have been assigned the duty of receiving all phone calls in the station and please relay information as needed.” Evaluator prompts the student that the phone is ringing.

Candidate has informed the evaluator that they have been trained in this skill ♦				
Answers phone and introduces themselves by name, rank and agency they work for.				
Records date, time, callers name, call back number and message				
Uses courteous phone etiquette				

Caller is someone who has the direct phone number to the station and upon calling states the following: “My name is John Smith and I have accidentally set my garage on fire but I think it may be out. I used an extinguisher but there is still a lot of smoke but I would like just one fire engine to come by and not any light or sirens, it’s embarrassing. Could you please come by and check it out? There isn’t anyone injured but please come soon. I’m a little worried about my house. I live a 110 Aspen circle.” Caller hangs up and doesn’t answer if called back. Create several scenarios similar to this one.

INTIATES A RESPONSE

Notifies dispatch of emergency utilizing a portable radio.				
Hold the microphone in transmit position 1 to 2 inches from your mouth at a 45-degree angle				
Depress the transmit button and holds down until through with transmission.				
Transmit a routine traffic message using “plain” language and following the five C’s of communication.				
Relays accurate information regarding phone call to station officer or dispatch				

Total steps candidate must complete to pass:	7		Total				
---	----------	--	--------------	--	--	--	--

♦ **Critical Step** - Failure on this step results in failure of the entire skill.

Candidate Name _____

1st Evaluator Signature _____ Date _____

2nd Evaluator Signature _____ Date _____



Fire Fighter I Certification

Skill # 12 Communications

Objective(s): **5.2.1(B), 5.2.2(B), 5.2.3(B) NFPA Standard 1001 2008 Edition**

INSTRUCTIONS TO THE PROCTOR/EVALUATOR

This is a table top exercise. No PPE is needed. Evaluator or assistant will need to play the role of the dispatcher.

Proctor/Candidate Comments

I was informed of the task steps missed that resulted in the failure of this skill and the OSU-FST re-test policies.

Candidate Signature

Date