



Part II: Program of Study

- A. Below is a list of the 13 student performance standards required for the DOE Public Safety Telecommunication 232 ~~208~~ hour course. Indicate the page(s) number of your course outline where your program addresses each of the occupational completion point(s) and the amount of hours spent instructing the student on each point.

Occupational Completion Point(s)		Page(s) of Syllabi or Outline	Didactic Hours	Skills Practice Laboratory Hours
1.0	Describe and demonstrate professional ethics and the role of telecommunicator	page 18	6	2
2.0	<u>Describe Guidelines and Operational Standards of call classification and prioritization.</u> Describe Florida law and its application to telecommunication operation	page 6 & 19	48	16
3.0	<u>Identify and explain communication equipment and resources.</u> Identify and define terminology pertinent to public safety telecommunication	page 8 & 17	30	10
4.0	<u>Demonstrate communication and interpersonal skills.</u> Identify and explain communication equipment and resources	page 23	6	2
5.0	<u>Perform operational skills.</u> Demonstrate communication and interpersonal skills	page 24		6
6.0	<u>Demonstrate understanding of fire department role and responses as well as hazardous materials awareness.</u> Perform operational skills	pages 12, 13	20	7
7.0	<u>Demonstrate understanding of emergency medical services role and responses.</u> Demonstrate understanding of hazardous materials awareness	page 15	12	4
8.0	<u>Demonstrate understanding of law enforcement role and responses.</u> Demonstrate proficiency in first responder to medical emergencies techniques and provide emergency medical care	page 9	24	8
9.0	<u>Comprehend stress management techniques.</u> Demonstrate knowledge of sexually transmitted diseases, including AIDS	page 23	16	4
10.0	<u>Understand the duties and responsibilities of a public safety telecommunicator.</u> Comprehend stress management techniques	page 4, 5	6	2
11.0	<u>Demonstrate an understanding of Emergency Management practices.</u> Demonstrate employability skills	page 12	4	1
12.0	<u>Demonstrate CPR proficiency.</u> Demonstrate an understanding of Emergency Management practices	page 16	2	4
13.0	Demonstrate CPR proficiency			
Total Didactic and Skills Practice Laboratory Hours			174	66
NOTE: Your training program must meet or exceed a minimum of <u>232</u> 208 total contact hours.			Contact hours of entire Training Program	240

You may refer to the DOE Public Safety Telecommunications Program outline for further details on each of the occupational completion point(s). Website: http://www.fl DOE.org/workforce/dwdframe/law_cluster_frame10.asp