

NFPA 1061

Standard for Professional Qualifications for Public Safety Telecommunicator

2007 Edition



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An International Codes and Standards Organization

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NFPA 1061
Standard for
Professional Qualifications for Public Safety Telecommunicator
2007 Edition

This edition of NFPA 1061, *Standard on Professional Qualifications for Public Safety Telecommunicator*, was prepared by the Technical Committee on Public Safety Telecommunicator Professional Qualifications and released by the Technical Correlating Committee on Professional Qualifications. It was issued by the Standards Council on December 1, 2006, with an effective date of December 20, 2006, and supersedes all previous editions.

This edition of NFPA 1061 was approved as an American National Standard on December 20, 2006.

Origin and Development of NFPA 1061

The Committee on Public Safety Telecommunicator Professional Qualifications was organized in 1992 to have primary responsibility for professional qualifications for public safety dispatchers. The first edition of NFPA 1061 was published in 1996.

For the 2002 edition, the committee reviewed the 1996 edition of the standard and updated some JPRs, requisite knowledge, and requisite skills where needed. The entire document was reformatted to comply with the new *Manual of Style for NFPA Technical Committee Documents*.

For the 2007 edition, the committee has made minor revisions in the existing chapters to reflect current technology and terminology. The committee has also added a new chapter for Public Safety Telecommunicator III. This level responds to the command post of a large incident to provide communications and documentation for the command post.

In Memoriam, September 11, 2001

We pay tribute to the 343 members of FDNY who gave their lives to save civilian victims on September 11, 2001, at the World Trade Center. They are true American heroes in death, but they were also American heroes in life. We will keep them in our memory and in our hearts. They are the embodiment of courage, bravery, and dedication. May they rest in peace.

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NOTE: Membership on a committee shall not in and of itself constitute an endorsement of the Association or any document developed by the committee on which the member serves.

Committee Scope: This Committee shall have primary responsibility for the management of the NFPA Professional Qualifications Project and documents related to professional qualifications for fire service, public safety, and related personnel.



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Committee Scope: This Committee shall have primary responsibility for documents on the professional qualifications for public safety dispatchers.

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Changes other than editorial are indicated by a vertical rule beside the paragraph, table, or figure in which the change occurred. These rules are included as an aid to the user in identifying changes from the previous edition. Where one or more complete paragraphs have been deleted, the deletion is indicated by a bullet (•) between the paragraphs that remain.

A reference in brackets [] following a section or paragraph indicates material that has been extracted from another NFPA document. As an aid to the user, the complete title and edition of the source documents for extracts in mandatory sections of the document are given in Chapter 2 and those for extracts in informational sections are given in Annex E. Editorial changes to extracted material consist of revising references to an appropriate division in this document or the inclusion of the document number with the division number when the reference is to the original document. Requests for interpretations or revisions of extracted text shall be sent to the technical committee responsible for the source document.

Information on referenced publications can be found in Chapter 2 and Annex E.

Chapter 1 Administration

1.1 Scope. This standard identifies the minimum job performance requirements for public safety telecommunicators.

1.2 Purpose. The purpose of this standard is to ensure that persons meeting the requirements of this standard are qualified to serve as public safety telecommunicators.

1.2.1 It is not the intent of this standard to restrict any jurisdiction from exceeding these minimum requirements.

1.3 General.

1.3.1* The authority having jurisdiction (AHJ) shall establish the operational guidelines within which telecommunicators will perform.

1.3.2 The AHJ shall establish educational and age requirements for telecommunicators.

1.3.3 The AHJ shall establish criteria for evaluating the background and character of telecommunicator candidates.

1.3.4* Medical and physical requirements shall be developed by the AHJ that are job-related and in compliance with Equal Opportunity, Americans with Disabilities Act, and other applicable legal requirements.

1.3.5* Cognitive and psychomotor skill requirements for areas of reading, spelling, speech, mathematics, basic language, written communication, and listening, in addition to other requirements developed by the AHJ.

1.3.6* The AHJ shall define and validate the behavioral characteristics or traits required of the telecommunicator.

1.3.7* The performance of each requirement of this standard shall be evaluated by individuals approved by the AHJ.

1.3.8* It is not required for the job performance requirements to be mastered in the order they appear. Any training program shall establish the instructional priority and the training program content to prepare individuals to meet the job performance requirements of this standard.

1.3.9* The public safety telecommunicator shall remain current with communication technology and telecommunication methodology as provided by the AHJ.

1.3.10 The public safety telecommunicator shall operate within acceptable standards in response to public expectations for timely and efficient service as established by the AHJ.

1.3.11 The public safety telecommunicator candidate shall meet all of the requirements defined in Chapter 4 prior to qualification as a Public Safety Telecommunicator I.

1.3.12 The Public Safety Telecommunicator I shall meet all of the requirements defined in Chapter 5 prior to qualification as a Public Safety Telecommunicator II.

1.3.13 The Public Safety Telecommunicator II shall meet all of the requirements defined in Chapter 6 prior to qualification as a Public Safety Telecommunicator III.

Chapter 2 Referenced Publications

2.1 General. The documents or portions thereof listed in this chapter are referenced within this standard and shall be considered part of the requirements of this document.

2.2 NFPA Publications. (Reserved)

2.3 Other Publications.

Merriam-Webster's Collegiate Dictionary, 11th edition, Merriam-Webster, Inc., Springfield, MA, 2003.

2.4 References for Extracts in Mandatory Sections.

NFPA 601, *Standard for Security Services in Fire Loss Prevention*, 2005 edition.

NFPA 1000, *Standard for Fire Service Professional Qualifications Accreditation and Certification Systems*, 2006 edition.

NFPA 1002, *Standard for Fire Apparatus Driver/Operator Professional Qualifications*, 2003 edition.

NFPA 1221, *Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems*, 2007 edition.

NFPA 1561, *Standard on Emergency Services Incident Management System*, 2005 edition.