



KENTUCKY COMMUNITY AND TECHNICAL COLLEGE SYSTEM
 COMMISSION ON FIRE PROTECTION PERSONNEL STANDARDS AND EDUCATION
FIREFIGHTER 1 COMPETENCY EVALUATION



Objective(s): 5.2.2 **Primary Task:** Receiving Business Telephone Call **Candidate #:** _____
 2002 NFPA 1001 Standard

Skill No. 5-26 PERFORMANCE CRITERIA AND INSTRUCTIONS

INSTRUCTIONS TO THE MONITOR/EVALUATOR

1. The candidate shall be provided with a telephone prop, pencil and note paper.
2. The candidate shall be given the instructions below before beginning this task.

INSTRUCTIONS TO THE CANDIDATE

1. "The candidate, given a business telephone call to the station, shall demonstrate receiving such call and shall relay the information to the appropriate individual."

Minimum PPE: None.

PERFORMANCE

	YES	NO
1. Answers call promptly.	<input type="checkbox"/>	<input type="checkbox"/>
2. Identifies self to caller, includes department name and rank.	<input type="checkbox"/>	<input type="checkbox"/>
3. Takes a detailed message that includes date, time, caller's name, call back number and brief call reference.	<input type="checkbox"/>	<input type="checkbox"/>
4. Ends call courteously.	<input type="checkbox"/>	<input type="checkbox"/>
5. Delivers message promptly.	<input type="checkbox"/>	<input type="checkbox"/>

Reference: IFSTA Essentials 4th Edition, Chapter 18

TOTALS

➤ **Critical Step-** Failure on this step mandates failure on task !

CRITICAL TASK

CANDIDATE MUST COMPLETE **3** STEPS TOTAL TO PASS SKILL.

REMEMBER, YOU ARE AN EVALUATOR, NOT A TRAINER OF THE CANDIDATES DO NOT COACH, GRADE ONLY OBSERVED BEHAVIOR.

TEST DATE _____ LOCATION: _____

EVALUATOR NAME (Print): _____

EVALUATOR SIGNATURE: _____