

Emergency Telecommunications	
Items	Standard
	2) CONTENT STANDARD 2.0: Identify the Roles & Responsibilities of Emergency Telecommunications
3	1) 2.1: Identify the Roles of the Emergency Telecommunicator
4	2) 2.2: Analyze the Responsibilities of the Emergency Telecommunicator
3	3) 2.3: Distinguish the Character of an Emergency Telecommunications Center
12	4) 2.4: Examine the Knowledge, Skills, Attitude, and Abilities of the Emergency Telecommunicator
	3) CONTENT STANDARD 3.0: Legal Responsibilities
6	1) 3.1: Differentiate Between Laws and Ethics
3	2) 3.2: Identify and Explain Legal Terminology
6	3) 3.3: Identify Dispatch Danger Zones
	4) CONTENT STANDARD 4.0: Telecommunications Technology
4	1) 4.1: Identify and Explain Telephone and Radio Technology
5	2) 4.2: Identify and Explain Computerized Technology
2	3) 4.3: Explain Alternative Dispatching
	5) CONTENT STANDARD 5.0: Mapping and Geo Information Services
10	1) 5.1: Utilizing Mapping Systems
	6) CONTENT STANDARD 6.0: Demonstrate the Types of Communication
8	1) 6.1: Employ Strategies for Effective Oral Communication
1	2) 6.2: Implement Strategies for Effective Written Communication and Reading Comprehension
	7) CONTENT STANDARD 7.0: Effective Call Management
13	1) 7.1: Analyze and Assess Caller Types
2	2) 7.2: Identify the Importance of Crisis Intervention
1	4) 7.4: Practice Customer Service Protocols
	8) CONTENT STANDARD 8.0: Health and Well-Being
11	1) 8.1: Practice Stress Management
	9) CONTENT STANDARD 9.0: Law Enforcement Call Classification
1	1) 9.1: Utilize Protocols to Classify Law Enforcement Calls
	11) CONTENT STANDARD 11.0: Medical Call Classification
4	1) 11.1: Utilize Protocols to Classify Medical Calls
	14) CONTENT STANDARD 14.0: Disaster Preparedness and Management
1	2) 14.2: Managing a Terrorist Event
100	Total Correlations