

**NATIONAL CERTIFICATION EXAMINATION  
FOR EMERGENCY COMMUNICATIONS**



**LEVEL I LAB  
Police, Fire, EMD,  
Combined LEVEL II  
Police, Fire, EMD, Combined**

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## **PROCTOR PREPARATION LEVEL 1**

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### **STEP ONE:**

Ensure the simulator is functional and operating as needed. Allow the candidate to test the radio and phone lines before proceeding with the test.

### **STEP TWO:**

Read aloud the **Candidate Guidelines**.

### **STEP THREE:**

Test the RECORD feature by opening the phone lines while recording.

### **STEP FOUR:**

Allow the candidate time to ask questions.

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## CUE CARD LEVEL 1

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Read the following to each candidate while they follow along with a copy of the Cue Card.

1. **NECCSkills** is a lab assessment to evaluate your current skills or abilities for taking calls for emergency services. (This session is recorded.)
2. You will be using a simulator representing a console at a Comm Center. You will answer line 1 and line 2.
3. You will enter information from simulated phone calls into a (computer data entry card) (hard copy card in writing) representing the type of call card you could be using taking calls for public safety.
4. The simulator and the call card on the computer are simple testing devices and are not what you will be using to answer phones and record calls in the call taking or dispatching function.
5. You will answer Line 1 when it rings by simply stating, (“9-1-1 What Are You Reporting?”)
6. While the caller on Line 1 is telling you what they need, you will enter the information into the Call Card. Begin by asking for the address and follow the card by filling in the blanks as you see fit.
7. When you feel you have enough information to dispatch (send units) — end the call.
8. Next Line 1 will ring again.
9. During Call 2- Line 2 will ring. Put Line 1 on hold and answer Line 2.
10. Handle both calls as you see fit. End both calls after you have enough information to dispatch (send units). You will not dispatch the units.
11. After you have disconnected the last call, the Proctor will enter the room and give you further instructions.
12. This exam was not designed to give you undue stress, although we recognize all tests are stressful. Relax and do what comes natural.

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| Initial TP / | C / |
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