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| **Exam Blueprint – Certified Dispatching Professional** |
| **Below is the exam blueprint based off the job task analysis, SME, and ISP psychometric process to verify reliability, validity, and fairness. The tables below identify the proportion of questions from each domain and passing score that will appear on the assessment. The assessment will include the application of concepts, knowledge and comprehension, definitions, synthesis, evaluation, development of conclusions, ideas and recommendations for action based on hypothetical situations.** |

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| --- | --- | --- | --- |
| **Domain** | **Percentage of Items**  **on Test** | **% of exam questions** | **Number of Questions**  **(100)** |
| Telecommunicator roles and responsibilities | 20 | 20 | 20 |
| Emergency telecommunications technologies | 5 | 5 | 5 |
| Telecommunications Essentials | 15 | 15 | 15 |
| Call Management | 15 | 15 | 15 |
| Classifying police, fire and medical emergency calls | 15 | 15 | 15 |
| Disaster preparedness & readiness | 10 | 10 | 10 |
| Legal Aspects | 5 | 5 | 5 |
| Quality Assurance | 5 | 5 | 5 |
| Stress Management | 10 | 10 | 10 |
|  | | Passing %: 80 | Passing Score: 80 |

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| **Telecommunicator Roles and Responsibilities** | |
| **Domain Task** | **Percentage** |
|  | The Role of the Public Safety Telecommunicator Characteristics of a Telecommunicator Organizational Mission |
|  | The Importance of Customer Service |
|  | Telecommunicator Ethics |
|  | The Perils of Shiftwork |
|  | The Golden Rule of Dispatch |
| **Emergency Telecommunications Technologies** | |
| **Domain** | **Percentage** |
|  | The Communications Process Effective Listening |
|  | Customer Service |
|  | The History of 9-1-1 |
|  | Technology used in 9-1-1 |
|  | Electronic Messaging |
| **Telecommunications Essentials** | |
| **Domain** | **Percentage** |
|  | The Basics of Call Taking Calming Skills |
|  | Violence today |
|  | Expectations of customers or callers |
| **Call Management** | |
| **Domain** | **Percentage** |
|  | Techniques Call Prioritization |
|  | Basic Radio Dispatching |
|  | TDD/TTY Accessibility |
|  | 9-1-1 Hang up calls and open lines |
|  | Reverse Searches & Retention of Search Records |
|  | Jurisdictional Boundaries |
| **Classifying Emergency Calls** | |
| **Domain** | **Percentage** |
|  | Evaluate the information the public needs based on then type of call |
|  | General Calls |
|  | Fire/EMS Calls |
|  | Law Enforcement Calls |
|  | Security Calls |
|  | Medical Calls |
|  | Bomb Threats |
| **Disaster Preparedness & Readiness** | |
| **Domain** | **Percentage** |
|  | Man-made vs. Nature |
|  | The Fight-or-Flight Response |
|  | The Role of Speed, Calming Techniques, and Handling Multiple Call Situations Armed Robberies |
|  | Missing Children and Your Role in Amber Alerts Pursuits |
|  | Officer Down |
|  | Dealing with priority calls |
| **Legal Aspects** | |
| **Domain** | **Percentage** |
|  | How to Reduce Your Liability |
|  | Liability for the Trainer |
|  | Federal Laws You Need to be Aware Of |
| **Quality Assurance** | |
| **Domain** | **Percentage** |
|  | Steps for Effective Conflict Resolution |
|  | Call Handling Challenges and Special Situations |
|  | **Handling Conflicts and Remaining Positive in a Negative Environment** |
|  | Dealing with Difficult People |
|  | Call Taking Techniques |
| **Stress Management** | |
| **Domain** | **Percentage** |
|  | Sources of Stress in Your Life |
|  | Stress Management |
|  | Critical Incident Stress |
|  | Signs and Symptoms of Untreated Long-Term Stress - PTSD |

**Sample Questions**

**\_\_\_\_\_\_\_\_can be defined as behavior and attitude patterns exhibiting standards and character marked by pride in oneself and one's career, respect for the people served and commitment to the continued development of skills in the pursuit of excellence.**

1. Morality
2. Ethics
3. Professionalism
4. Self-respect

**What was the first state to have two-way radios in 1933?**

1. New Jersey
2. California
3. Arizona
4. Texas

**Which brand was instrumental in police car radios?**

1. Motorola
2. AT&T
3. Bell
4. Wesco