

POLICY 2.1

TITLE: BASIC TELECOMMUNICATIONS COURSE STUDENT QUALIFICATIONS AND PREREQUISITE REQUIREMENTS

DATE: January 2015

- I. All candidates for basic telecommunications training must meet the following qualifications and prerequisite requirements:
 - A. Primary qualifications (adapted from ASTM F 1258-95 7.5):
 1. Proficiency in reading and writing English and other language or communications skills necessary to function in the given area.
 2. Ability to speak clearly and distinctly on the radio and telephone.
 3. Ability to hear voice and other signals through telephone and radio devices as well as those sounds activated by on-site equipment.
 4. Ability to remain calm, use sound judgment, function and communicate effectively in stressful situations.
 5. Ability to maintain a professional attitude, specifically regarding courtesy and empathy for situations encountered with callers.

It will be the responsibility of the candidate's hiring agency to verify these qualifications prior to enrolling the candidate in the training program. Should an instructor observe a deficiency in any of these areas, it should be recorded on the Student Registration Form and a copy of the form should be forwarded to the candidate's agency.

- B. Prerequisite training requirements:
 1. There are currently no prerequisite training requirements for entry into the approved basic communications courses.