

## Student Practical Performance Rubric

Student Name: \_\_\_\_\_ Date/Time: \_\_\_\_\_

<b>Telephone Techniques: Call Handling</b>	1-2 = Needs Improvement 3 = Acceptable 4 = Above Average			
Ability to use appropriate greeting.	1	2	3	4
Ability to apply professional call handling techniques (tone/manner of speech, courteous/active listening, call control).	1	2	3	4
Ability to apply proper information gathering for the incident reported.	1	2	3	4
Verifies location prior to call termination.	1	2	3	4
Ability to apply professional call termination.	1	2	3	4

<b>CAD System</b>	1-2 = Needs Improvement 3 = Acceptable 4 = Above Average			
Ability to enter call for service information into the proper CAD fields.	1	2	3	4
Ability to directly enter call for service information while conversing with callers.	1	2	3	4
Correctly determine the incident type.	1	2	3	4
Ability to accurately type on a computer keyboard.	1	2	3	4

<b>Guide Card System</b>	1-2 = Needs Improvement 3 = Acceptable 4 = Above Average			
Correctly use the All Callers Interrogation card	1	2	3	4
Correctly ask the Vital Points Questions	1	2	3	4
Correctly provide the Pre-Arrival Instructions	1	2	3	4

<b>Dispatching</b>	1-2 = Needs Improvement 3 = Acceptable 4 = Above Average			
Deploy appropriate response units based on incident type.	1	2	3	4
Ability to construct and broadcast a proper initial dispatch based on information received.	1	2	3	4
Ability to construct and broadcast a proper supplemental dispatch based on information received.	1	2	3	4

**Comments:** \_\_\_\_\_

**Mark:** \_\_\_\_\_ /60