

## 911 Telecommunicator Test Preparation

There are two parts to the 911 Telecommunicator Test. Applicant should use all available avenues to prepare i.e. local library and internet sites such as the National Dispatcher Selection Test.

### PART A

#### Typing Test

Typing tests are used to measure how quickly and accurately you can type in a given amount of time. Speed and accuracy are the key factors for determining your WPM (words per minute). The requirement for typing is 30 - 35 wpm. Applicant must pass Part A to be eligible to take Part B.

### PART B

There are five main sections to cover all of the areas necessary for a job-seeker to be successful in a position as an emergency dispatcher. The sections are discussed below.

**1-Reading Comprehension:** The [verbal test](#) examines the candidate's ability to read and understand written information. The structure for the section is constructed of short pieces followed by a series of questions. All the information and the correct answers are in the passage, though there are questions that make a candidate draw conclusions on the information too. The section has twenty questions and must be completed in twenty minutes.

**2-Listening:** This portion tests the candidate's ability to listen and recall verbal information. The graduate or job-seeker listened to simulated conversations between dispatchers and callers before answer questions based on that. It is recommended to take notes for this one since the questions are often detail-specific. Usually, the simulations last three to three-and-a-half minutes, contains a total of twenty items, and allows thirty minutes for completion.

#### **3-Problem Solving:**

The point here is to test the applicant's ability to evaluate information and follow through using appropriate responses. Two types of questions are used here. In the first, the candidates are given scenarios and must come to a logical conclusion based off the info. In the second, they direct emergency units to different calls. This section has about seven items and gives fifteen minutes for completion.

**4-Prioritizing:** This next one focuses on the candidate's ability to assess and evaluate information and prioritize. Candidates are provided with a set of calls all at once and must then rank them based on priority. It is based on the following criteria: calls involving loss of life or physical injury first, calls involving loss of property alone second, and calls involving harm in progress, likely to occur, or in the past comes third. This part has six items and ten minutes for completion.

**5-Multi-tasking:** This tests a candidate's ability to accurately manage and organize information presented predominantly in writing and audio form. The focus is on name identification and data checking.