

**Communications Captain 2020 Study Guide**

**Applicant Instructions:** This matrix is presented as a study aide to assist you in your preparation for the written job knowledge promotional examination for Communications Captain with the Houston Fire Department. The important job knowledge domains needed by a Communications Captain upon entry to the job are listed on the left hand side of the page, and each Study Source is listed by title on the top of this document (1-6). To identify what to study from any particular source, follow a source column down the sheet to read what portions/chapters of the source are related to each knowledge domain. Please note that examination questions will not usually be verbatim from the sources and will often not be answerable by pure memorization. Correctly answering examination questions will usually require you to use facts and information and to understand how they might be applied on the job.

**A note on books:** The book chapters listed are where the majority of items may be selected. If a chapter in a book is not indicated, it is highly unlikely to contain information that will help you prepare for the exam. However, there are not any omitted sections or chapters, therefore all parts of the book are testable. Keep in mind, books often build from chapter to chapter, and it may be helpful to read the unlisted chapters, in part or in whole, so that listed chapters may be fully understood. Similarly, if glossaries, Appendices, Tables of Contents, Indexes, and other parts of a book that fall outside of chapters are not listed, then they also were not selected by the book committee, and will have minimal use to you during your exam preparations. Finally, for items within a chapter such as case studies, sidebars, exhibits, tables, and figures it will benefit you greatly to determine if an item is part of an explanation and helps to describe concepts and important knowledge areas, or if an item is merely there to provide an example. It is very unlikely that you will be directly tested on your knowledge of specific examples, although specific examples may help you to understand the rest of the material. For example, a diagram that shows a process that text cannot fully describe is an item you would want to be very familiar with, but a case study on a single training program that is an example of many similar training programs is much less likely to be important.

**A note on other study materials:** For the purposes of studying HFD guidelines, LSBs, or Executive orders, Classified Testing strongly recommends that you utilize the package prepared by HFD for the exam you will be taking. This set is the exact material used by Classified Testing to create the Exam. If you obtain the guidelines from any other source, you risk getting information that is significantly different than the information used to create the Exam. You should consider everything in this package to be important for your exam preparations. Appendices, Attachments, and other similar types of ancillary information should be considered as important as the main body of the guidelines when they are included in the package. If something is not included in the package it will not be directly relevant to the exam and is unlikely to be helpful to you in your exam preparations.

		Study Source 1	Study Source 2	Study Source 3	Study Source 4	Study Source 5	Study Source 6
	<u>Communications Captain</u>	Communication Between Cultures	Emergency Telecommunicator Course Manual	OEC Guidelines	HFD Guidelines Vol I	HFD Guidelines Vol II	HFD Guidelines Vol III
K1	Public Safety & Security	Chapter 1-11	Chapter 1-12	ALL	1,2,3,4,5,6,7,8,9,10,15,16,18,19,21,22A,22B,23, 24,25,27,28,30,33,35	1,2,3,4,5,6,8,12,13,15,16,17,18,19,21,22,23,24,25,26,27,28,29,30,32,33,35,36,37,38,41,42,44,45, 46,47,48,51	Guideline 1, 3, 4, 6, 9, 10, 13
K2	Telecommunications	Chapter 1-3, 5-11	Chapter 1-12	ALL	1,3,4,5,6,7,8,9,10,15,16,18,19,21,22A,22B,23,24,30,33,35	1,2,3,5,6,8,12,13,15,17,18,19,21,22,23,24,25,26,27,28,29,30,32,33,36,37,38,41,42,45, 46,47,48,51	Guideline 1, 3, 4, 6, 9, 10, 13
K3	Resource Allocation	Chapter 1, 5-11	Chapters 1-12	ALL	1,3,4,5,6,7,8,9,10,15,16,18,21,22A,22B,23, 24,25,28,30,33	1,2,3,5,6,8,12,13,15,17,18,19,21,22,23,24,25,26,28,29,30,32,33,36,37,38,41,42,45, 46,47,48,51	Guideline 1, 3, 4, 6, 9, 10, 13
K4	Customer & Personal Service	Chapter 1-11	Chapter 1-12	ALL	1,3,4,5,6,7,8,9,10,15,16,18,19,21,22A,22B,23, 24,25,27,28,30,33,35,39	1,2,3,4,5,6,8,12,13,15,16,17,18,19,21,22,23,24,25,26,28,29,30,32,33,35, 36,37,38,41,42,45, 46,47,48,51	Guideline 1, 3, 4, 6, 9, 10, 13
K5	Legal Codes & Guidelines	Chapter 1,2, 4-11	Chapter 1-12	ALL	1,2,3,4,5,6,7,8,9,10,12,13,15,16,18,19,21,22A,22B,23, 24,25,26,27,28,30,32,33,34, 35,39,40	1,2,3,4,5,6,8,12,13,15,17,18,19,21,22,23,24,25,26,27,28,29,30,32,33,35, 36,37,38,41,42,44,45, 46,47,48,51	Guideline 1, 3, 4, 6, 9, 10, 13
K6	Emergency Medical Services	Chapter 1, 5-11	Chapter 1-12	ALL	1,4,5,6,8,9,10,16,18,23,24,30,33	1,3,5,6,8,12,13,15,16,17,18,19,21,23,24,25,27,28,29,30,33,36,38,41,42,45, 46,47,51	Guideline 1, 3, 4, 6, 9, 10, 13
S1	Critical Thinking	Chapter 1-11	Chapter 1-12	ALL	1,3,4,5,6,7,8,9,10,15,16,18,19,21,22A,23, 24,25,26,28,30,33,35	1,2,3,4,5,6,8,12,13,15,16,17,18,19,21,22,23,24,25,26,27,28,29,30,32,33,36,37,38,41,42,45, 46,47,48,51	Guideline 1, 3, 4, 6, 9, 10, 13
S2	Monitor Processes, Materials, or Surroundings	Chapter 1-11	Chapter 1-12	ALL	1,3,4,5,6,7,8,9,10,15,16,18,19,21,22A,23, 24,25,28,30,33,35	1,2,3,4,5,6,8,12,13,15,16,17,18,19,21,22,23,24,25,26,27,28,29,30,32,33,36,37,38,41,42,45, 46,47,48,51	Guideline 1, 3, 4, 6, 9, 10, 13
A1	Multitasking	Chapter 1-11	Chapter 1-4, 6-12	ALL	1,3,4,5,6,7,8,9,10,15,16,18,21,22A,23, 24,28,30,33,35	1,2,3,5,6,8,12,13,15,16,17,18,19,21,22,23,24,25,26,28,29,30,32,33,36,37,38,41,42,45, 46,47,48,51	Guideline 1, 3, 4, 6, 9, 10, 13
A2	Speech Clarity	Chapter 1-11	Chapter 1-12	ALL	1,3,4,5,6,7,8,9,10,15,16,18,21,22A,23, 24,25,28,30,33,35	2,3,5,6,8,12,13,15,16,17,18,21,22,23,24,25,26,28,29,30,32,33,36,37,38,41,42,45, 46,47,48,51	Guideline 1, 3, 4, 6, 9, 10, 13