



# Central Station Operator Level One Online Course Outline

## Module I: Operational Overview

- Alarm Industry
- People in the Industry
- Alarm Systems
- Central Station System
- Local Alarm System
- Proprietary System
- Public Communications System
- System Comparisons
- Alarm Equipment
- Control Panel
- Keypads
- Alarm Receiver
- Communications Method
- Detection Devices
- Signal Flow
- Burglar Alarm Systems
- Fire Alarm Systems
- Emergency Alarm Systems
- Specialized Supervisory Systems

## Module II: Central Station Operator's Role

- Standard of Conduct
- Monitoring Alarms
- Additional Responsibilities
- Assisting Technicians and Installers
- Monitoring Equipment
- Licensing Regulations
- Bonding
- Substance Screening
- Moral and Legal Obligations
- Liability Issues
- Stress
- Mental Stress
- Physical Stress
- Cleanliness
- Personal Hygiene
- Additional Personnel Policies
- Facility Security
- Personal Safety

## Module III: Alarm Verification

- Verification of Alarms
- Verification Methods
- Verification Procedures – Intrusion
- Enhanced Verification Procedures
- Contacting a PSAP
- Information Relay
- Notifying Key Holders
- Verification - Commercial Hold-Up
- Verification - Residential Panic-Duress
- Verification - Fire Alarms
- Alarms from Households
- Commercial Fire Alarm Signals
- PERS
- Specialized Supervisory Systems

## Module IV: Communications

- Inference vs Fact
- Implications for Operator
- Observations vs Inferences
- How to Verify an Inference
- Communications Cycle
- Use of Words

## Module V: Central Station Equipment

- Central Stations
- Automation Systems
- Telephone Systems
- Alternate Delivery Systems
- Radio Network
- Cellular Telephone
- Dedicated Line and Direct Wire
- Internet Monitoring
- Transmission Protocols

## **Module VI: Telephone and Radio Communications**

- Telephone Techniques
- General Procedures
- Answering Multiple Lines
- Speak Distinctly
- Observe Telephone Courtesy
- Terminate Calls Positively
- Call Handling Procedures
- Dealing with Emotional Customers
- Recording Call Details
- Telephone Messages
- Phonetic Alphabets
- 24-Hour Time

## **Module VII: Underwriters Laboratories/FM Approvals**

- Roles in Alarm Monitoring
- Categories for UL Certificates
- Systems with Line Security
- Systems without Line Security
- Systems with Encryption
- Central Station Facilities Central Station Protection
- Alarm Receivers
- Power Systems
- Standby Power Supply
- Engine-Driven Generators
- Remote Site Operations
- Inspections

## **Module VIII: Emergency Procedures**

- Emergency Procedures Overview
- Automation System Failure
- Alarm Receiver Failure
- Personnel Shortages
- Phone System Failures
- Disasters