TCOLE BASIC TELECOMMUNICATOR LICENSING COURSE (1080) PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

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How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

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Questions

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1. Gross negligence is a lack of care which is so great it appears to be a conscious violation of the rights of another person to _____.

A. Life

B. Property

C. Privacy

D. Safety

2. Which option is NOT listed as a basic CAD function for telecommunicators?

A. Automated billing

B. Emergency message communications

C. Unit status and recommendations

D. Automatic functions

3. In dispatcher terminology, which expansion corresponds to CAD?

A. Central Automated Directory

B. Computer Aided Dispatch

C. Computerized Allocation Department

D. Call Analysis Desk

4. Which of the following is a common record medium for public information?

A. Paper

B. Oil

C. Glass

D. Wood

5. The best practice regarding personal comments telecommunicators should eliminate which phrase?

A. I am sorry

B. Thank you

C. Please hold

D. Okay

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6. Which pair best completes the mission statement for TCOLE?

A. trained; ethical

B. educated; professional

C. licensed; compliant

D. skilled; dependable

7. The three general categories of pre-alerts are _____, information, and details.

A. alerts

B. inquiries

C. warnings

D. requests

8. Which of the following is one of the seven core competencies for telecommunicators?

A. Communication

B. Geography

C. Multitasking

D. Critical thinking

9. The license of a licensee found to be non-compliant with continuing education requirements could be _____.

A. fined

B. revoked

C. suspended

D. probation

10. _____ refers to a device for converting signals into audio or visual form.

A. Transmitter

B. Receiver

C. Amplifier

D. Decoder

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Answers

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1. D
2. A
3. B
4. A
5. A
6. A
7. B
8. B
9. B
10. B

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Explanations

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1. Gross negligence is a lack of care which is so great it appears to be a conscious violation of the rights of another person to _____.

A. Life

B. Property

C. Privacy

D. Safety

Gross negligence means a level of care so extreme that it shows a conscious disregard for the safety of others. In this context, the blank is safety because the rights of a person to be free from harm hinge on others following reasonable safety practices. It's not just a simple mistake; it's a deliberate neglect of safety measures that could prevent injury. While failures can affect life or property, the concept of safety best captures the duty to avoid putting people at risk. For example, knowingly ignoring a critical safety procedure that could prevent harm demonstrates gross negligence.

2. Which option is NOT listed as a basic CAD function for telecommunicators?

A. Automated billing

B. Emergency message communications

C. Unit status and recommendations

D. Automatic functions

In CAD for telecommunicators, the system is built to manage calls, track responders, and move information quickly. Functions you rely on include emergency message communications, so you can relay critical information between units and agencies; unit status and recommendations, which show where units are and what they should be doing; and automatic functions, which handle repetitive tasks and dispatch rules to speed up responses. Automated billing isn't a core dispatch capability; billing is usually handled by separate financial or records systems, not by the live CAD used during an incident. That's why automated billing is not listed as a basic CAD function.

3. In dispatcher terminology, which expansion corresponds to CAD?

A. Central Automated Directory

B. Computer Aided Dispatch

C. Computerized Allocation Department

D. Call Analysis Desk

In dispatcher terminology, CAD stands for Computer Aided Dispatch. This refers to the software system that helps dispatchers manage calls for service, track unit status and locations, create and assign incidents, and maintain incident data in real time. It integrates call intake, mapping, radio communication, and records to coordinate responses efficiently. The other options don't reflect the standard meaning of CAD in public safety terms, so they aren't used to denote the dispatch software.

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4. Which of the following is a common record medium for public information?

A. Paper

B. Oil

C. Glass

D. Wood

Public records are managed in ways that keep information accessible, verifiable, and preservable over time. Paper has long been the standard medium because it is tangible, easy to reproduce, file, and share, and it fits well with retention rules and public access processes. Properly stored paper documents can be kept legible for many years and can be produced to the public without needing specialized equipment. Oil, glass, and wood aren't practical for maintaining large, legible public records. Oil is a liquid that would damage documents; glass and wood aren't suitable for scalable, durable filing and long-term preservation, and they don't support efficient searching or copying.

5. The best practice regarding personal comments telecommunicators should eliminate which phrase?

A. I am sorry

B. Thank you

C. Please hold

D. Okay

In dispatch, your language should stay neutral, professional, and focused on clear instructions. Personal comments can blur objectivity and may be interpreted as admitting fault or showing emotion in a way that isn't helpful for coordinating a response. The phrase "I am sorry" expresses empathy or fault and doesn't provide information or guidance to the caller, making it the least appropriate in a crisis communication context. The other phrases serve practical purposes: "Thank you" acknowledges cooperation, "Please hold" requests the caller to wait while you assist, and "Okay" confirms or acknowledges a direction or piece of information. So, eliminating the personal apology keeps the communication efficient and professional.

6. Which pair best completes the mission statement for TCOLE?

A. trained; ethical

B. educated; professional

C. licensed; compliant

D. skilled; dependable

Preparedness and integrity form the foundation of how TCOLE defines a competent telecommunicator. Being trained indicates you have the knowledge, practical skills, and drills needed to perform under pressure and follow established procedures. Ethical behavior ensures you act with honesty, confidentiality, fairness, and accountability in every call and decision, which maintains public trust and protects rights. Together, those traits align with the mission to produce professionals who can handle demanding situations responsibly. Other pairings while valuable—education or professionalism, licensing or compliance, or simply skilled and dependable—do not equally emphasize both the capability to perform and the moral standards that guide daily duty. Therefore, the best pairing is trained and ethical.

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7. The three general categories of pre-alerts are _____, information, and details.

A. alerts

B. inquiries

C. warnings

D. requests

The idea behind pre-alerts is to quickly structure what you're sending so responders know what's known, what needs to be clarified, and what specifics are required. The first part fits with inquiries because pre-alerts often include questions or requests for information that must be confirmed or obtained to proceed safely and effectively. Inquiries push for essential clarifications, such as whether anyone is injured, if a suspect is on scene, or what actions have already been taken. The other two parts—information and details—cover what is already known and the precise specifics responders need, like the location, hazards, access points, and the number of people involved. The other answer choices don't fit because they describe different kinds of communications: alerts and warnings imply immediate threats or notices, not the structured questions and data mix used in pre-alerts, and requests don't convey the necessary sense of urgent clarification that inquiries provide.

8. Which of the following is one of the seven core competencies for telecommunicators?

A. Communication

B. Geography

C. Multitasking

D. Critical thinking

Understanding location quickly and accurately is essential in dispatching. Geography as a skill is what lets a telecommunicator read maps, recognize street layouts, know jurisdiction boundaries, and identify landmarks. This knowledge is what enables you to verify an incident's exact location, determine which unit should respond, and choose the fastest route to get them there. Even when a caller provides vague details or is on a mobile line where location accuracy is lower, your geographic understanding helps you triangulate the right area, confirm addresses or cross-streets, and estimate travel times. While strong communication, the ability to multitask, and sound critical thinking support the job, geography directly anchors where resources go and how quickly they reach the scene.

9. The license of a licensee found to be non-compliant with continuing education requirements could be _____.

A. fined

B. revoked

C. suspended

D. probation

Continuing education is a mandatory condition to keep a license active. When a licensee doesn't meet those CE requirements, they're violating a core condition of licensure. The licensing authority can revoke the license because non-compliance means the person no longer meets the qualifications to practice, and revocation permanently ends the right to license until reinstatement after meeting the requirements. Fines might be imposed in some cases, and suspension or probation can occur as interim steps, but the scenario described most directly reflects the action that ends licensure—revocation.

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10. _____ refers to a device for converting signals into audio or visual form.

A. Transmitter

B. Receiver

C. Amplifier

D. Decoder

Converting signals into audio or visual form is the job of the receiver. It is the receiving end that takes in the incoming signal, demodulates or decodes it as needed, and outputs the tangible result you can hear or see—sound through a speaker or video on a display. The transmitter is the source that sends signals out, not the one that creates the audible or visible output. An amplifier simply boosts signal strength, which helps the output but isn't about turning signals into audio or visuals. A decoder handles translating encoded data, but producing the actual audio or video output is the receiver's role within the system.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

https://tcole1080.examzify.com

We wish you the very best on your exam journey. You've got this!

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