



EMERGENCY CONTACT HANDLER

Key information

Reference: ST0483

Version: 1.1

Level: 3

Minimum duration to gateway: 12 months

Typical EPA period: 6 months

Maximum funding: £12000

Route: Protective services

Date updated: 09/03/2023

Approved for delivery: 12 April 2018

Lars code: 262

EQA provider: Ofqual

Details of the occupational standard

Occupation summary

This occupation is found in organisations which receive contacts from members of the public who are in emergency and non-emergency situations. Typical organisations are Ambulance, Fire, Police, the NHS, National Highways, and the Maritime and Coastguard Agency.

The broad purpose of the occupation is to be the first point of contact for requests for assistance from members of the public and other organisations.

The employee receives emergency and non-emergency contacts from the public and other organisations. Contacts could be received via a variety of communication methods, including telephone for example 999, 101 or 111 urgent care calls, online submissions, and social media. Some contacts will be directly or indirectly involved in difficult and/or traumatic situations for example, they may be in danger or unwell, and may display a variety of behaviours for example, anxiousness, hostility, vulnerability.

The employee obtains information in relation to the circumstances being reported, identifies risks, and decides and takes the appropriate action. They use a variety of sector specific technology, often simultaneously, to record and update information.

The employee effectively communicates information. This could be giving advice, including in life endangering situations, and managing expectations around the service that can be provided.

The employee will typically work shifts, which could include working some nights, weekends and bank holidays, to enable the employer to provide a 24-hour service, 365 days a year.

In their daily work, an employee in this occupation interacts with colleagues at all levels, including team members, managers and other departments. They may also interact with other local or

national agencies such as other emergency services, local authority departments, care providers, and other support services.

An employee will report to a line/team/shift or duty manager and will generally not have any formal line management responsibility.

An employee in this occupation is responsible for adhering to organisational, legislative and national policy and procedures when dealing with contacts. They must uphold organisational values and ethical standards and frameworks. They are expected to participate in Continuous Professional Development (CPD).

The employee will work independently, adhering to their organisation's working practices, with support/supervision when appropriate.

Typical job titles include:

Contact management centre operators

Contact resolution officer

Emergency contact handler

Emergency controllers

Fire control contact handler

Health advisors

Regional operations centre operator

Occupation duties

DUTY	KSBS
Duty 1 Receive emergency and non-emergency contacts from the public and other agencies using a range of communication tools, for example, telephone or online.	K4 K11 S1 S2 S3
Duty 2 Obtain relevant information in relation to the circumstances being reported.	K1 K4 K5 K6 S4 S5 S6 S7 S8 S9 B3
Duty 3 Analyse and assess information to identify risks to the public colleagues and, where relevant, other agencies.	K9 S13
Duty 4 Decide and take appropriate course of action, using sector specific grading guidelines or mobilising procedures.	K7 K8 K10 K14 S15 S16 S17 S18 S19
Duty 5 Adhere to organisational, legislative and national policy and procedures when dealing with contacts.	K1 K2 K3 K14 S15 S16 B1 B2
Duty 6 Use a variety of sector specific technology to identify, record and update information relevant to the incident.	K11 K14 S2 S3 S10 S18
Duty 7 Apply appropriate and effective communication techniques in a variety of situations, which could be in routine or life endangering circumstances. This includes questioning, listening, giving instructions or advice, and managing expectations.	K4 K5 K6 S4 S5 S6 S7 S8 S9 S12 S17 B3
Duty 8 Work with internal and external partner agencies to ensure an effective response to incidents.	K12 K13 K14 S11 S14 S17 B5
Duty 9 Participate in continuing professional development.	K15 B4

Duty 10 Uphold organisational values and ethical standards and frameworks.

K16

B2

KSBs

Knowledge

K1: Data protection legislation, any sector specific regulations and organisational policies/procedures.

K2: Health and safety legislation, any sector specific regulations and organisational policies/procedures, including the management of own welfare.

K3: Equality legislation, any sector specific regulations and organisational policies/procedures.

K4: Methods of building rapport and displaying empathy.

K5: Listening and questioning techniques.

K6: Methods of influencing, negotiating and managing conflict.

K7: Incident types relevant to the sector including what advice and/or information should be provided, potential outcomes/consequences, and the mobilisation/deployment of appropriate resources.

K8: Decision making techniques relevant to sector.

K9: Principles of risk assessment relevant to the sector.

K10: Grading and/or prioritisation of incidents using sector guidelines.

K11: Communication and technology systems relevant to the sector/organisation.

K12: The roles and responsibilities of partner organisations.

K13: When and how to collaborate with partner organisations in line with sector principles, for example JESIP.

K14: Processes and procedures are followed to ensure effective incident management.

K15: The importance of reflective practice and continuing professional development.

K16: The ethical standards of the organisation.

Skills

S1: Use appropriate sector specific phraseology.

S2: Operate communication systems.

S3: Operate software systems.

S4: Communicate in a calm manner considering the caller's circumstances.

S5: Build and establish appropriate rapport.

S6: Use clear language to convey instructions, avoiding jargon and sector specific terminology.

S7: Overcome barriers to effective communication.

S8: Use appropriate questioning techniques to gather relevant information to the incident.

S9: Use appropriate listening techniques to gather relevant information to the incident.

S10: Record relevant information appropriate to the incident accurately, clearly and concisely and review information already held on the incident where applicable.

S11: Manage the expectations of the public, colleagues, internal and external partner organisations.

S12: Provide advice or information appropriate to the incident, giving safety advice when necessary and adapting response when required.

S13: Identify and assess risk, take action and record appropriately.

S14: Update internal and external colleagues when applicable.

S15: Decide and apply grading or prioritisation guidelines appropriate to the incident.

S16: Analyse information and apply relevant policy, procedures or regulations appropriate to the incident.

S17: Advise on the appropriate course of action, signposting to other organisations when required.

S18: Undertake tasks simultaneously, seeking assistance when necessary.

S19: Complete any resulting actions accurately and efficiently at the end of the contact

Behaviours

B1: Act in a non-judgemental and inclusive manner, respecting diversity.

B2: Behave ethically and professionally to meet organisational values, policies and procedures.

B3: Behave calmly in challenging situations, recognising when to seek appropriate support and guidance.

B4: Take responsibility for own continuing professional development.

B5: Take a proactive approach to collaboration with colleagues and partner organisations.

Qualifications

English and Maths

Apprentices without level 2 English and maths will need to achieve this level prior to taking the End-Point Assessment. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and maths minimum requirement is Entry Level 3. A British Sign

Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Version log

Version	Change detail	Earliest start date	Latest start date	Latest end date
1.1	End-point assessment plan, funding and standard revised	01/03/2023	Not set	Not set
1.0	Approved for delivery	12/04/2018	28/02/2023	Not set

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