
Overview

This standard is about deploying the quickest, most appropriate response to deal with emergency situations and incidents. These can be called upon by members of the public or by other emergency services when requiring advice and assistance for emergencies. Those handling calls will deal with a varied nature of enquiries and requests for help and assistance. Call handlers should respond to callers with respect and dignity, whilst offering the most up to date instruction or information and ensuring they are following appropriate procedures and protocols for their own service.

Performance criteria

You must be able to:

1. Operate appropriate telephony and computerised systems when taking calls from colleagues, partners or members of the public
2. Collate sufficient and detailed relevant information as to the nature of the situation
3. Assess the information provided, prioritise and decide upon the most appropriate course of action in line with remit of your role and organisational procedures
4. Provide detailed information about the emergency situation to those that will be attending in accordance with legal, regulatory and organisational procedures
5. Deploy appropriate resources to the emergency situation in a timely manner in accordance with legal, regulatory and organisational procedures
6. Seek support from relevant others on unfamiliar or complex situations in line with legal, regulatory and organisational procedures
7. Engage with colleagues or partners to obtain an update of the response to the incident in order to update relevant others in accordance with legal, regulatory and organisational procedures
8. Refer situations out with your remit to appropriate others in line with legal, regulatory and organisational requirements
9. Record details of the incident and deployment information in line with legal, regulatory and organisational procedures
10. Store records of interactions with callers in accordance with legal, regulatory and organisational procedures

Knowledge and understanding

You need to know and understand:

1. Legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
2. The relevant national and local guidelines, policies and procedures available and how and when they should be accessed
3. The duty to report any information that could be detrimental to individuals, own self, colleagues or own organisation
4. Remit and limits of your role and responsibilities and the limits of your authority
5. Roles and responsibilities of others in order to determine the best course of action required
6. Where to seek support following a particularly difficult or challenging call or situation
7. Why it is important to allow yourself time to reflect on difficult or challenging calls or situations
8. Escalation procedures and when to escalate
9. How to operate bespoke computerised and telephony systems relevant to your organisation
10. Organisational policies and procedures for dealing with hoax and nuisance calls
11. The timescales required for dealing with incidents
12. Situations and organisational procedures for the deployment of resources and emergency services to incidents
13. When and in which situation it is correct and appropriate to deploy resources to incidents
14. How to deploy resources, maintain communication and build rapport with responders
15. The importance of providing clear and relevant information to responders when deploying resources to incidents
16. The type of information you need to provide to responders when deploying resources to incidents including any safety critical information
17. The range of resources available for deployment and how to deploy them
18. How to actively listen to information being provided by callers and what key information you need to record and action
19. The purpose of reflective practice and evaluation and how it

informs your practice

20. Sector requirements and good practice guidance for the development and maintenance of knowledge, skills and competence
21. Legal, regulatory and organisational requirements and procedures for recording storing and retrieving records
22. How to operate computerised and telephony systems relevant to own organisation
23. Where to report any technological incidents in relation to computerised and telephony systems

Developed by	Skills for Justice
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Suite	Emergency Response
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