



Certificate in Emergency Services Contact Handling

LEVEL
3

This qualification is aimed at those new to the contact handler role or those who are transitioning from one emergency service to another.



Total Qualification Time:
150 hrs

Qualification Number: 603/4645/0

Qualification Age: 18



Guided Learning (GL):
90 hrs

Availability: This qualification is regulated in
England and Wales

Operational From: 1 June 2019



Qualification Objectives

What does this qualification cover?

An “Emergency Service or NHS Integrated Urgent Care Contact Handler” responds to requests for specialist professional assistance from members of the public, colleagues, and employees from other organisations. The requests from service users could be received through a variety of communication methods, including the telephone, online applications, text messages and through social media.

This qualification is competence based and involves the assessment of skills, knowledge and understanding in the real working environment.

Who is the qualification for?

This qualification is aimed at those new to the contact handler role or those who are transitioning from one emergency service to another.

Who supports this qualification?

The qualification has been developed in response to customer demand.



Qualification Progression

What future education could this qualification lead to?

This qualification creates a number of opportunities for progression within a contact centre, e.g. team leader, coach, trainer, manager.

What future employment could this qualification lead to?

This qualification provides opportunities to work as an Emergency Service or NHS Integrated Urgent Care Contact Handler.



Qualification Achievement

What are the entry requirements for the qualification?

Prior to registration learners are required to be:

- accurately identified
- at least 18 years of age
- working in a role which will allow demonstration of skills

How is the qualification achieved?

The learner will need to complete 4 mandatory units. This will include building portfolio of evidence meeting the assessment criteria.

What will be assessed?

Assessment methods are as follows:

- Portfolio of Evidence (including for example records of professional discussions, question and answer sessions, reflective accounts)
- Practical Demonstration / Assignment

How will it be assessed?

This qualification contains 4 mandatory units to be completed by the learner. Each unit is comprised of a number of learning outcomes and assessment criteria which must all be achieved.

Learning outcomes that begin 'The learner will understand...' will be assessed through theory-based activities.

Learning outcomes that begin 'The learner will be able to...' are assessed through practical activities.

For example:

Learning outcomes

The learner will...

1. Understand legislation, regulation and policies applicable to emergency services contact handling

2. Understand communication within the role of contact handler

Assessment criteria

The learner will...

1.1 Explain how to comply with data protection legislation, regulations and policies
1.2 Explain how to comply with health and safety legislation, regulations and policies
1.3 Explain how equality legislation, regulations and policies impact on the response provided to service users and colleagues

2.1 Explain how to build rapport, show empathy and reassurance while dealing with service users in an emergency situation
2.2 Analyse methods of questioning and listening
2.3 Explain how to influence and negotiate with service users and colleagues



Qualification Delivery

What facilities and/or equipment are needed to deliver this qualification?

The approved centre is required to have:

- one or more delivery sites with facilities to support the programme of training and assessment
- equipment in place to facilitate the full programme of learning and assessment
- opportunities in the workplace for learners to carry out tasks/activities which allow them to generate evidence to meet assessment criteria.

What qualification materials support this qualification?

This qualification is supported by additional documents which must be read by all relevant personnel within approved centres approved to offer this qualification. These include:

- SFJ Awards Level 3 Certificate in Emergency Services Contact Handling Qualification Handbook, detailing unit specifications, learning outcomes and assessment criteria for the qualification
- SFJ Awards Centre Handbook
- SFJ Awards Assessment Guidance
- SFJ Awards Quality Assurance (Internal and External) Guidance

Our policies are available on the SFJ Awards website
<https://sfjawards.com/policies/>.

SFJ Awards also have template forms available to support assessors and internal quality assurers.

What workforce is needed to be able to deliver this qualification?

The approved centre is required to have a qualified and competent qualification workforce in place which includes as a minimum:

- Head of Centre
- Centre Coordinator
- Assessor(s) and Internal Quality Assurers (IQA) who:
 - Are occupationally knowledgeable in emergency services contact handling
 - Have current occupational competence in emergency services contact handling
- Assessors who are:
 - Qualified with a recognised assessor qualification, or
 - Working towards a recognised assessor qualification, or
 - Able to prove equivalent competence through training to appropriate national standards
- IQA(s) who are:
 - Qualified with a recognised IQA qualification, or
 - Working towards a recognised IQA qualification, or
 - Able to prove equivalent competence through training to appropriate national standards

How much does this qualification cost?

Qualification registration fees are available from SFJ Awards on request.

How to apply to deliver this qualification

SFJ Awards' approved centres should complete the Qualification Approval Form available from Odyssey or the Centre Resources section of the website:

www.sfjawards.com/centres/centre-resources

Other centres will need to become approved by SFJ Awards. For information and the centre application form please see our website:

www.sfjawards.com/centres/become-a-centre

For more information please contact SFJ Awards' Customer Support Team:

Tel: 0114 284 1970

Email: info@sfjawards.com

Website: www.sfjawards.com



Qualification Structure

Learners must successfully complete 4 mandatory units to achieve the qualification

Unit title	Level	GL	Assessment method(s)
Principles of emergency services contact handling	3	30	Assessment methods that can be used for the SFJ Awards Level 3 Certificate in Emergency Services Contact Handling are as follows:
Respond to the needs of emergency service users	3	30	<ul style="list-style-type: none">Portfolio of Evidence (including for example records of professional discussions, question and answer sessions, reflective accounts)Practical Demonstration / Assignment
Manage own behaviours in the emergency services contact handler role	3	12	
Manage own performance, welfare and challenges in the emergency services contact handler role	3	18	

Contacts



SFJ Awards

Tel: 0114 284 1970
Email: info@sfjawards.com
Website: www.sfjawards.com

Ofqual

Tel: 0300 303 3344
Email: public.enquiries@ofqual.gov.uk
Website: www.gov.uk/government/organisations/ofqual

Qualifications Wales

Tel: 01633 373 222
Email: enquiries@qualificationswales.org
Website: www.qualificationswales.org

CCEA

How to contact: <https://ccea.org.uk/contact>
Email: info@ccea.org.uk
Website: <https://ccea.org.uk/regulation>

Skills for Justice

How to contact: www.sfjuk.com/contact
Email: contactus@sfjuk.com
Website: www.sfjuk.com

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SFJ Awards

Consult House, 4 Hayland Street, Sheffield S9 1BY

Tel: 0114 284 1970
Email: info@sfjawards.com
Website: www.sfjawards.com

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SFJ Awards is part of the Workforce Development Trust, a not for profit organisation, together with Skills for Justice and Skills for Health. For over 10 years Skills for Health and Skills for Justice have been working with employers, Governments of the UK and agencies within the skills system, to better equip workforces with the right skills now and for the future. During this time both Skills for Health and Skills for Justice have earned an enviable reputation for their knowledge of the health and justice sectors and their proactive approach to the development of skills and qualifications, along with an ability to deliver genuinely workable solutions for the employers they represent. SFJ Awards is an awarding organisation that builds upon this reputation. We work with employers in the policing, community safety, legal, armed forces and health sectors and understand their specific challenges, enabling us to quality assure learning outcomes that are suited to the needs of the sectors.