

Level 3 Diploma in  
**Contact Management in Policing**

*About this qualification...*

The main objective of this qualification is to develop the specialist knowledge, skills and occupational competence of police contact management staff.

Contact management is a complex area of work that requires an in-depth understanding of legislation, policies and procedures, as well as the use of a wide range of technologies. It also requires excellent interpersonal skills and the ability to deal with a wide range of situations involving people from all kinds of backgrounds.

In many instances, the decisions taken by contact management staff in terms of responses, actions and support have a major influence on the outcomes of police work.

The qualification covers the principles and concepts of contact management, communication and interpersonal skills, responding to requests for service, managing incidents and resources, and applying crime and incident management processes.

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