

Level 3

Emergency Contact Handler

TYPICAL DURATION: 12 MONTHS



Role Profile

Emergency Contact Handlers are found in organisations which receive contacts from the public in emergency and non-emergency situations. Typical organisations include Ambulance, Fire, Police, the NHS, National Highways, and the Maritime and Coastguard Agency.

An employee in this occupation will be responsible for: receiving emergency and non-emergency contacts from the public and other organisations via telephone, online submissions, and social media gathering relevant information, assessing risks, and taking appropriate action in line with organisational protocols providing advice, including in life-endangering situations, and managing expectations around the service provided using sector-specific technology to record and update information working shifts, including nights, weekends, and holidays, to maintain 24-hour service interacting with colleagues, managers, and other local or national agencies adhering to organisational policies, legislative frameworks, and ethical standards.

Course Content

During their apprenticeship, individuals develop the skills, knowledge, and behaviours required for their role. This includes Data protection, Health and safety legislation, Equality legislation, Communication and technology systems, Building rapport, Listening and questioning techniques, Risk assessment, Decision-making, Incident management, Collaboration with partner organisations, Ethical standards, Reflective practice, and Continuing professional development.

Apprenticeship Assessment

This Apprenticeship has 2 assessment methods.

- Observation of live contacts and pre-recorded contacts with questions
- Professional discussion underpinned by a portfolio of evidence

Additional Requirements

English and maths qualifications must be completed in line with the apprenticeship funding rules

Typical Job Roles

- Contact management centre operators
- Contact resolution officer
- Emergency contact handler
- Emergency controllers
- Fire control contact handler
- Health advisors
- Regional operations centre operator

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