



Scottish Ambulance Service Call Taker Training Outline

This information is designed to inform you of what can be expected during the first few weeks of taking up your post as a Call Taker within one of our Emergency Medical Dispatch Centres (EMDCs).

Week one will normally consist of formal induction into the Scottish Ambulance Service. This will include familiarisation of the EMDC, local administration procedures and Basic Life Support training, covering Cardio-Pulmonary Resuscitation (CPR) and the Heimlich manoeuvre.

In week two you will undertake a 4-day Medical Priority Dispatch System (MPDS) course. This course takes you through the manual version of system we use to prioritise emergency calls and provides you with some call handling basics.

The course times are 0930 till 1730, and the final day includes two mandatory pass/fail examinations.

During week three you will be on shifts in the EMDC, where you will be able to consolidate your learning from the first course. During these shifts, you will be shadowing an experienced call taker and will be able to gain some experience in talking to real callers and providing advice. You will also start the 7-day C3 Command and Control System training course. This course normally runs from Thursday to the following Friday with the weekend off in between. Course times are 0930 to 1730 and again this is a mandatory pass/fail course.

Days 3 and 6 of this course include role-playing sessions followed by individual feedback and can sometimes delay the course end time.

Following your successful completion of both courses, you will spend a minimum of 1 week with an experienced call taker shadowing you to provide live support.

Although we try to hold the training courses close to your base, this is not always possible. You will be advised of the course location prior to attendance.