**ACC Staff Competency Resilience Sign Off**

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| --- |
| Name / ID : |
| Trained by : |
| Laptop Number : |
| Dongle Number: |
| Start/End Time: |

**Back up Laptop Usage**

|  |  |  |
| --- | --- | --- |
| **Competency** | **TL Sign** | **Date** |
| Understand the basic reason that the laptop will be used |  |  |
| Log into the laptop |  |  |
| Plug in the dongle |  |  |
| Plug in headset |  |  |
| Connect to the internet using the dongle |  |  |
| Connect to VPN |  |  |
| Log into softphone |  |  |
| Use softphone - take calls and make calls |  |  |
| Use Manual Call Taking /Dispatching form |  |  |

**Roles During Evacuation**

|  |  |  |
| --- | --- | --- |
| **Competency** | **TL Sign** | **Date** |
| Understand the role of the team leader during evacuation |  |  |
| Understand the role of the shift leader during evacuation |  |  |
| Understand the role of the dispatcher during evacuation |  |  |
| Understand the role of the call taker during evacuation |  |  |
| Understand the role of the driver during evacuation |  |  |

**Reasons for Evacuation**

|  |  |  |
| --- | --- | --- |
| **Competency** | **TL Sign** | **Date** |
| Understand the main reasons for evacuation of ACC or DR |  |  |

**Problems Faced:**

**Completion**

|  |  |
| --- | --- |
| Staff Signature - | Date - |
| Team Leader Signature - | Date - |
| ACC Manager Signature - | Date - |