**Call Taking Competency Sign Off Form**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name - | ID - | | | |
| **Competency** | **Student Signed** | **Tutor Signed** | **Reviewed by** | **Date** |
| Log onto phone using user ID |  |  |  |  |
| Place phone on AUX using appropriate Reason code |  |  |  |  |
| Place caller on hold |  |  |  |  |
| Conference Call |  |  |  |  |
| Transfer calls to another extension / PD / CD |  |  |  |  |
| Volume control |  |  |  |  |
| Speaker function |  |  |  |  |
| Mute function |  |  |  |  |
| Attach and use headphones / mic |  |  |  |  |
| Answer phone using headset function |  |  |  |  |
| Search history |  |  |  |  |
| Redial using history |  |  |  |  |
| Use speed dial function |  |  |  |  |
| Speak to another call taker at another extension |  |  |  |  |
| Identify callers area by dialing code |  |  |  |  |
| Identify Police/CD numbers |  |  |  |  |
| Identify 998 Callers |  |  |  |  |
| Knowledge of geographical locations |  |  |  |  |
| How to contact Police/CD |  |  |  |  |
| How to transfer a 998 Call to Police/Civil Defence |  |  |  |  |
| Answer phone identifying the Company |  |  |  |  |
| Use of eCBD/CBD \*\*\*must complete fully |  |  |  |  |
| Correctly Identify Chief Complaint |  |  |  |  |
| Enter detailed comments during the call (including comments regarding location and patient details) |  |  |  |  |
| Maintain control of the call – remain calm |  |  |  |  |
| Demonstrate a range of PAIs including CPR |  |  |  |  |
| Case Closure |  |  |  |  |
| Manual call taking |  |  |  |  |
| Understand the call audit process/marking criteria |  |  |  |  |
| Resilience and Evacuation Training form |  |  |  |  |
| Demonstrates skills in using various maps/technologies to assist locating callers   * + Wikipedia maps   + ICCC System   + Google maps   + WhatsApp   + GPS coordinates |  |  |  |  |
| Receive 20 ‘compliant’ call taking audits in total across at least 8 shifts with feedback |  |  |  |  |

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

**Completion**