**ACC – Call Taker to Dispatcher Tracker**

*Details as per OPP113 - “Ambulance Communications Centre Policy and Procedure”*

|  |  |  |  |
| --- | --- | --- | --- |
| Employee Name |  | Employee Number |  |
| ACC Start Date |  | Team |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Step | Detail | Expected Months post START | Expected Date | Achieved Date | TL Initials |
| **1** | Start Date with ACC as Emergency Call Taker | N/A | N/A |  |  |
| **2** | Probation Completion | 3 |  |  |  |
| **3** | Demonstration of competency of ECT role | 6 |  |  |  |
| **4** | eCBD compliance greater than 95% for 2 months | 6 |  |  |  |
| **5** | Dispatch Training – *Sharjah* | 9 |  |  |  |
| **6** | Dispatch Training – *Ajman / UAQ / RAK* | 9 |  |  |  |
| **7** | Dispatch Training – *Central / Fujairah* | 9 |  |  |  |
| **8** | Dispatch Training – *CICPA / Single Contracts* | 9 |  |  |  |
| **9** | Demonstration of competency of EMD role | 12 |  |  |  |
| **10** | Move to EMD | 12 |  |  |  |

|  |  |
| --- | --- |
| **COMPLETION** | |
| STAFF Signature  Date: | TEAM LEADER Signature:  Date: |
| ACC Manager Signature  Date: | DIRECTOR OPERATIONS Signature:  Date: |