



Scottish Ambulance Service Dispatcher Training Outline

Dispatchers within our EMDC need to have a full understanding of the Call Taking process. Many dispatchers are promoted from within the Call Taker ranks and only require to be trained in the dispatch elements of the course.

If you have joined as a Direct Entry Dispatcher, you will require to complete the Call Taking course before your Dispatch training course.

The Dispatch course is currently 5 days in addition to the 7 day C3 Call Taking course. During the course you will be shown how to use the dispatch elements of the system including mapping, resource management, decision making, etc.

The pass / fail course include a role play session.

In addition, you will be expected to carry out some self-learning using our eLearning programmes to cover elements such as radio procedure and cab based technology. Once you have been given a login, eLearning programmes can be accessed from any computer with an internet connection.

Following successful completion of the course, you will be give some time supported by a more experienced member of staff during shifts in the EMDC.

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