



**Scottish  
Ambulance  
Service**  
*Taking Care to the Patient*



# how do I become an... **AMBULANCE TECHNICIAN**

## **What is an Ambulance Technician?**

Ambulance Technicians work alongside our qualified Paramedics to deliver the highest possible level of care possible, you will work in a range of environments and with a huge range of people. Each day, patients and situations are different, therefore our crews need to be able to deal with the challenges they face with flexibility, compassion and professionalism.

## **How can I become an Ambulance Technician?**

Whether you are straight from school or college, changing your career or already qualified as a healthcare professional, to become a technician, you will need to apply for our in-house training programme.

To apply, you will need to meet our basic entry level qualification, or be able to demonstrate how your qualifications are equivalent.

If you are successful, you will be an employee of the Service from your start date and will be enrolled on our bespoke clinical programme which will lead to a vocational diploma in Emergency Care Support. The programme takes between 16 and 24 months to complete with the first 10 weeks being at one of our regional training centres. After this time, you will move to your allocated station where you will be mentored by other qualified staff as well as receiving ongoing support and learning from the education team.

## **What is the recruitment process for becoming an Ambulance Technician?**

We open for applications at various points throughout the year and these are always advertised on the vacancies page of our website. You will need to complete an application form, which is then reviewed and if you meet the required standard you will be asked to attend a fitness test. If you are successful through this stage, you will then be invited to attend a competency based interview.

Whilst it is not necessary to hold a C1 driving licence to apply to become an Ambulance Technician, you must have successfully passed the test before commencing



employment. Once an offer has been made, we can provide financial support to help you through this process. This is a long process and applicants are advised to look into this, to see what is involved. You can get full information on the DVLA website.

## **How can I progress with the Service?**

The Ambulance Technician role is the first step to becoming an Ambulance Paramedic and once you qualify, you can go on to apply for further training to qualify as an HCPC Registered Paramedic. From there, you can continue to develop into other roles across the Service, including specialist clinical roles and managerial roles.

### **Basic Entry Qualifications**

- National 4 pass in Maths and English (Standard Grade level 3 pass) or other equivalent
- Occupational Fitness Test
- Competency Based Interview
- Occupational Health Medical Screening
- Satisfactory application to the PVG (Disclosure) Scheme

To find out more about a career with us, how to apply, and what skills we are looking for, visit our website at [www.scottishambulance.com](http://www.scottishambulance.com) or find us on Twitter or Facebook

how do I become an...

# AMBULANCE TECHNICIAN



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though, it means you don't pre-empt anything and you respond to whatever you find, exactly as it is.

When we get there, we might conduct an immediate transfer to hospital, other times we treat at the scene. Increasingly, and if it's right for the patient, we try to treat people safely in their homes, to reduce unnecessary hospital admissions. This means that the patient gets the right care, in the right place. It can be messy and some of the things we deal with are unpleasant, but we deal with each one in a professional way, maintaining the dignity of the patient.

## How did you become an Ambulance Technician?

I originally joined the Service three years ago as an Ambulance Care Assistant (ACA) after leaving the police force. The ACA role is great, you learn so much about the Service and how important it is to the community. But after two years, I decided that I wanted to learn more and improve my skills so that I could treat patients. I applied, went through the selection procedure and luckily was successful.

The training programme was very intense and balancing it along with family demands was not easy. It is a modular training programme and you cover all the topics that you will need as an Ambulance Technician.

After the formal training part, you are placed at an ambulance station and appointed a dedicated mentor. Mentors work with you on your shift, helping you make the right decisions and deal with incidents. After you have been

out on a job, you and your mentor spend some time debriefing, talking about what happened and what you can learn from it.

## What does it take?

You will need to be able to get on with people from all backgrounds. You have to be patient and understanding as you are dealing with patients and their families who may be very distressed and in pain. You need to be able to deal with the difficult situations that we have to respond to. Most importantly, you need to be able to keep calm under pressure, make good decisions and take control. But you also need to learn to leave the job at the door.

## Tell us about a typical day?

When I have one, I'll tell you!

We get the job through on the computer in the vehicle, we only get the details that the caller has given the control room, so we don't always know what we are really going to face until we get there. This is good

## What do you like best about your job?

I live locally to my station, so sometimes I might be in the local supermarket and I see someone that you had been called to when they were having a heart attack. You see them with their families doing the weekly shop and you think – “I helped that person, I made a real difference to all of them”. That's the best bit.

## What advice would you give someone thinking of becoming an Ambulance Technician?

This is one of the most rewarding careers you can have and I would encourage anyone to apply.

Once with the Service, I would say, listen to your colleagues, learn from them. Experience counts in this job and the more you can learn from others, the better you will be and the better care you will be able to provide.