

Roundtable on European Emergency number 112 in Poland

Call takers education in Finland

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112

15 Emergency Responce Centres

- Police
- Ambulance
- Rescue
- Social services

One person model

- CAD program: ELS Geofis 4.10
- Risk Assesment by the manual
- Appropriate responce
- Dispatching
- Instructions to caller
- Field units support

ERC Operator

- Emergency Services College
- 18 months education
 - Entrance requirements
 - Age 18yrs
 - Upper secondary school syllabus
 - Matriculation examination
 - Corresponding previous qualification

Training contents

■ Basic studies	468h
■ ERC Work	897h
■ Rescue services	156h
■ EMS & Social services	429h
■ Police services	390h
■ TOTAL	2340h

Training methods

- Class room training
 - Lectures
 - Case study (analyzing real 112 calls)
 - Group work
- Simulator training
 - 12 seat ERC simulator (equal to real ERC)
 - Teachers from ERCs
- Practical training



Thank You for Your attention