
Overview

This standard is about operating the relevant telephony and computerised systems that are used within emergency services settings.

It is about understanding and being able to competently navigate around these systems. This standard also covers the importance of storing information securely and following organisational, legal and regulatory procedures when recording information

Performance criteria

You must be able to:

1. Access bespoke systems using secure username and password to access functions appropriate to your role
2. Navigate appropriate telephony and computerised systems when taking calls in line with legal, regulatory and organisational procedures
3. Competently operate telephony and computerised systems in order to deal with calls in line with legal, regulatory and organisational procedures
4. Use specialist functions of the telephony or computerised system in order to address the needs of callers
5. Refer any system issues or queries to the relevant person or department in line with organisational procedures
6. Seek assistance with any system issues from the relevant person or department
7. Operate security features and functions of telephony and computerised systems in line with organisational procedures
8. Record interactions with callers in accordance with legal and organisational requirements
9. Store records of interactions with callers in accordance with legal, regulatory and organisational requirements
10. Share information only with those that need and are authorised to receive it

Knowledge and understanding

You need to know and understand:

1. Legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
2. The relevant national and local guidelines, policies and procedures available and how and when they should be accessed
3. Remit of your role and an awareness of when to escalate and escalation procedures
4. The computerised and telephony systems available for use in your organisation
5. How to access, sign in and operate computerised and telephony systems relevant to own organisation
6. How to set passwords to ensure the confidentiality of information
7. How to protect information on computerised systems
8. The features and controls available to you within the remit of your role and organisation
9. Specialist functions needed to navigate around telephony and computerised systems in your organisation
10. How to communicate with callers using telephony or computerised systems
11. Organisational policies and procedures for dealing with hoax and nuisance calls
12. Organisational procedures for dealing with telephony and computerised systems when they do not operate as expected
13. Where to direct queries for help with telephony and computerised system issues
14. How to operate security features within telephony and computerised systems
15. Legal, regulatory and organisational requirements and procedures for recording, storing and retrieving records
16. How to store and retrieve interactions with callers
17. The range of information that should be recorded and stored following calls
18. How to ensure clear and jargon free notes are left on computerised systems from interactions with callers
19. In which circumstances and who is authorised to access and share interactions with callers
20. The purpose of reflective practice and evaluation and how it informs your practice
21. Sector requirements and good practice guidance for the development and

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maintenance of knowledge, skills and competence

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