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| **Core Skills Signposting** | |
| **Qualification Title(s)** | SVQ in Emergency Services Contact and Control Operations SCQF Level 7 |
| **Developed by** | Skills for Justice |
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| **Version** | 1 |



**SVQ in Emergency Services Contact and Control Operations at SCQF Level 7**

**Core Skills Signposting**

**Introduction**

Core Skills signposting indicates if there are opportunities within units to develop Core Skills in the workplace to a specified SCQF level. The signposting document also acknowledges where there are no opportunities to develop Core Skills. This signposting can be used by providers and assessors to plan the development and assessment of Core Skills.

The five Core Skills are:

* Communication
* Information and Communication Technology
* Numeracy
* Problem Solving
* Working with Others

# Core Skills Signposting SVQ in Emergency Services Contact and Control Operations at SCQF Level 7

| **URN** | **Unit Title** | **Communication** | **Numeracy** | **Information and Communication Technology** | **Working with others** | **Problem solving** |
| --- | --- | --- | --- | --- | --- | --- |
| SFJHA203 | Manage personal development and reflect on current practice | 6 | - | 6 | 6 | 6 |
| SFJAB101 | Communicate effectively with callers to emergency services | 6 | - | 6 | 6 | 6 |
| SFJCD201 | Respond to emergency service calls | 6 | - | 6 | 6 | 6 |
| SFJZH13 | Operate telephony and computerised systems for emergency services | 6 | - | 6 | 6 | 6 |
| SFJZC5 | Provide information and advice using the telephone | 6 | - | 6 | 6 | 6 |
| SFJCD202 | Assess, prioritise and manage emergency service calls | 6 | - | 6 | 6 | 6 |
| SFJCD203 | Deploy resources to respond to emergency situations and incidents | 6 | - | 6 | 6 | 6 |
| SFJAD4 | Liaise with other services | 5 | - | 5 | 5 | 5 |
| SFJCCDF1.1 | Maintain the security of data through your own actions | 5 | - | 5 | 5 | 5 |
| SFJ ZA9 | Work within your business environment | 5 | - | 5 | 5 | 5 |
| PROHSS1 | Make sure your own actions reduce risks to health and safety | 5 | - | 5 | 5 | 5 |
| SFJCCBF3.1 | Develop and sustain effective working with staff from other agencies | 5 | - | 5 | 5 | 4 |