1. TITLE OF THE CERTIFICATE (ES)
Certificado de Profesionalidad de nivel 3 en SEAD0312 TELEOPERACIONES DE ATENCIÓN, GESTIÓN Y COORDINACIÓN DE EMERGENCIAS

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)
Professional Certificate Level 3 in SEAD0312 EMERGENCIES RESPONSE, MANAGEMENT AND COORDINATION TELEOPERATIONS (This translation has no legal status)

3. PROFILE OF SKILLS AND COMPETENCES

The holder of this certificate will have acquired the **general competence** to attend the emergency call, processing the information, setting up and managing the appropriate response operation based on the priority and type of demand as well as following up and coordination between different emergency management engaged institutions, under the supervision of the sectoral technician/supervisor, using, if necessary, the English language. This general competence is divided into the following **skill units** (UC):

- Receive calls identifying and classifying the type of emergency demand, confirming the location of the event and the data of the person who alerts (UC2168_3).
- Apply protocols and operational plans for each type of emergency call (UC2169_3).
- Establish, manage and coordinate the response, considering the procedure generated by the type of claim or sectoral technician indications, and track them (UC2170_3).
- Manage the administrative operations of the emergency coordination call centre (UC2171_3).
- Communicate in English, with a competent level user, on emergencies management and coordination (UC2172_3).

The professional skills are acquired through the **learning outcomes** defined within the related Training Modules (MF):

- Techniques for reception and categorization of the emergencies demands and communication with the user (MF2168_3).
- Protocols and operational plans for public emergency calls (MF2169_3).
- Management procedures and coordination of response (MF2170_3).
- Management operations in the emergency coordination call centre (MF2171_3).
- English professional for emergencies (MF2172_3).
- Practical training at the workplace in emergencies response, management and coordination teleoperations (MP0564).

(See legal basis for all learning outcomes information acquired by the holder of this Certificate in each MF).

As a reference the learning outcomes include in the Practical training at the workplace that complete and reinforce the learning outcomes acquired in the other training modules, are:

- Develop, with the corresponding responsibility, the process of incoming calls respond and management operations in an emergency coordination centre.
- Identify relevant information for emergencies from an emergency coordination centre.
- Comply with the information protocol on the evolution of the emergency, from the coordination call centre to the forward command post and vice versa, collaborating in the tasks entrusted to it.
- Participate in the working processes of the company, following the rules and instructions established at the workplace.

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THIS CERTIFICATE

The holder of this certificate may work in the sector of coordination healthcare call-centers of public or private health system; emergencies coordination call centres dependant of public administration or private institutions; call centres management of public or private health system facilities; alarm receiving centres; telecare services and 112 emergency services. The most relevant occupations and work positions are:

- Emergency calls manager and coordinator operator.
- Teleoperator manager and coordinator of emergency resources demand.
- Coordination operator of accidents and emergencies centre.
- Security teleoperator of alarm monitoring stations.

5. OFFICIAL BASIS OF THE CERTIFICATE

Name and status of the national/regional authority providing accreditation/recognition of the certificate

The Ministry of Employment and Social Security or the corresponding autonomous regional administration within the scope of its competence, in the name of the King. The certificate is valid throughout Spain.

Level of the certificate

The Professional Certificate Level 3 of the National Repertoire of Professional Certificates corresponds to level 4 of the International Standard Classification of Education (ISCED-P 2011).

The European Qualification Framework (EQF) level:

Grading scale/Pass requirements

The grading scale and pass level of the training modules are expressed on a scale of 0 to 10. The minimum score for a pass is 5 in every training module including a pass in the practical training at the workplace module.

The grading system is as follows:
- FAIL: 0 to 4.9
- PASS-SATISFACTORY: 5 to 6.9
- PASS-GOOD: 7 to 8.9
- PASS-EXCELLENT: 9 to 10

Access to next level of education/training

This Professional Certificate Level 3 gives access to Professional Certificate Level 3 within the same professional area and family.

For validation purposes, the educational authorities will recognise the professional module or modules of the VET diplomas corresponding to the skills units included in the training modules of this certificate.

Legal basis

Royal Decree 548/2014 of June 27th, by which five professional certificates of the professional family Security and Environment, included in the National Repertoire of professional certificates are established, and two professional certificates of the professional family Information and Communications Technology, established in Royal Decree 1531/2011, of October 31st and Royal Decree 686/2011, of May 13th, modified by Royal Decree 628/2013, of August 2nd are updated. (Appendix V, Code: SEAD0312)

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| **6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE** |

This certificate may be acquired by:

1. Training: Completion with a pass grade of the face-to-face or online training programme.
2. Recognition of the professional skills acquired through professional experience or non-formal training (prior learning): Completion of a process of skills evaluation and accreditation in all the skills units making up the professional certificate.
3. Dual training: Completion of a training and apprenticeship contract, which may range from 1 year (or 6 months, if stipulated as such in the collective agreement) to 3 years, during which effective working time is combined with time dedicated to training under the training programme for the professional certificate.

The training method (number 1 above) requires successful completion of the training modules and the practical training at the workplace:

Description of vocational training received	Percentage of total programme (%)	Duration (hours)
Training modules	84	610
Practical training at the workplace	16	120
Total duration of training leading to the certificate		**730**

Entry/access requirements:
- *Bachiller* Diploma (upper secondary education); or
- Professional Certificate Level 2 in the same professional area.
- If neither of the above or higher certifications are held, a pass in the key skills tests.

Additional information: Professional certificates are instruments for official accreditation of the professional qualifications in the National Catalogue of Professional Qualifications for all economic activities, within the scope of the labour administration. The National Repertoire of Professional Certificates is divided into three qualification levels (Level 1, Level 2 and Level 3), and by sectors into 26 professional families and 102 professional areas. More information is available at: www.sepe.es

National Europass Centre: www.sepie.es

(*) **Explanatory note:** This document is designed to provide additional information about the specified certificate, but has no legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications; Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates; and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information is available at: http://europass.cedefop.eu.int

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Information on Professional Certificates of the Map of Qualifications and Vocational Training in Spain