

<b>1. TITLE OF THE CERTIFICATE <sup>(1)</sup></b>
<b>Päästekorraldaja, tase 4</b>
<sup>(1)</sup> in the original language

<b>2. TRANSLATED TITLE OF THE CERTIFICATE <sup>(1)</sup></b>
<b>Call taker, level 4</b>
<sup>(1)</sup> if applicable. This translation has no legal status.

<b>3. PROFILE OF SKILLS AND COMPETENCIES</b>
<p>The work of a rescue operator of level 4 consists in receiving and processing promptly all messages arriving at the emergency call number, giving a rapid and correct risk assessment to all emergency calls and forwarding initial information according to the requirements in force.</p> <p>A rescue operator of level 4 receives and processes independently emergency calls, takes decisions and assumes the related responsibility. The work requires team work skills and communication with customers and cooperation partners.</p> <p>Mandatory competences:</p> <ul style="list-style-type: none"> <li>- Receiving emergency calls;</li> <li>- Processing emergency calls and giving risk assessment;</li> <li>- Entering the information, related to the processing of emergency calls into the information system in real time;</li> <li>- Forwarding the initial information concerning emergency calls;</li> <li>- Professional self-development.</li> </ul> <p>Optional competences:</p> <ul style="list-style-type: none"> <li>- Supervision;</li> <li>- Processing of emergency calls in a foreign language (except Russian).</li> </ul>

<b>4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE <sup>(1)</sup></b>
Rescue operator
<sup>(1)</sup> If applicable

## <sup>(\*)</sup>Explanatory note

This document is designed to provide additional information about the specified certificate and does not have any 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 available at: <http://europass.cedefop.europa.eu/en/home>

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## 5. OFFICIAL BASIS OF THE CERTIFICATE

<b>Name and status of the body awarding the certificate</b> The occupational certificate that has been issued by the professional council that operates under the activity license issued by a Awarding Body	<b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b> Sector Skills Council approved by a Regulation of the Government of the Republic
<b>Level of the certificate (national or international)</b> Estonian Qualification Framework level 4 European Qualification Framework level 4	<b>Grading scale / Pass requirements</b> passed/fail
<b>Access to next level of education/training</b> Dispatcher, level 5	<b>International agreements</b>
<b>Legal basis</b> Occupational Qualifications Act (RT I 2008, 24, 156; 01.09.2008)	

## 6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

In order to obtain a occupational certificate, the applicant has to prove all his/her competencies required by the occupational standard and by the procedure for awarding of occupational qualification established by the body awarding the occupational qualification.

**More information** (including a description of the national qualifications system) available at:  
[www.kutsekoda.ee](http://www.kutsekoda.ee)