



REPUBLIC OF ESTONIA  
MINISTRY OF THE INTERIOR

# Training of call-takers and dispatchers in Estonia

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2 May 2019





**SISEMINISTEERIUM**  
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**ESTONIAN INTERNAL  
SECURITY SERVICE**



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# 112 model



- EERC is a rescue organisation
- There is only one emergency number in Estonia – 112
- EERC is responsible for call-taking and dispatching in four regional centres
- Call-takers and dispatchers are rescue officials
- ~180 call-takers, dispatcher and supervisors



# Basic training

At the Estonian Academy of Security Sciences

There are occupational standards for call-takers, dispatchers and supervisors



- Call-takers occupational standard in ESCO level 4
- Dispatchers occupational standard is ESCO level 5
- Supervisors occupational standard is ESCO level 6



# Basic training

Training period for call-takers is 10 month

- medical module
- rescue module
- police module
- general subjects  
(languages, legislation etc.)
- 2-months internship at the EERC

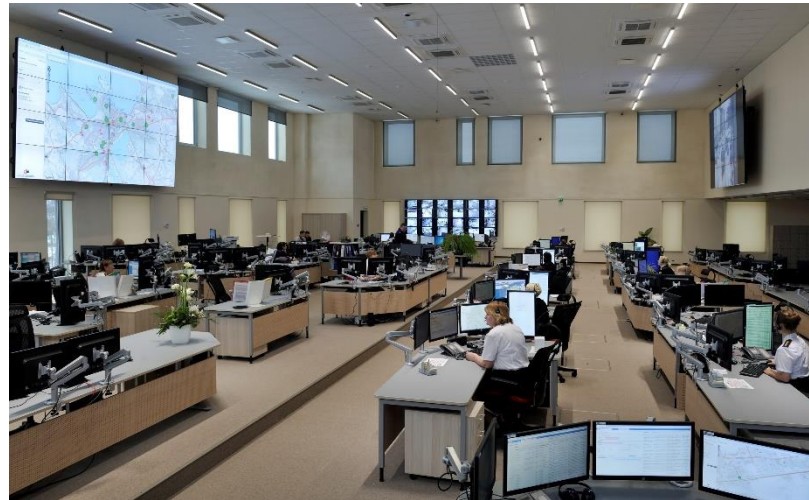
Requirements:

- Estonian citizenship
- secondary education
- passed medical examination
- passed background check



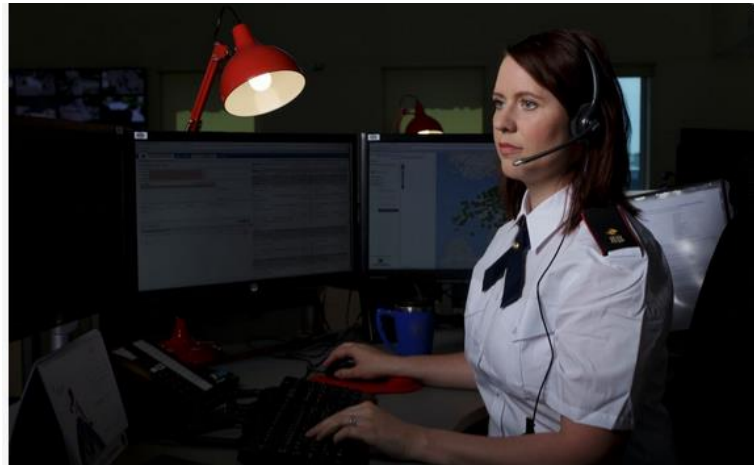
# On-site training

- Key persons program
- Quality control – personal training needs
- Internal training (new requirements, ICT solutions etc.)
- Job shadowing
- E-learning  
etc.



# Support

- Gym in all regional centres
- Psychological support – free psychologist service
- Compensation for health promotion





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# Thank you!

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