



Generalitat de Catalunya  
**Departament d'Interior**

## **Call Takers Education**

**Centre d'Atenció i Gestió de Trucades  
d'Urgència 112 Catalunya**

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- Introducing 112 Catalonia
  - Training team
  - Initial training
  - Operational training program
  - Communication skills
  - Emotional management
  - Quality management in PSAP Catalonia

# Introducing 112 Catalonia

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- 112 in Catalonia takes more than 2,8 million calls.
- 2 PSAP (Reus / Zona Franca)
- More than 150 call takers



## Training team

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The 112 service model implanted in Catalonia, awards the management of the emergency number to the public company CAT112. through a public bidding, this company designates the management of the PSAP to a BCS (Borrowing Service Company).

This company takes on the accountability for call takers education. On a monthly meetings, the CAT112 supervises and validates the subject matters and annual planning proposed by the BSC.

# Inicial training

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- 80 hours/10 days
- Theoretical and practical training
- Temary:

- 112 introduction.
- Competencies of emergency agencies . (10 h)
- Management of Seneca. (10 h)
- Management of GIS. (8 h)

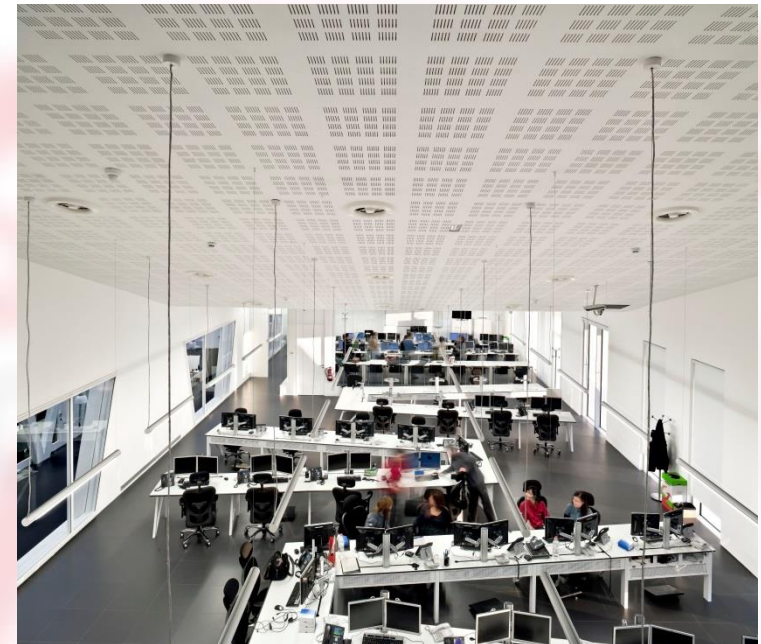
- Coding system (tree). (10 h)
- Protocols and special procedures. (8 h)
- Communicative Skills. (12 h)
- Tutoring and practice. (20 h)

- Final Evaluation

# Operational training program

Structure:

- Annual Training Plan
- Minimum of 32 annual training hour per call taker
- Types of training:
  - On-line: thorough on-line courses(*intranet CAT112*)
  - In Person : Individually or in groups of 3-5 operators



# Operational training program

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Fundamental contents:

- Knowledge of procedures
- Special Systems to advice to 112
- Operational training: locations and knowledge of the territory, management of relevant incidents and personalized improvement.

# Communication Skills

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Periodical training:

- Leading the Call : Adaptation to the different types of emergency situations.
- Skills to extract information: adapt the language to situations such as a non-collaborative caller, stress situation, language barriers, etc.
- Real Calls-Rol Play.
- Empathy and assertiveness: Managing the calls in an assertive manner, avoiding aggressive or passive attitudes or expressions.



# Emotional management

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- Sessions to share experiences in call attention led by an expert coordinator or quality and training team members.
- **Objective:** The main objective is relativize the bad experiences so the call takers can boost their own capabilities in order to improve their own emotional capacities to manage the most complicated situations (suicide attempts, deaths, insults or verbal aggressions, etc.)

# Quality management in PSAP Catalonia

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- Annual Quality Plan. Review of annual quality goals
- Monthly call audit system

CAT112 audits 180 - 200 monthly calls, more than 2000 per year.

The calls are randomly selected and jointly audited by those responsible for the CAT112, the training and quality team and the supervisors, putting the results in common every month.

- Daily Management. Daily audit of all incidents that are considered relevant, such as fires, accidents, drills, etc

# Quality management in PSAP Catalonia

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## ➤ Monthly audits system

Attributes that are evaluated:

- Reception of the call
- Handling of the call
- Oral expression
- Written expression
- Attitude
- Emergency Identification
- Global Emergency Management
- Structure of the information written in the notifications that are received electronically by the different agencies
- Attention Time
- Typification
- Adaptation to the service protocols



# Web CAT112

<http://112.gencat.cat>

The screenshot shows the website's layout with a dark header containing the logo and navigation links. Below is a search bar and a 'El més consultat' section with a list of popular topics. A central banner features a smartphone with a green checkmark and the text 'Quan has de trucar?'. To the right is a map of Catalonia with 'Xifres' (statistics) overlaid. At the bottom, a 'Destaquem' (highlight) grid contains seven colorful buttons for various services and information.



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**Thanks for you attention!**

**112.gencat.cat**

