

# EMERGENCY RESPONSE CENTRE AGENCY FINLAND

TRAINING ISSUES



# ERC WORKING MODEL IN FINLAND

- Most of the ERC operators in the emergency response centers work as *call takers*. The call taker also takes care of the *dispatching* of the different authorities' units whenever it is possible.
- Some ERC operators in emergency response centers have a *task monitoring* role. They support the call takers as well as the field commanders and units. They take care of the dispatching of tasks that are in the queue waiting for free units.





# BASIC TRAINING: ERC OPERATOR'S DEGREE

- Finland has the world's most extensive ERC operator's degree programme.
- The training, leading to an ERC operator's degree, is a comprehensive programme designed by the Emergency Services College (Kuopio), the Police University College (Tampere), and the Emergency Response Centre Agency.
- The studies comprise a total of 90 credits and the studies can be completed in 1.5 years.
- Each year, two training courses start the programme (2 x 16).
- All ERC operators graduating from the Emergency Services College can be hired directly by the Emergency Response Centre Agency.
- Also a bachelor's degree in police services qualifies for working as an ERC operator.

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# ERC ICT SYSTEM: ERICA



# ERICA IS AN ERC SYSTEM FOR ALL PARTIES INVOLVED IN THE 112 CHAIN

- The ERICA system will be a nationwide networked information system that provides the 112 services throughout the country.
- The networked information system enables optimal use of the resources of the emergency response centres and enables obtaining real-time situational picture of the internal security in the whole country in a centralized manner.
- The ERICA system will be used by the Emergency Response Centre Agency, police, fire and rescue, health and social services, as well as border guard to update the information of their units and risk analysis as well as for command and control center purposes.
- There will be altogether 50 different sites using the system within the user rights of different authorities.



# NEW FEATURES FOR CALL-TAKING AND DISPATCHING

ERICA contains new things for call-taking and dispatching:

- 112 calls from anywhere in Finland
- Automatic geopositioning of caller
- Automatic answer
- Integrated risk analysis
- Integrated communication tool (phone, TETRA radio, emergency SMSs).
- Real-time response time of units / drive time calculation
- Dispatch calculation / response proposal



# TRAINING OF ERICA FOR THE END-USERS

- On-line introduction (1 day)
- Basic training for the system features (5 days)
- Special training for the integrated risk analysis (3 days)
- Complementary training in the run-up phase (3 days)
- A variety of refresher trainings ("The Clinic")
- Independent studies in an electronic Moodle learning environment
- A lot of training material: "Become familiar with ERICA" online course, ERICA Basics online course, Basic Training for End User package, risk analysis instructions by each authority, ERICA Deployment training package, and ERICA Emergency Response Center user manual.

**=> All together over 40 000 working hours spent in training of the new tool in ERC Agency only**

- ▶ Training was done on-site by the local superuser.
- ▶ During the implementation phase there has been on-site support available from superusers of the system and other specialists 24/7 for the first two weeks.





## OTHER TRAINING





# CONTINUING TRAINING FOR OPERATIVE STAFF

Operational-related training at the agency level is mainly training of trainers involving persons assigned by the emergency response center.

The aim is to identify common priorities (including recurring seasonal themes) on an annual basis, on the basis of which joint training plans and materials are developed.

Educational themes include:

- processes and roles in the operations room
- call handling (including instruction training, positioning, interaction skills & customer service, risk assessment)
- seasonal themes (e.g., water rescue tasks, forest fires)
- information systems (e.g. ERICA, VIRVE, registers)
- co-operation between authorities (e.g. public warning)
- language training (e.g. vocabulary related to emergency center operations)
- instructor skills / instructor skills

- ▶ Teaching methods: class room teaching, rooming-in coaching, self-study during a shift on the given material or in Moodle's online environment, reviewing your own call records
- ▶ Shift supervisors and senior operators are key players in the development of operator skills

# VOCATIONAL SENIOR OFFICER TRAINING

- The aim of the training is to create an overall picture of the managerial field of human resource management and to clarify the role of supervisor and supervisor development path in the emergency response center.
- The goal is to provide the ability to act as a close associate of your own group.
- This training does not go through the topics related to the duties of the shift supervisor, which are related to the operational activities of the emergency room, the work of management center work, and safety management or preparedness.
- The training is carried out in four sections for a total of 8 days.



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