SFJJA102
Establish and address requirements of callers on the road network

Overview

This standard is about establishing the needs of callers on the road network and taking the correct actions to meet these needs, including maintaining their safety.

There is one element:

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Performance criteria

You must be able to:

P1   establish the caller's identity using your organisation's approved procedures

P2   determine all relevant details regarding the caller's location, circumstances and their perception of their needs

P3   gather the information required promptly using appropriate questioning, in line with your organisation's procedures

P4   assess the caller's situation and determine the correct response and associated actions required

P5   identify where relevant, any circumstances which might cause potential conflict between the caller's requirements and the response proposed, and address these in a manner designed to promote an agreed way forward and to maintain a positive relationship with the caller

P6   agree with the caller a way forward which is in line with your organisation's procedures

P7   advise callers who are on the road network of the actions relevant to maintaining their safety

P8   implement promptly and correctly the actions necessary to address the caller's needs, progressing these in line with your organisation's procedures

P9   notify the relevant person(s) promptly and correctly of the actions taken and those required

P10 record accurately and completely all relevant information using your organisation's procedures

P11 maintain confidentiality in line with your organisation's requirements

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Knowledge and understanding

You need to know and understand:

K1   your organisation's operational procedures for addressing the needs of callers, including standards and performance indicators relating to the quality of calls and the service provided

K2   legislation, policies and procedures relating to data protection, health and safety, race and diversity, and their impact for your area of operations

K3   your organisation's services which are available to callers

K4   your organisation's partner service providers, the principal types of services which they provide, and when and how these can be accessed

K5   the importance of ensuring the safety of callers on the road network, and the actions appropriate to minimising the risks to callers

K6   your organisation's accepted wording when communicating with callers

K7   when and how to use different types of questioning, including open, closed and probing questions

K8   the importance of effective listening, and techniques which demonstrate that you are listening and which maintain the caller's effective participation

K9   the information required from callers calling from the road network

K10   how to assess callers' needs and how to determine the nature and urgency of the response required in line with your organisation's procedures

K11   the principal types of response to callers on the road network

K12   the importance of recording all relevant details completely and accurately, and how to do this in line with your organisation's requirements

K13   your organisation's procedures for dealing with callers who are distressed, anxious, aggressive or abusive

K14   your organisation's procedures and facilities for addressing the needs of callers with particular communication requirements

K15   your organisation's procedures for informing callers where calls are recorded

K16   the importance of time management, and how to apply this effectively in balancing the needs of callers, and those of your organisation

K17   your levels of authority, skills and ability, and to whom to refer where the information or actions required exceed such levels

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