



**EMERGENCY AMBULANCE RESPONDER 2 –
MQF/EQF LEVEL 4
INFORMATION HANDBOOK**

ON

**The process of validation of informal and non-
formal learning for Emergency Ambulance
Responder - 2**

The Assessment Board:

The Assessment Board is appointed by the Minister responsible for Jobsplus by means of Article 26 of the Employment and Training Services Act 2018 to ascertain proficiency or competency in a particular occupation.

This handbook describes the competences that candidates need to possess before sitting for the Emergency Ambulance Responder 2 validation process. Successful candidates acquire an *Award as Emergency Ambulance Responder 2 Certificate* pegged at Level 4 of the Malta Qualifications Framework and also the European Qualifications Framework and which is endorsed by the Malta Further & Higher Education Authority (MFHEA).

Eligibility:

Candidates who are interested in acquiring the *Emergency Ambulance Responder 2* can apply for their knowledge, skills and competences to be assessed, recognised and validated if they possess the necessary competences and skills as defined in this handbook.

The prospective candidate must have **3 years experience** in the respective field. This is in line with the L.N. 295 of 2012 which regulates the Validation of Informal and Non-formal Learning process. Prior to the assessment candidates need to present an official Employment History to confirm the years of experience to the Assessment Board.

The Assessment Board is free to contact the Institution and/or referee at will in order to confirm experiences and training claimed by the candidate.

Initial Assessment Plan:

The Assessment Board will conduct an induction session for candidates interested in acquiring the *Award as Emergency Ambulance Responder 2* and review the portfolio and the experience presented to plan the appropriate assessments according to the individual's experience and needs. During the induction session, the candidate is also instructed on how to collect evidence used as a proof of their practical experience.

Evidence sources may include:

- Work Activity
- Witness Testimony
- Health & Safety Documents/ Reports/ Procedures
- Photographic Evidence / Risk Assessments / Instructions
- Work-based confirmation of evidence not observed by assessor.

Assessment Criteria:

The Assessment Criteria for the validation process are based on the National Occupational Standards. Following is an abstract of the list of competences that the candidate must possess prior to applying for the validation process. For further information you can download the National Occupational Standards from the following link: <https://qualifications.mfhea.gov.mt/#/more-database/131349b0-b1e3-4955-966e-66b24fe7f88f>

It is in the interest of society and all entities in the care sector to deliver high-standard care to patients. To be able to deliver such service, the EAR needs to understand basic principles of safety, understand the responsibilities of the job and the different levels of pre-hospital care. The EAR is not only a vehicle driver but an active participant of the pre-hospital care team.

EAR401 Understanding the Role of the EAR and the working environment

- Ensure that the EAR is aware of the organization's objectives/framework and their roles and responsibilities for achieving the goals, and being a safety role model.
- Understand and know the potential general hazards in the out-of-hospital setting.
- Understand the psychological perspectives of a sick patient.
- Understand the important basic primary assessments and primary management of patients.
- Understand the concepts of safe transportation and handover of patients to hospital.
- Understand the responsibilities pertaining to environmental health matters.
- Understand the responsibilities pertaining equipment and vehicle care.
- Understand the basics of safe transportation of patients with spinal and other musculoskeletal injuries.
- Understand the different levels of out-of-hospital care.

EAR402 Accountability; rights and responsibilities

The EAR follows the organization's objectives/framework

- The EAR shows effectively the efforts to reach the goals of the organization.
- Follow the department's Mission and Vision statements and demonstrate the set of values that distinguish the service given in ED.
- Respects race, religion or ethnicity, sexual orientation and culture.
- Shows accountability for the quality of work and follows practice codes and standards.
- Shows commitment in continuing education and further learning.
- Treat clients with respect and dignity whilst also promoting equal rights with all clients.
- Safeguard the wellbeing of clients.

- Promote a multi-disciplinary approach in relation to accountability and responsibilities

EAR403 Clinical skills

Use basic anatomy and physiology for the primary assessment and management of patients' out-of-hospital

- Apply, read and have basic understanding of Physiological Monitoring (HGT, Pulse, BP, HR SPO2 and Temp)
- Pulse assessment (carotid, femoral and radial)
- Be able to provide basics medical treatments that can be given out-of-hospital at the EAR level.
- Deliver simple Oxygen therapy and the simple airway maneuvers and adjuncts.
- Recognize cardiac arrest in pediatrics and adults and deliver Basic Life Support (BLS) both as a provider as well as an assistant
- Be able to safely use an Automated External Defibrillator (AED) in pediatrics and adults
- Be able to safely use of External Cardiac Compressor
- Be able to assess and avoid all health and safety issues related to providing CPR
- Show knowledge of techniques used to control external hemorrhage.
- Be able to safely communication with the ACR and deliver effective information.

EAR404 Use, care and interpretation of medical equipment

- Name, handle and care all the medical equipment within an ambulance, including the various disposables and attachments.
- Be able to use, name and handle each part of equipment as related to the monitoring, managing or transporting the patient.
- Operate all equipment properly and safely within an ambulance.
- Take care of all equipment and noting of faulty equipment.
- Use appropriate checklist (individually or as a multidisciplinary team) to ensure the presence of all equipment and proper function.
- Use of RFID technology to assist in checking the ambulance and presence of all equipment and take proper action if there is any equipment faulty or missing.

EAR405 Communication, including use of telecommunication equipment/language and de-escalation techniques

- Use the computer aided dispatch equipment properly, effectively, and responsibly.
- Follow the appropriate instructions provided by the IT equipment and the ambulance control room.
- Understand the medicolegal liabilities and responsibilities of using an official equipment and follow the directions.

- How to communicate with the Ambulance Control Room
- Proper use of Radio and other telecommunication equipment on all the emergency vehicles
- Setting up of a temporary command and control center.
- Be aware that patient communication includes verbal and non-verbal aspects.
- Care of all the communication and IT hardware, with basic troubleshooting.
- Assist fully in proper data collection for auditing and medicolegal aspects.

EAR406 Special circumstances

- Environmental health and the potential hazards in the out-of-hospital setting.
- The responsibilities in environmental health field, personal, other team members, patients and bystanders.
- The particular needs of particular cases
- The procedures, legislations and policies related to health, safety and security.
- Be able to implement risk assessments of these particular cases in an out-of-hospital setting.

EAR407 Social, behavioural, and ethical aspects

- Understand the nature of Emotional Intelligence and learn the four skills of dimensions associated with them
- Effective communication and interpersonal interactions
- Show values like respect, integrity and team work
- The concepts of equality, diversity and rights in relation to health care
- Foster safe work environment, both physically and emotionally to both patients and staff
- Avoids and addresses causes and effects of challenging behavior
- Promote anti-discriminatory practice
- Proper reporting on the workplace
- Be role models for colleagues and patients

EAR408 Medico legal aspects, including necessary documentation.

- Medico legal implications
- The legal aspects of behavior and documentation
- The concepts of equality, diversity, and rights in healthcare
- The concept of harassment
- The concept of negligence
- The concept of accountability and responsibility
- National initiatives that promote anti-discriminatory practice

EAR409 Caring, handling and moving patient safely.

- Be able to transport sick patients safely to hospital, including their transport onto the vehicles and the use of appropriate safety restraints
- Be able to recognize specific situations that demand special transportation example: spinal injuries and other musculoskeletal injuries
- Be able to follow Health and Safety regulations related to transportation of patients , that are related both to customer /patient, other staff and themselves. This include dangers posed by other equipment while en route
- Be able to apply relevant legal notices pertaining to the handling and transportation of sick persons.

EAR310 Infection Control

- Be able to assess the scene for Infection control issues
- Be able to respond accordingly to infection control risks following the relevant SOP's and guidelines
- Perform effective hand hygiene and other measures necessary to the prevent the spread of infection and disease
- Respond accordingly by donning the right PPE's that a particular situation may demand, including, masks, aprons, gloves etc.

EAR311 Interagency collaborations

- Be able to communicate and act a professional member of a multidisciplinary team
- Communicate and interact effectively with various other disciplines
- Understand effective communication and interpersonal communication

EAR312 Major incidents

- Be able to follow contingency planning regarding Major Incident situations
- Be able to use specific equipment related to Major Incident situations
- Be able to follow the chain of command established in Major Incidents
- Be able to follow the specific "Job Card" in the case of Major Incidents as dictated by the Hospital and ED guidelines
- Be able to lead the set up different zones of a major incident response

EAR313 Driving and caring of emergency vehicles

- Be able to drive safely an emergency vehicle, following the relevant legislations and road traffic regulations
- Be able to drive in challenging road situations
- Be able to avoid vehicle accidents which can be pre-empted
- Be able to drive in stressful situations
- Be able to follow Health and Safety regulations for their passengers and other third parties
- Be able to know the vehicle inspection and handover procedures
- Be able to follow accident and reporting procedures

Mode of Assessment:

A candidate will be assessed on all the above listed competences. Assessment will be made up from different components, namely:

A. Interview

Candidates will be assessed on knowledge and understanding orally during the interview.

During the interview the Board will continue assessing candidates in relation to their knowledge, skills and competences in the respective occupation. Candidates are encouraged to present photographic evidence, workbooks or logbooks to illustrate their work.

To successfully pass from the assessment, candidates need to proof their competences in all enlisted criteria as defined in the National Occupational Standards. Following assessment candidates will receive a formal result slip issued by Jobsplus in collaboration with MFHEA. The result slip will indicate whether the candidate has obtained a Pass or a Fail in all criteria. Nonetheless persons who fail any of these criteria will have the possibility to sit for a re-sit.

Candidates will also be given a case study whereby they need to list the procedures which need to be followed to successfully complete the task, based on the case study.

B. Portfolio

Candidates will be requested to present their portfolio during the interview. The portfolio should reflect the knowledge and skills acquired by the candidates during their past work experience. The portfolio will be assessed by the Assessment Board, and it will be further discussed during the interview. To pass from the portfolio the candidate needs to obtain 50 marks out of 100.

C. Written Test

Candidates need to sit for a 2-hour written test. The assessment will consist of a number of multiple-choice questions. The questions will be on various theoretical concepts related to Emergency Ambulance Responders. In order to pass from the written test the candidate needs to obtain 50% out of a total mark of 100.

Resits:

Candidates who do not pass from any of the enlisted criteria will be guided for further development in the failed criterion/criteria.

The failed criterion/criteria will be communicated in the result slip issued by Jobsplus. Date, time and venue of re-sit would be communicated to the candidate by Jobsplus. The candidate will be guided by the Assessment Board with respect to the areas for improvement prior to the re-sit.

Appeals:

Candidates who fail the assessment and wish to contest the decision taken by the Assessment Board can submit a formal request for further feedback to Jobsplus. An appeal can be lodged within 10 working days from the result slip issued by Jobsplus. In the eventuality that the candidate's final result is changed following the appeal, a new result will supersede the previous one.