



**Scottish
Ambulance
Service**
Taking Care to the Patient

Scottish Ambulance Service Ambulance Technician Information Pack



AMBULANCE TECHNICIAN INFORMATION PACK

Thank you for your interest in the Scottish Ambulance Service.

This pack gives you all the information on the recruitment and selection process for the post of Ambulance Technician.

It covers

The Role of Ambulance Technician

The Recruitment and Selection Process

Stage 1 Advertising and Self-Assessment Stage

Stage 2 Application Stage

Stage 3 Longlisting Stage

Stage 4 Shortlisting Stage

Stage 5 Occupational Fitness Testing

Stage 6 Competency and Values based Interview

Stage 7 Pre- Employments

Recruiting applicants with disabilities

Core Competencies and NHS Values

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Occupational Health Standards

Self Assessment Form

Interview Preparation Guide

Ambulance Technician Education Programme

AMBULANCE TECHNICIAN

Being a Technician

Ambulance Technician is the point at which all our operational staff enter the Service first stage of becoming a registered Paramedic.

Our Technicians work alongside our Paramedics to deliver the highest possible level of care providing immediate care to patients right across Scotland, often in their most vulnerable state and in very difficult and challenging environments.



Each day is different, so you will need to be able to deal with the challenges you will face with flexibility, compassion and professionalism

The Technician role is the first step to becoming a Paramedic and once qualified you can apply for further training to become a Paramedic. We actively encourage and support all Technicians to progress further and to become registered Paramedics.

After qualifying as a Paramedic, you can develop further into more specialist Paramedic roles, management roles, training roles or into our Specialist Operations areas.

We train all our Technicians ourselves through our own bespoke internal education programme, but unlike many training programmes you will be employed by the Service from day one and will undertake your training whilst also carrying out the role of Technician.

The Technician role is very rewarding, but is it very competitive and we recruit around 1 in 10 of applicants. This pack will not give you all the answers, but it will help you understand the process better and enable you to prepare in advance of applying for this challenging and rewarding role.

Working Patterns – Relief and On Call

All Technician vacancies are offered on a 24-hour shift basis and are referred to as “relief”.

Relief is the working pattern that new Technicians work and means that you will be given your shift pattern several weeks in advance, but it won't always be a same shift pattern. It also means there are times when you will need to be flexible and work a changing shift pattern.

We also have “on call” stations, where you must live within 3 miles of the station to ensure that you can reach the station as quickly as possible. Not all stations are on call and you will be made aware through the process if we are considering you for one of these stations.



Ambulance Technician Salary Progression

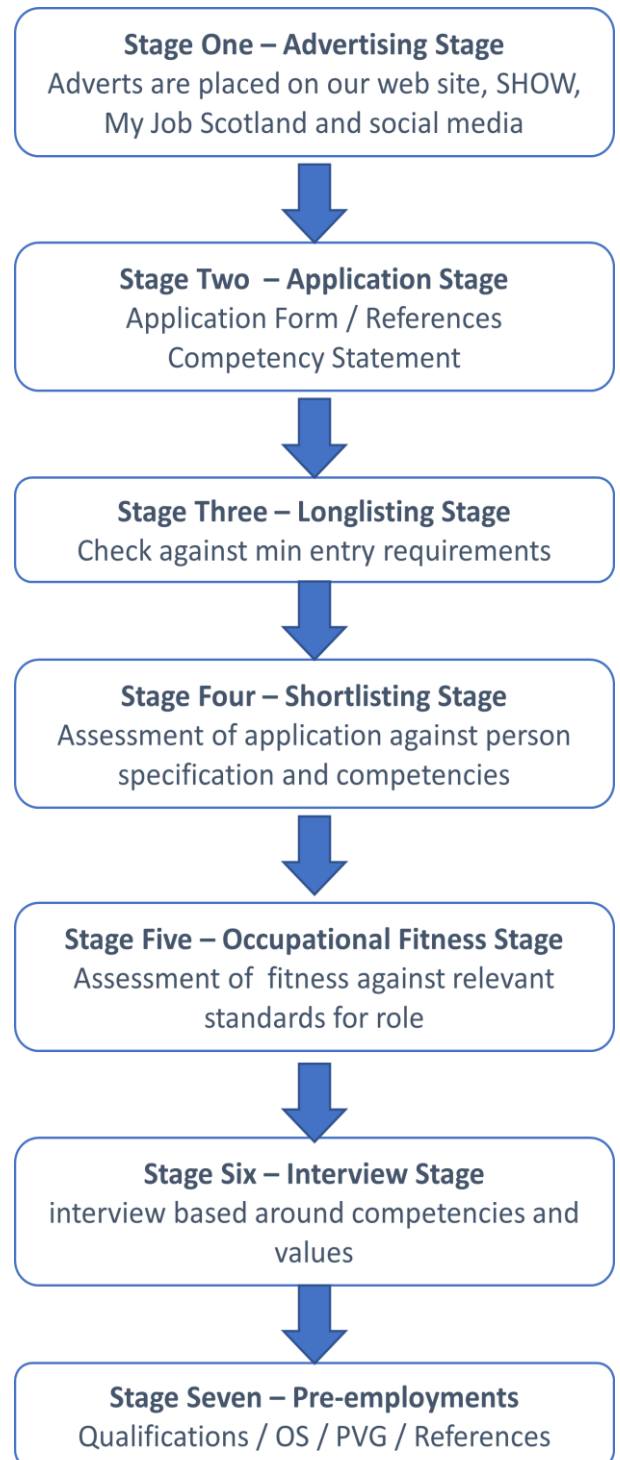
All NHS staff are paid in line with a set of rules called Agenda for Change. As a trainee, you are paid a % of the pay for your band, when qualified you move to the full pay band and then move up every year after that until you reach the top.

You will be able to find out more about working relief, on call and the terms and conditions of the role if you are selected through to the interview stage.

AMBULANCE TECHNICIAN - RECRUITMENT AND SELECTION PROCESS

The recruitment and selection process is made up of seven stages:

- Stage 1 - Advertising and Self-assessment
- Stage 2 - Application
- Stage 3 - Longlisting
- Stage 4 - Short listing
- Stage 5 - Occupational Fitness Testing
- Stage 6 – Competency and Values Interview
- Stage 7 - Pre- Employment Stage



STAGE 1 - ADVERTISING AND SELF-ASSESSMENT STAGE

This information pack is designed to help you decide whether this post is for you.

As part of the application process we would expect you to make efforts to find out more about the Scottish Ambulance Service and whether this is the right role for you.

There is a self-assessment questionnaire at the back of this pack and we encourage you to answer this honestly and candidly before deciding whether to apply.

To become a Technician, you must satisfy all our minimum entry requirements. Crucially you will need to meet our qualification requirements and have a full UK driving licence with no more than 3 penalty points. Our web site has a guide on our qualification requirements and you should read this carefully before applying to make sure you meet the minimum requirements.

Section 2 explains the C1 category driving licence requirement and section 7 details the pre-employment requirements that you will also have to go through.

You can learn more about the Scottish Ambulance Service, our visions and values by visiting our website www.scottishambulance.com

STAGE 2 - APPLICATION STAGE

We use an on-line candidate management system for applications and this will guide you through the process and the information we need.



We recruit around 10% of applicants, so it is really important that you make sure your application reflects your skills and strengths.

You will need to complete a standard application section, an equality monitoring section and a competency statement.

During the application stage, you will be asked for your qualifications and grades. These are verified later in the process and therefore it is important they are correct.

Before applying, you should make sure you have your certificates available and have checked your qualifications and grades.

The competency statement is an important part of the application and before completing you should make sure you understand what these are so that your answers reflect them.

More information on the core competencies can be found later in this pack or on www.ksf.scot.nhs.uk

Category C1 Driving Licence

To apply for the post of Ambulance Technician you **DO NOT** need to hold a category C1 driving licence.

However, you must have this type of licence before you will be able to start with the Service and we do offer start dates depending upon whether candidates already hold this.

The process can be lengthy and includes you undertaking a medical in order to get your provisional licence. Therefore, before applying you should consider what this means, how the process works and how you will undertake this further driving training.



We can provide financial support in the form of a loan once a formal offer of employment has been made.

Further information on category C1 driving licences can be found on www.gov.uk

STAGE 3 - LONGLISTING STAGE

The first stage of selection is longlisting. This is the process we go through to make sure your application is fully completed, that it meets the minimum entry criteria and the essential criteria of the person specification.

Longlisted is conducted anonymously, so that we don't know your name or address, this means we are completely unbiased and looking at the information you have supplied.

STAGE 4 - SHORTLISTING

This stage is one of the most important selection stages. Applications are reviewed by two operational managers against the person specification and the core competencies.

We generally select out around half of all applications at this stage

Your answers will be scored and then a final overall decision made on whether your application should progress to the next step.

Managers will be looking for how you have demonstrated your previous experience in relation to the competencies and what additional and different experience you can bring to the role.



Information on the core competencies can be found later in this pack or on www.ksf.scot.nhs.uk

STAGE 5 - OCCUPATIONAL FITNESS TESTING

If successful through interview, applicants will be invited to attend the next stage which is an occupational fitness test.

This test determines your ability to carry out both the physical and cognitive element of the role and is designed to ensure that if successful you will be able to carry out the roles safely, both for yourself and for the safety of our patients.



The test doesn't test your general fitness level; it is an "occupational test" which means it is specifically designed to look at your ability to carry out the physical requirements of a set of typical accident and emergency ambulance duties.

Full details of what is involved in the test and how you can prepare for it can be found at the end of this pack.

STAGE 6 - COMPETENCY AND VALUES BASED INTERVIEW

If you successfully complete the fitness test you will be invited to attend a competency based interview. This is usually on a different day, although in some cases it may be the same day.

The interview will require you to give examples of situations in which you have demonstrated behaviours relevant to core competencies considered critical for effective performance in the role.

The interview will also allow interviewers to further assess you against the essential and desirable criteria of the person specification.

The interview is likely to last about 40 minutes and will use a template structure that we use for all Technician interviews, although the questions do change.

You will be asked to bring copies of your ID and your qualifications so that they can be checked and verified. You will also be asked to complete a “Candidate Information Form” – this gives us up to date information on you, such as any pre-booked leave and the status of your C1 driving licence.

More information on the core competencies can be found later in this pack or on www.ksf.scot.nhs.uk



An interview preparation guide and example questions can be found at the end of this pack

Stage 7 - PRE-EMPLOYMENT STAGE

Pre-Employment Screening

All employment offers are subject to pre-employment criteria being satisfactorily completed. You will not be able to start with us until all these have been completed. These are detailed below:

Referencing Process

As part of the application process you will be asked to provide the names of two referees, one of which must be your current or most recent line manager. Your referees will be contacted once an offer has been made.

Remember it is good practice to make sure your referees know you have put their name down, before we contact them. This avoids embarrassment and speeds up the process

Protecting Vulnerable Groups (PVG)

The Protection of vulnerable groups ensures that people whose behaviour makes them unsuitable to work with children and/or protected adults, cannot carry out regulated work with these vulnerable groups.

All our front line clinical roles carry out regulated work and therefore are required to become a member of the scheme before they can commence employment. In applying for the scheme, you will confirm that you are not barred from the type of regulated work which we require you to do

The scheme is regulated by Disclosure Scotland and there are very strict rules governing the handling of information. Disclosure Scotland is responsible for gathering criminal records and other relevant information in order to determine if you have been barred.

The Service will only be advised of any relevant criminal conviction that may affect your ability to be employed.



Should you believe that you cannot become a member of the PVG scheme, you should consider carefully whether to apply.

Occupational Health Screening (OHS)

Before taking up employment, all new starters must complete an Occupational Health Screening form and attend a medical assessment. Because of the nature of this role, you will also need to undertake a full immunisation programme.

This is a confidential process and we will only be notified if there are possible implications for your employment or when additional support measures might need to be put in place.



If you have any health conditions that you think might prevent you from successfully passing this, you should consult your GP before thinking about applying for the Service.

Full details of the health standards that you will be required to meet can be found at the end of this pack

APPLICANTS WITH DISABILITIES

The Service is committed to equality and diversity, and we welcome applications from candidates who consider themselves to have a disability.

The Ambulance Technician role is a physical role and therefore to ensure that we are fairly considering those with disabilities, we work closely with applicants and our OHS partners to ensure that all reasonable adjustments are made throughout the selection process and then into employment.

If you believe you have a disability, please consult our website. If called for an interview, please make sure you talk to the recruitment team so we can talk to you about any necessary adjustments.

Details relating to the nature of the applicant's disability will not be disclosed to the managers conducting the shortlisting. This information will be supplied, if required, when interviews are being arranged.

Further information regarding our commitment to equality and diversity can be found on our website www.scottishambulance.com

CORE COMPETENCIES AND VALUES

The Scottish Ambulance Service Core Competencies

The Technician selection process is based on the core competency dimensions (called KSF dimensions) and the NHS values required for the role. These are the basis for the application, shortlisting and interview stages and they are the standards that will be used throughout your career with the Service

These standards ensure that the recruiting managers are applying a standard framework to all candidates, regardless of which area they are being recruited and that we get consistency across our recruitment.

There are 6 core competencies

Core Competency 1 – Communication

This job relies very heavily on your ability to communicate with others often in extremely difficult circumstances. Excellent communication skills are essential as you will communicate with a range of internal and external contacts.



As well as communicating directly with patients, you will also need to communicate in other ways such as producing written reports, completing patient forms, handling radio communications and working with our control room.

Team work is clearly very important and an ability to work within a team is vital so that you are tuned into what your colleagues are doing and be ready to help and assist when necessary.

Core Competency 2 - Personal and People Development

In this role you will be expected to highlight areas of personal development and where you have taken responsibility for developing your own skills and knowledge. If successful there is an expectation

that you will take ownership of your personal development to ensure that you maintain the required clinical skills and knowledge to ensure you undertake your duties effectively.

Competency 3 – Health, Safety and Security

In this role you have responsibility for the personal health and safety of yourself and others including patients, the public and colleagues.

Core Competency 4 - Service Improvements

We are always trying to improve our service to the public. As a result the role of the Technician is constantly evolving to try to provide this improved service. It is also expected that you will play a part in working towards continually improving the service which we provide.

Core Competency 5 – Quality

Part of this role includes checking equipment and vehicles at the beginning of a shift, replacing equipment and fault reporting, therefore attention to detail, when completing recording and passing on patient information is critical.

Core Competency 6 - Equality and Diversity

It is the responsibility of all staff to act in ways which support equality and diversity. This role requires you to be able to identify and act where others behaviour undermines equality and diversity.

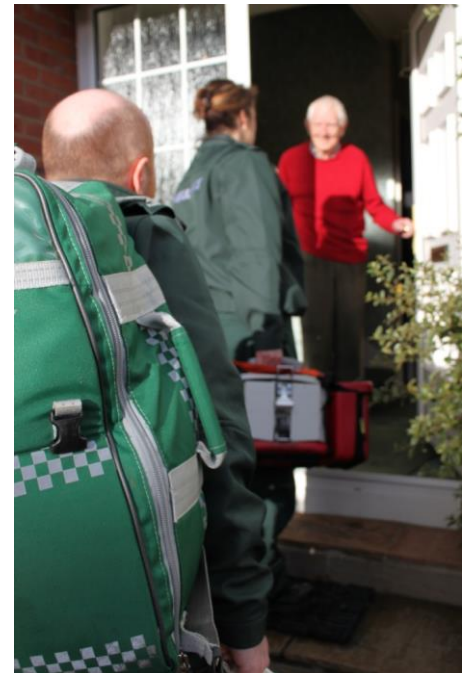
NHS Values

The Scottish Government recognises that working to a shared set of values in the work that we do is key to the success of NHS Scotland and the people it employs. It has set out 4 core values: sets out the core shared values for NHS Scotland staff. The values are;

- care and compassion
- dignity and respect
- openness, honesty and responsibility
- quality and teamwork

We use these values throughout our recruitment process and the interview to ensure that we select the right people to provide the best care for our patients.

More information on the NHS values and the Scottish Governments, “Everyone Matters” strategy can be found at www.staffgovernance.scot.nhs.uk



THE OCCUPATIONAL FITNESS TEST STRUCTURE

Stage	Exercise	Rationale
1	Introduction and Familiarisation	This is to ensure that you are comfortable to undertake the test
2	3-minute cognitive exercise involving listening and repeating (must achieve pass mark of 50% before progressing)	This is to test your ability to recall information when your body is resting. This represents what you will do when you are tasked with an emergency call
3	2-minute stepping exercise carrying 10 kg using a 20-cm step	This represents your ability to reach a patient on the second floor whilst carrying a response bag.
4	Perform chest compressions on a mannequin for 2 minutes.	This represents your physical ability to deliver CPR for a typical length of time.
5	1-minute manual dexterity test	This assesses your ability to deal with complex medical equipment whilst your heart rate is elevated.
6	3-minute stepping exercise up on to a 20cm step and carrying a total of 30 kg weights.	This represents your ability to bring a patient back downstairs (with the support of a colleague)
7	2-minute cognitive exercise involving listening and repeating (Must achieve overall pass mark of 70%)	Represents your ability to convey information to hand over to another clinician, e.g. hospital, when your heart rate is elevated

Test Safety

Your safety during the test is very important and we recognise that many people may not have undertaken these types of exercise before.

A qualified Paramedic will talk you through each stage and will be on hand to ensure your safety and if at any time the assessor has any concerns over your well-being, they will suspend or stop the test immediately. They will then talk through their concerns with you.

Participants are also advised that should they experience discomfort, breathlessness, dizziness or pain they must stop immediately and notify the assessor.

If you have any concerns regarding your health and your level of fitness to undertake this test, you should seek advice from your GP

OCCUPATIONAL HEALTH STANDARDS

All staff at the Scottish Ambulance Service are put through a pre employment Clinical Health Assessment. This looks at the role being undertaken and whether the individual has any health issues that may preclude them from undertaking the role or which we may need to be aware of to enable us to put measures in place to help them undertake the role.

For an Ambulance Technician, this covers such things as your overall state of health, your eye sight, any joint or muscle conditions.

You will also need to participate in an immunisation programme, with relevant bloods being taken where necessary. This programme covers:

Hepatitis B	Varicella	Measles
Tuberculosis	Rubella	Polio
Tetanus		

Due to the nature of the job, the Technician role, is classed as an “Exposure Prone Procedure” (EPP) role. This means for the safety of the patient, staff must be non-infectious from diseases such as HIV, HepB, HepC. Therefore, as part of your medical you will be required to undertake blood tests to confirm this.

Testing positive would not preclude you from working with the Service, but you would not be able to undertake the role until further tests have been satisfactorily completed.

As the role requires you to drive an emergency vehicle, you will need to satisfy the DVLA Group 2 medical standard for driving. Full details of these can be found on www.gov.uk

Staff with insulin dependent diabetes

There are strict guidelines surrounding the driving of emergency vehicles and the Service has a policy relating to the employment of staff with diabetes. This is very much a case by case policy as every individual is different.

If you believe you will not be able to meet any of these health standards, you should speak to your GP for further guidance.

SELF ASSESSMENT

As part of the application process we would expect you to make efforts to find out more about SAS and think carefully about whether this is a role for you.

You can learn more by visiting the SAS website www.scottishambulance.com. We also encourage you to complete this Self-Assessment Questionnaire, honestly and candidly before deciding whether to apply.

Self-Assessment Guidance

This self-assessment is designed to allow you as a prospective candidate the opportunity to evaluate their own suitability. The aim of this questionnaire is to help you to think about aspects of the Ambulance Technician role that you may not have initially considered. It is therefore important that you respond honestly to the statements.

If you answer “No” to any of the statements, you need to consider seriously whether working for the Service is the right decision for you.



It is for your use only to help you think about the role and is not part of the selection process.

SCOTTISH AMBULANCE SERVICE SELF ASSESSMENT FORM

Ask yourself?	Yes	No
I can comply with all the physical restrictions and other eligibility criteria found in the information pack		
I am willing and consider myself able to become a member of the Protecting Vulnerable Groups Scheme		
I am proficient in driving and I am prepared to undertake the category C1 driving test		
I recognise that I will need to work flexibly and as relief, will need to change shifts, sometimes at short notice		
I recognise that, on occasion, I may be required to work from other stations		
I recognise that if I am offered an on-call location, I will have to live within 3 miles of the station		
I have the physical fitness to deal with the demands of the role – and will endeavour to maintain that level on an ongoing basis		
I believe I have the mental fitness to deal with the demands of the role		
I do not suffer any phobia or other conditions that would prevent me from carrying out the duties of this role as per the job description		
I would be prepared to have vaccinations and boosters if directed by/on advice from Occupational Health		
I am prepared to undertake any training required that might take me away from home		
I am prepared to undertake the education programme and any additional study in my own time that might be required to successfully qualify as a Technician		
I recognise that I will be interacting with people who are extremely distressed		
I recognise that some of the circumstances I could experience will be highly unpleasant		
I am a team player and can work with a range of people sometimes in difficult circumstances		
I believe I can stay calm in a crisis		
I believe I can be respectful towards people in need and help them maintain their dignity		

INTERVIEW PREPARATION GUIDE

To help you prepare for a potential interview, these are the types of questions you might get asked. You will need to be able to demonstrate actual examples to show that you understand the requirements of the role.

You will be scored depending upon the depth and relevance of your answer. These are the types of questions that you might get asked.

Example Question 1 – Communication

Tell us about a situation where your listening skills proved crucial to the outcome of a situation?
What happened?
What was the outcome?
Was it a successful outcome?

Example Question 2 – Quality Improvement

Tell us about a time when you discussed an idea you had with a line manager?
Why did you think this change was necessary?
What made you think that your way would be better?
Was it implemented?

Example Question 3 – Equality and Diversity

Tell me about a time when you found yourself on unfamiliar territory or a new situation at work?
How did you approach this situation?
How did it make you feel?
How did you cope with the situation?

Example Question 4 – Care and Compassion

We all find ourselves in stressful situations at work when keeping a positive or compassionate attitude is most useful. Tell me about a time when you were under extreme pressure and remained calm, compassionate and focused at work.

Example Question 5 – Dignity and Respect

Tell me/us about a situation when you had to speak up to get a crucial point across

Example Question 6 – Quality and Teamwork

Quality is not just one person's job. Describe a time when you identified a potential quality concern and addressed it personally before it became an issue?

AMBULANCE TECHNICIAN EDUCATIONAL PROGRAMME

If successful through the recruitment and selection process you will be enrolled on our internal education programme. It is a vocational programme, delivered in one of our own Clinical Education Centres by our own Education Department.

You will need to successfully pass two qualifications to qualify as an Ambulance Technician; the Diploma in Emergency Care Support and the Diploma for Associate Ambulance Practitioners

The Training Programme



It is a varied programme, made up of a mix of classroom based learning; practical assessment and placements on station and you will do the two qualifications one after another.

You will undertake 10 weeks of classroom training where you will learn the important skills required to assist qualified clinicians in the delivery of safe and effective pre-hospital care. This includes things such as manual handling, law and ethics, infection control, anatomy and physiology and basic and intermediate life support.

Because this is a vocational course, you will complete an evidence log book which will demonstrate your skills and competence. If you are able to do this and successfully pass the Diploma in Emergency Care Support you will immediately go onto complete the Diploma for Associate Ambulance Practitioners within the 10 week training.

After you have completed your classroom training, you will undertake a four week Certificate in Emergency Response Ambulance Driving which will provide you with the knowledge and skills required to drive an ambulance under non emergency and emergency conditions. This course covers content such as road traffic law, manoeuvring a vehicle at low speed, progressive driving and driving an emergency vehicle on 'blue lights'.

You must pass this to progress with the programme.



After this you will progress to an ambulance station where you will undergo your placement time.

This will provide you with the opportunity to demonstrate the skills and knowledge you have learned in the classroom in a real patient environment. You will be under the supervision of a mentor and vocational

assessor and they will help you complete a practice placement portfolio demonstrating that you can apply the skills you learnt in the classroom within the workplace environment.

The qualifications we provide are nationally recognised and are transferable across the UK.

This is an intense programme of learning and you will need to commit some of your own time to ensure that you are successful. Therefore, there will be a requirement to undertake study in your own time throughout your training with the Service. This will vary from individual to individual but is roughly 8-10 hours per week.

Education Support

We appreciate that for some, this level of training and education can seem daunting however we have an experienced and dedicated education team, consisting of qualified staff and trainers who will support you right through the process.

You will also be provided with a mentor on station who will provide you with on the job support and all our qualified staff are always on hand to help those still learning to ensure that we can provide the best level of care for our patients.



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