



Oifig anStiúrthóir  
An tSeirbhís Náisiúnta,

Foirgneamh Aibhneacha, Crosbhóthar  
Thamhlachta, Tamhlacht,  
Baile Átha Cliath D24 XNP2

Office of the Director  
National Ambulance Service

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Ref: WM/Reps/260922

26<sup>th</sup> September 2022

Deputy Alan farrell TD  
Dáil Éireann  
Leinster House  
Dublin 2

**PQ/22/44863**

*To ask the Minister for Health if he will outline the training procedures for emergency call operators; when the last review of training processes was undertaken; and if he will make a statement on the matter. -Alan Farrell*

Dear Deputy Murphy,

The Health Service Executive (HSE) National Ambulance Service (NAS) has been requested to reply directly to you in the context of the above Representation, which you submitted to the Minister for Health for response.

The National Ambulance Service (NAS) National Control Operations Centre (NEOC) can confirm that the training for all its emergency call handlers is a total of fourteen weeks, which is broken down as follows.

- Six week classroom based with periodic examinations throughout the training process
- Four weeks one to one mentorship where an experienced mentor who is on the call listening in to support the trainee and ensure patient care accompanies the trainees is not compromised.
- Four weeks operating and been mentored remotely to ensure the trainees have the required the required experience and confidence to operate the systems on their own

The current emergency call handling training program is an internationally recognised training program as developed by the International Academy of Emergency Dispatch, which the NAS, National Control Operations Centre have a member who sits on the group. This group continually review the research and evidence in providing pre hospital emergency care and make recommendation to the training program to ensure it meets the needs of our patients.

I trust this information is of assistance.

Yours sincerely

William Merriman  
Director of Operations





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