



**EMERGENCY AMBULANCE RESPONDER 3 –
MQF/EQF LEVEL 5
INFORMATION HANDBOOK**

ON

**The process of validation of informal and non-
formal learning for Emergency Ambulance
Responder 3**

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 process that the Assessment Board adopts to assess applicants in Emergency Ambulance Responder 3 at MQF level 5. Successful candidates acquire an Award as Emergency Ambulance Responder 3 pegged at Level 5 within the Malta Qualifications Framework and also the European Qualifications Framework and which is endorsed by the Malta Further & Higher Education Authority.

Information Meeting of the Assessment Board Members with Candidates

Prior to the Process for the validation of informal and non-formal learning, the Assessment Board will meet with the prospective candidates. During this meeting the Assessment Board will explain in detail what is expected of the candidates in order for them to achieve an Award as Emergency Ambulance Responder 3 MQF/EQF Level 5.

Eligibility:

Candidates who are interested in acquiring the Award as Emergency Ambulance Responder 3 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 the Assessment Criteria included in this handbook.

The prospective candidates need to have 3 years' experience as emergency ambulance responder. This is in line with the L.N. 295 of 2012 which regulates the Validation of Informal and Non-formal Learning.

All candidates will need to sit for a written test, attend an interview and present a portfolio as detailed on this information handbook.

Candidates will be assessed on the criteria laid down in the Occupational Standards issued by the Malta Further and Higher Education Authority, which can be downloaded from the following link: <https://qualifications.mfhea.gov.mt/#/more-database/131349b0-b1e3-4955-966e-66b24fe7f88f>.

Assessment Criteria

The following is a description of the assessment criteria that will be adopted by the Assessment Board.

The Assessment is composed of the following components:

Component	Marks Allocated	Pass Mark
Portfolio	100	50%
Interview	100	50%
Written Test	100	50%

An Emergency Ambulance (EAR) at MQF level 5 is a certified prehospital ambulance responder who has the required standardized prehospital emergency responder competence to provide prehospital emergency care at scene and during transportation of an ill or injured patient following an incident classed as serious or life threatening.

EAR501 Understanding the Role of the EAR and the working environment

- Ensure that the EAR is aware of the organization's objectives/framework and the roles and responsibilities for achieving these goals and being a safety role model through their actions.
- Discuss the components of scene assessment including scene approach and scene safety in considering environmental and scene hazards.
- Understanding the dynamic evolution of hazards within scene management in the out-of-hospital setting.
- Describe common hazards found in the scene of an incident and deal with patients at the scene. Discuss the role and responsibilities of the EAR with regard to the safety of others at the scene of an incident including the patient, the emergency team and bystanders.
- Define and identify hazards, potential hazards, risk and risk management in prehospital EMS response.
- Describe hierarchy of control of ambulance dispatch and medical direction.
- Discuss common mechanisms of injury/nature of illness and how this may impact upon management at the scene.
- Discuss the reasons for identifying the total number of patients at the scene.
- Explain the reasons for identifying the need to call for additional help or assistance.
- Explain the rationale for crew members to evaluate scene safety prior to entering.
- Explain how patient situations affect the evaluation of mechanism of injury or nature of illness.
- Explain how information from the scene contributes to injury prediction and the role of the EARs in reporting observations.
- Undertake the important basic primary assessments and primary management of patients.
- Understand the psychological perspectives of an ill or injured patient.

- Understand the daily responsibilities pertaining to ambulance equipment and emergency vehicle care in ensuring readiness to respond.
- Understand the concepts of safe transportation of critically ill and injured patients including basic monitoring.
- Understand the methodology of professional handover of patients to hospital receiving team. Understand the responsibilities pertaining to environmental health matters.
- Understand the different levels of emergency response required for out-of-hospital EMS care. Understand the meaning of teamwork within a multidisciplinary pre-hospital emergency team.

EAR502 Accountability; rights and responsibilities

- Align the team to the organization's objectives/framework.
- Show effective leadership and management to reach the goals of the organization.
- Align and ensure adherence to the department's Mission and Vision statements and demonstrate the set of values that distinguish the service given in ED.
- Respect race, religion or ethnicity, sexual orientation and culture.
- Be accountable for the quality of work and follow practice codes and standards.
- Be committed to continuing education and further learning in CME.
- Treat patients with respect and dignity whilst also promoting equal rights with all patients.
- Safeguard the wellbeing of patients.
- Promote a multi-disciplinary approach in relation to accountability and responsibilities.

EAR503 Clinical skills

- Use basic anatomy and physiology for the primary assessment and the patient's out-of-hospital management.
- Assess and understand Physiological Monitoring (HGT, Pulse, BP, HR SPO2 and Temp).
- Explain the pathophysiology of airway compromise.
- Describe the steps in head-tilt chin lift and jaw thrust.
- To carry out full physiological assessment (carotid, femoral and radial).
- Be able to provide initial medical treatments that can be given out-of-hospital at the EAR level.
- Adhere to oxygen therapy protocol and the airway manoeuvres and airway adjuncts up to the laryngeal mask airway.
- Recognize cardiac arrest in paediatrics and adults and deliver Basic Life Support (BLS) both as a provider or as an assistant as well as being proficient in Immediate Life Support (ILS).
- Be able to safely use an Automated External Defibrillator (AED) in paediatrics and adults.
- Be able to safely use an External Cardiac Compressor, including its application.
- Be able to assess and avoid all health and safety issues related to providing CPR.
- Show knowledge of techniques used to control external haemorrhage.
- Be able to safely communicate with the Ambulance Control Room and deliver effective information.

EAR504 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 note any 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.

EAR505 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.
- Communicate effectively and responsibly with the Ambulance Control Room.
- Properly use 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 for all the communication and IT hardware, with basic troubleshooting.
- Assist fully in proper data collection for auditing and medicolegal aspects.

EAR506 Special circumstances

- Environmental health and the potential hazards in the out-of-hospital setting.
- The responsibilities in directing a safe approach to emergency care to direct personal safety, and the other team members, patients and bystanders. In addition, scene safety and recognition of dynamic hazards that may evolve with time at scene.
- The needs of particular situational cases within these special presenting circumstances.
- 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.
- The individual performance criteria which are identified in addressing each specific emergency within the 'List of Special Circumstances'.

EAR506 List of Special circumstances

1. Respiratory Emergencies

- Define the terms Pulmonary Embolism, Pulmonary oedema, Asthma, Pneumonia, Pleurisy, Cystic Fibrosis, Pneumothorax, Chronic Obstructive Pulmonary Disease;

Bronchitis and Emphysema and list the history, signs and symptoms commonly associated with each condition.

- Discuss the term hypoxic drive and its relationship with Chronic Obstructive Pulmonary Disease.
- Describe the pre-hospital emergency assessment findings and care management for the patient with inadequate respirations.
- Describe the signs of respiratory depression secondary to known or suspected narcotic overdose.
- List the signs of respiratory arrest.

2. Cardiovascular Emergencies

- Define the terms: Hypertension, Palpitations, Aortic Aneurysm, Heart failure, Acute Coronary Syndrome: Myocardial infarction, Angina and list the history, signs and symptoms commonly associated with each condition.
- Discuss the pre-hospital emergency assessment findings and care management for the patient with cardiac chest pain.
- The basic ECG characteristics, description and significance of the ECG waves.
- Identify the following rhythms from ECG Lead II: Normal Sinus Rhythm, Bradycardia, Tachycardia, Premature Ventricular Complexes, Ventricular Fibrillation, Ventricular Tachycardia, Asystole, Pulseless Electrical Activity.
- List the differential diagnosis for a patient with chest pain.
- Explain the importance of ST segment elevation and depression and identify myocardial infarction on ECG.
- Define ST elevation myocardial infarct and non-ST myocardial infarction in terms of a 12 lead ECG.
- Discuss the position of comfort for patients with various cardiac emergencies.
- Explain the importance of Advanced Life Support (ALS) for cardiovascular emergencies.
- Define the role of the EAR in the chain of survival.
- Explain the necessary importance of time critical transport to hospital for cardiovascular emergencies including myocardial infarction and stroke.
- Discuss the reasons for the acquisition of a 12 Lead ECG.
- Discuss the pre-hospital emergency care management for the patient with persistent ventricular fibrillation/ shockable rhythm.
- Discuss the pre-hospital emergency care management for the patient with recurrent ventricular fibrillation/ shockable rhythm.
- Discuss the pre-hospital emergency care management for the patient found in Asystole/PEA.
- Discuss the importance of coordination between ALS trained practitioners, other practitioners and responders using an AED.
- List the circumstances which contraindicate starting CPR efforts in cardiac arrest victims.

3. Diabetic Emergencies

- Define the terms: diabetes mellitus: Type I and II, gestational diabetes, hyperglycaemia and hypoglycaemia and list the history, signs and symptoms commonly associated with each condition. Accurately identify signs and symptoms of

diabetic emergencies, such as diabetic ketoacidosis (DKA), or hyperosmolar hyperglycaemic state (HHS).

- Discuss the pre-hospital emergency assessment findings and care management for the patient with a glycaemic emergency both with and without an altered level of consciousness. Differentiate between the types of diabetic emergencies through clinical history and assessment. Understanding normal and abnormal blood glucose levels. Recognition of associated signs, such as dehydration, altered mental status, or rapid breathing.
- Have a knowledge of medications used in diabetic management: Insulin: Types (short-acting, long-acting), mechanisms, and complications. Glucose administration: Oral and IV formulations. Glucagon: Indications and administration.
- Understand the equipment used in monitoring the diabetic state. Have familiarity with blood glucose monitoring devices (glucometers) and their limitations. Understanding of IV and oral administration diabetic control medications.

4. Allergic and Anaphylactic Reactions

- Outline the common antigens most frequently associated with anaphylaxis.
- Describe the mechanisms of allergic response and the implications for airway management.
- Discuss the pre-hospital emergency assessment findings and care management for the patient with an allergic reaction.
- Discuss the pre-hospital emergency care assessment findings and care management for the patient with anaphylaxis.
- Discuss the relationship between the patient with a severe allergic reaction and airway management.
- Differentiate between those patients having a mild allergic reaction and those patients having a severe allergic reaction.
- Discuss the pre-hospital emergency care assessment findings and care management for the patient with bites and stings including the possibility of anaphylaxis.

5. Poisoning and Overdose

- List various ways poisons enter the body.
- Describe the pre-hospital emergency assessment findings and care management for the patient with suspected poisoning and overdose.
- Establish the relationship between the patient suffering from poisoning or overdose and airway management.
- List the common products most frequently used for illicit drug abuse.
- Describe the signs and symptoms which may indicate illicit drug abuse.

6. Environmental Emergencies, Drowning and Dysbarism

- Describe the process of temperature regulation in the body.
- Explain the pre-hospital emergency care assessment findings and care management for the patient exposed to hypothermia
- Explain the indications, contraindications and benefits of active warming

- Explain the pre-hospital emergency care assessment findings and care management for the patient exposed to hyperthermia (heat stroke, heat exhaustion and sun stroke).
- Describe the complications of drowning.
- Explain the pre-hospital emergency care assessment findings and care management for a drowning incident.
- Explain the pre-hospital emergency care assessment findings and care management for the patient with decompression illness.

7. Mental Health, Psychiatric and Behavioural Emergencies

- Define the terms: deliberate self-harm, parasuicide and suicidal behaviour.
- Explain the spectrum of activities related to suicidal behaviour.
- Define a behavioural emergency.
- List the factors that may contribute to a mental health/ behavioural emergency.
- Identify communication strategies that can be utilised when attending to a mental health/ behavioural emergency.
- Discuss the reasons for psychological crises.
- Discuss mental health disorders with particular reference to how they may contribute to a mental health/ behavioural emergency.
- Discuss measures to be taken to ensure the safety of the patient, EMS crew and bystanders.
- Discuss how de-escalation techniques are used in the management of a behavioural disturbed person.
- Understand the concept of capacity evaluation for the patient with behavioural/mental health disorder.

8. Neurological Emergencies and Seizures

- Describe various neurological conditions which may present at scene: Parkinson's disease, Motor Neuron Disease, Multiple Sclerosis.
- Define the terms: Dysphagia and Dysphasia.
- Discuss the relationship between airway management and the patient with an altered level of consciousness or seizures.
- Discuss the medical causes of unconsciousness.
- State the causes of acute confusion.
- Describe the common causes and the clinical features of seizures.
- Describe the pre-hospital assessment findings and care management for the patient with a seizure, post seizure and in the postictal state.
- Define the terms Stroke, Transient Ischemic Attack (TIA) and list the history, signs and symptoms commonly associated with each.
- Describe the pre-hospital emergency assessment findings and care management for the patient with a Transient Ischemic Attack (TIA) or a Stroke.

9. Haemorrhage and Shock

- Distinguish between the different types of shock and haemorrhage and their management.
- Explain the significance of rapid emergency response times in relation to trauma care outcome.
- Describe the pre-hospital emergency assessment findings and care management for the patient with external haemorrhage.
- Describe the pre-hospital emergency assessment findings and care management for the patient with internal haemorrhage.
- Describe in the correct sequence the body's response/reaction to uncontrolled blood loss, compensated and uncompensated.
- Describe the pre-hospital emergency assessment findings and care management for the patient with hypovolemic shock.
- Describe types of wounds and their complications.

10. Soft-Tissue Injuries including Burn Injuries

- Outline the pre-hospital emergency assessment findings and care management for the patient with a closed soft tissue injury.
- Outline the pre-hospital emergency assessment findings and care management for the patient with an open soft tissue injury.
- Identify sources, types and classification of burns.
- Outline the pre-hospital emergency assessment findings and care management of the patient with burns.

11. Musculoskeletal Injuries

- Demonstrate the pre-hospital emergency assessment and care management for the patient with a limb fracture.
- Outline the pre-hospital emergency assessment findings and care management for the patient with a traumatic amputation.
- Outline the pre-hospital emergency assessment findings and care management for the patient with crush injuries.
- Demonstrate the effective management of the patient with a musculoskeletal injury requiring prehospital emergency care.

12. Head and Spinal Injuries

- Relate the mechanism of trauma to potential injuries of the head and spine and the principles underlying spinal immobilization decision criteria.
- Discuss indications and method for sizing and applying a cervical collar.
- Describe the unique characteristics of sports helmets and their function.
- Outline the pre-hospital emergency assessment findings and care management for the patient with a suspected spinal injury.
- Outline the pre-hospital emergency assessment findings and care management for the patient with a head injury.

- Outline the pre-hospital emergency assessment findings and care management for the patient with maxillo-facial injuries.
- Competence in appropriate safe immobilization skills, log rolling and the appropriate choice of equipment for immobilization and extrication.

13. Pregnancy and Pre-Delivery Emergencies

- Describe the special considerations for a pregnant patient in emergency situations.
- Outline the pre-hospital emergency care assessment findings and care management for the pre delivery emergencies: ante-partum haemorrhage, ectopic pregnancy, pre-eclampsia, and eclampsia.

14. Childbirth and Neonatal Resuscitation

- Explain the pre-hospital emergency care preparation of the mother pre-delivery.
- Outline the pre-hospital emergency care management for the mother post-delivery.
- Describe the pre-hospital emergency care management for abnormal deliveries.
- Outline the pre-hospital emergency assessment findings and care management for the mother with post-partum haemorrhage.
- Describe the pre-hospital emergency care assessment findings and care management for the newly born including those requiring resuscitation.

15. Paediatric Emergencies

- Identify the growth and developmental characteristics for different paediatric age groups (infants, toddlers, pre-school, school age and adolescent).
- Outline the pre-hospital emergency assessment of each different paediatric age group.
- Differentiate between the injury patterns in infants and children from the other paediatric age groups.
- Outline the pre-hospital emergency assessment findings and care management for the infant and Child in the following situations: inadequate respirations and respiratory arrest, hypovolemic and septic shock, pyrexia, seizures, known or suspected poisoning, allergic reaction and anaphylaxis, trauma, and glycaemic emergency.

16. The Bariatric Patient and related emergencies

- Assessment and Clinical Decision-Making Identify and manage complications related to bariatric physiology, such as respiratory distress or cardiovascular emergencies.
- Understand the importance of good communication and sensitivity.
- Safely extricate and transport bariatric patients using appropriate techniques and equipment.
- Proficiently use bariatric-specific tools such as stretchers, lifting devices, and airway management equipment.

EAR507 Social, behavioural, and ethical aspects

- Understand effective communication and interpersonal interactions.
- Show values like respect, integrity, and teamwork.
- 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 behaviour.
- Promote anti-discriminatory practice.
- Proper reporting on the workplace.
- Be role models for colleagues and patients.
- Explain the importance of emotional/ psychological wellbeing in a work context.
- Outline the importance of personal hygiene and physical fitness.
- List the ways in which people are affected by stress/ pressure.
- List commonly occurring work stressors in pre-hospital emergency services.
- Describe basic self-care procedures to help reduce/ alleviate stress.
- Describe the possible ways in which people are affected by exposure to critical incident/ traumatic stress.
- List the possible impact on the paramedic when faced with trauma, illness, death and dying.
- List the signs and symptoms of critical incident stress.
- Discuss the psychological impact of critical incidents/ trauma/ loss on bystanders or next of kin.
- Outline the steps in the EMS approach to a bystander or next of kin confronted with trauma, illness, death and dying.
- State how effective leadership behaviours can optimize productivity.
- State how attitudes can reduce morale and motivation.
- Describe how workplace behaviour influences other people's behaviours.
- Describe how resistance and conflict can be reduced in a working environment.
- Describe the roles and responsibilities of the mentor.
- Describe the student's responsibilities toward the mentorship process.
- Describe problem definition and resolution.

EAR508 Medico legal aspects, including necessary documentation.

- Medico legal implications.
- The duty of care to patients and the public.
- The legal aspects of behaviour and documentation.
- The importance, necessity, and legality of patient confidentiality.
- The grounds for sharing patients' health information with other health professionals.
- The concepts of equality, diversity, and rights in healthcare.
- The legal and ethical position concerning obtaining consent from children and adolescents.
- The concept of harassment.
- The concept of negligence.
- The concept of accountability and responsibility.
- National initiatives that promote anti-discriminatory practice.
- The responsibilities of the paramedic in cases of patient refusal of treatment and or transport.
- The actions that the EAR should take to assist in the preservation of a crime scene.
- The procedure in managing a death in a public place or in the home.

EAR509 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, which are related both to customer /patient, other staff, and themselves. This includes dangers posed by other equipment while enroute.
- Be able to apply relevant legal notices pertaining to the handling and transportation of sick persons.

EAR510 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 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.

EAR511 Interagency collaborations

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

EAR512 Major incidents

- Define Major Incident and identify the factors to be considered before one is declared.
- Discuss Major Incident in relation to: Natural, Manmade, Simple, Compound, Compensated and Uncompensated incidents.
- Describe the Strategic, Tactical and Operational levels in relation to the Major Incident.
- List the roles of the different teams required to be set up during a Major Incident.
- List the roles of the other interagency responding services during a Major Incident.
- Describe how the three Services, National Health Department, Civil Protection Department, and the Police Department operate under separate vertical command structures and liaise with each other at the operational, tactical, and strategic areas during a Major Incident.
- Be able to follow contingency planning regarding Major Incident situations.
- Be able to use specific equipment related to Major Incident situations.
- Discuss the seven key principles for a Major Emergency structured response: Command, Safety, Communications, Assessment, Triage, Treatment & Transport.
- Define triage in relation to a multiple casualty incident.

- List the components of triage sieve and state where on a Major Emergency site it is carried out.
- List the components of triage sort and state where on a Major Emergency site it is carried out.
- Sketch a schematic diagram of the patient through flow at a Major Emergency site identifying Operational and Tactical areas.
- List the roles of the first practitioners on scene at a Major Emergency differentiating between the communications and command roles.
- Be able to follow the chain of command established in Major Incidents.
- Identify the roles of the medical incident officer.
- 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.

EAR513 Driving and caring of emergency vehicles

- Be able to drive safely in 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. 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.

B. Written Test

Candidates need to sit for a 3-hour written test. The assessment will consist of a mix of a number of multiple-choice questions and short-answer 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.

C. 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 may also be asked further questions relating to clarify any shortcomings by candidates during the written assessment and/or the portfolio.

To successfully pass from the assessment, candidates need to proof their competences in all enlisted criteria as defined in the National Occupational Standards.

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.

Result Slips:

Following the completion of all the assessments, 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.