

## **Joined staff training of Cypriot Romanian Participants in Cyprus**

**Training week 22-26 August, 2016**

### **Participants:**

**A. Hosting representative:** Rivensco Consulting represented by:

1. Mr. Michalis I. Papatheapontos
2. Mr. Costas Michailidis
3. Mr. Amvrosios Prodromou

### **B. Romanian Staff of Zivac Group**

1. Mrs. Amira Radulescu
2. Mrs. Leliana Valentina Parvulescu
3. Mrs. Cerasela Merlan

### **C. Romanian Staff of SMURD**

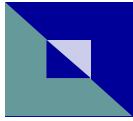
1. Tiberiu Fechete
2. Silviu Stoian
3. Valentin Popescu

### **D. Italian Staff of Forensics Group**

1. Igor Vitale
2. Mirco Turco

### **Day 1: Briefing**

- i.* A warm welcome by Mr. Michalis Papatheapontos and his Cypriot colleagues took place at the Rivensco offices in Paphos.



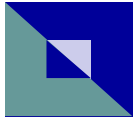
- ii.* A comprehensive briefing over the activities undertaken by Rivensco and its associates
- iii.* General feedback by Mr. Michalis Papatherapontos for the actions undertaken regarding the work done
- iv.* A primary evaluation of the so-far work done and primarily on O1 and O2
- v.* Exchange of thoughts and opinions for further actions that need to be taken
- vi.* Dinner at a traditional Cyprus Taverna

**Day 2: Professional information (1)**

- i.* Professional information provided by the Cypriot Psychologist Mr. Costas Michailidis. Feedback from Italian and Romanian colleagues.
- ii.* Power Point Presentation (PPT) regarding the psychological factor that affect 112 call takers. Presentations from partners.
- iii.* Lunch of participants in a nearby restaurant
- iv.* Interview of the participants from Local reporter and dissemination.
- v.* Development of Theory into Practice by Mr. Costas Michailidis
- vi.* Exchange of thoughts and experiences in Cyprus, Italy and Romania
- vii.* Questions towards Mr. Michailidis regarding possible future actions

**Day 3: Professional Information (2)**

- i.* Discussion over the role of 112 call takers in the recent forest fires in Cyprus. Handling of the situation.
- ii.* Expression of thoughts regarding similar experiences in Romania

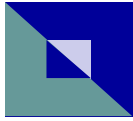


- iii. Discussion of how this role can improve scientifically. Mr Michaelides will develop case studies in regards the role of dispatchers and use them in the training course.
- iv. Discussion over the legal aspects and responsibilities regarding 112 dispatchers
- v. Dinner at a traditional Cyprus Taverna

**Day 4: Actions to be taken (1)**

- i. Brainstorming for further actions that are considered as core elements of the 112 emergency line
- ii. RIVENSCO will develop the Draft in English language.
- iii. The List of Competencies shall be drafted by the end of September, 2016
- iv. Every Partner undertakes the obligation to send to Cyprus their possible Questions regarding the development of the questionnaire of about 200 questions in total (about 50 per partner)
- v. Course materials should be developed in PPT and Word forms
- vi. Test will be done in several countries.
- vii. Effective use of the trustworthy Internet information
- viii. Discussion for the quality improvement of the project
- ix. Lunch of participants in a nearby restaurant

**Day 5: Future Actions to be taken (2)**

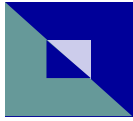


- i. Coordination and main outcomes shall take in English language. Partners can use local language for dissemination and translate material in local language.
- ii. Training will include 30% Theory and 70% Practical Training
- iii. Training will take place in 40 hours in 5 days (8 hours per day)
- iv. The number of hours is mandatory in at least 5 days.
- v. Every partner undertakes the obligation to prepare the training course in its country
- vi. Boarding Passes, Usernames, and Passwords are needed for entering the Platform
- vii. Dissemination actions at local level, and future dissemination activities
- viii. Partners shall send their feedback to the Coordinator
- ix. Dinner at a traditional Cyprus Taverna

**Comments by Rivensco Consulting as the Hosting Organisation:**

The five day training sessions have been very productive and the participation of all individuals involved has been fruitful. The need for the development of a training course for the 112 Emergency Line call takers has been identified by all participants as of paramount importance. Thus, the five day sessions have led to some safe and important conclusions:

- 2.1. 112 Emergency Line call takers have a crucial role to play in situations of emergency
- 2.2. Their professional training constitutes a core element in the handling of emergency situations in an efficient and effective manner



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- 2.3. Their training course must be continuously updated in order to improve skills and knowledge of 112 dispatchers
- 2.4. Training must be developed by our staff in an interactive and interesting manner by our experts in order to ensure its quality
- 2.5. Training in each country must take into serious considerations the given situations of each country
- 2.6. Feedback should be sent back to the Coordinator in order to enable future changes and/or improvement of the training

Rivensco Consulting wishes to express its appreciation for the overall participation of all partners involved and their constructive input. This participation took place within a professional manner and fully understood the importance of the work of 112 Emergency Line call taker.