



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

INTERESTED IN A CAREER WITHIN THE **CAPE TOWN** **METROPOLITAN POLICE** **DEPARTMENT?**





REQUIREMENTS

- Senior Certificate (Grade 12) NQF 4
- No criminal record
- A valid code EB (08) drivers' licence
- Proficient In English
- Effective oral/written communication skills
- Physically and mentally fit to perform operational duties
- Ability to display initiative and judgement
- Ability to handle conflict
- Stress tolerance
- Not be afraid to work with and handle firearms



ASSESSMENTS FOR SHORTLISTED CANDIDATES

A. Physical assessments

- 2.4 km run (Males 11 minutes and Females 13 minutes)
- 1 minute Push-ups test (30 in 60 seconds)
- 1 minute Sit-up test (30 in 60 seconds)
- Dead load carries over 100m
(2 x 25kg weight; one in each hand)
- Tyre Drag (over 20m distance)
- 20m Shuttle Runs (both males and females: 10 shuttle runs in 60 seconds)
- 2,1-meter wall clearing
- Motorcycle Reach Test
- Comfort Swim (any stroke; unassisted)

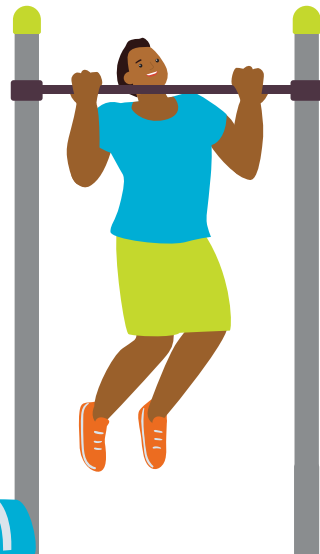
B. Driving Assessment

C. Interview

D. Criminal Check (fingerprint)

E. Medical Assessment

F. Drug test





WHEN SUCCESSFUL FOR TRAINING AFTER THE RECRUITMENT DRIVE

The training will be for three (3) years and consist of the following phases which aligns with the below qualifications:

Phase 1: Law Enforcement Officer

Curriculum – Legal Subjects, NRTA 1 and Professional Conduct (within the Traffic Officer qualification)

Law Enforcement Officer

Certificate of Competence as a Peace Officer and appointment as Law Enforcement Officer within the boundaries of the respective Municipality.

Phase 2: Traffic Officer

Curriculum – SAQA I.D 62289 FETC: Road Traffic Law Enforcement (NQF level 4)

Traffic Officer

Traffic Officers Diploma, registration and appointment as a Traffic Officer to do traffic policing.

Phase 3: Metro Police

Curriculum – SASSETA Skills Programme 04/2012 Law Enforcement Skills Programme (NQF level 5)

Metro Police Officer

LESP Certificate, appointment as a member of a Metro Police Service to do traffic policing, by-law policing and crime prevention.





SPECIAL CONDITIONS ATTACHED TO THE POST

- Candidates must reside within the Cape Town municipal area
- There is no guarantee of permanent employment upon completion of the programme
- Only unemployed applicants will be considered
- Cadets are required to wear a uniform and protective clothing/gear.



EMERGENCY COMMUNICATORS

An emergency communicator plays a crucial role in the emergency response system. Their job is to answer incoming emergency calls and gather key information in order to dispatch the appropriate emergency services. They must remain calm and composed while handling high-stress situations and quickly assess the level of urgency in each call. They are the first point of contact for individuals in distress. Emergency communicators must also have excellent communication skills to effectively gather information and provide instructions to the caller until help or assistance arrives.

In addition to answering calls, they also have to prioritize and dispatch the appropriate emergency services, making split-second decisions that can potentially save lives. It is a demanding yet rewarding job that requires a strong sense of responsibility and the ability to handle pressure effectively. Emergency communicators are unsung heroes who play a crucial role in ensuring public safety and saving lives every day.



EMERGENCY COMMUNICATOR 1

REQUIREMENTS

- Senior Certificate (Grade 12) NQF 4
- 6 months - 1 year's relevant experience
- Computer Literacy
- No criminal
- Must have sober habits
- Must be able to work shift including night
- Must be available to work weekends

DUTIES INCLUDE:

- Participate in staff development by coaching and mentoring new recruits and junior staff with emergency communication
- Attending and participating in individual feedback and assessment sessions.
- Maintain databases by gathering, capturing and verifying required information
- Apply specialised knowledge when receiving, evaluating, capturing and disseminating non-routine emergency and general service communication by gathering information

to establish the nature of the incident (e.g. emergency, non-emergency or complaint).

- Create and update incident report information on Specialised emergency response applications/systems
- Managing training skills and development and the transfer of skills by performing training in relation to existing staff and potential recruits at designated facilities.

EMERGENCY COMMUNICATOR 2

REQUIREMENTS

- A Senior Certificate (Grade 12) NQF 4
- Computer literacy in MS Office applications
- No criminal record
- Code B driver's license
- Must have 1 to 2 years relevant experience in an Emergency Contact Centre
- Must have accurate keyboarding skills (min 30 wpm)
- Must be able to work well under pressure
- Must have sober habits
- Must be able to work shift including night
- Must be available to work weekends

DUTIES INCLUDE:

- Apply specialised knowledge when receiving, evaluating, capturing and disseminating non-routine emergency and general service communications
- Ensure technical operational status of the emergency communication workstation and ancillary equipment
- Participate in ongoing staff development and training
- Initiate and participate in internal and external communication processes
- Maintain databases, records and registers.

EMERGENCY COMMUNICATOR 3

REQUIREMENTS

- A Senior Certificate (Grade 12) NQF 4
- Computer literacy in MS Office applications
- No criminal record
- Code B driver's license
- 2 - 3 years' experience in an Emergency Contact Centre
- Must have accurate keyboarding skills (min 30 wpm)
- Must be able to work well under pressure
- Must have sober habits
- Must be able to work shifts including night shifts
- Must be available to work weekends

DUTIES INCLUDE:

- Testing and operating workstation and ancillary equipment.
- Reporting faulty equipment and systems and
- Providing input/ suggestions for system development and upgrades to line management.



- Coaching and mentoring new recruits and junior staff within emergency communication.
- Attending relevant training and development sessions.
- Participate in the workplace skills plan compilation process.
- Attending and participating in individual feedback and assessment sessions.
- Attending and participating in internal operational meetings.
- Attending and participating in management meetings.
- Communication and information attending and participate in meetings with service providers to deal with issues relating to operational effectiveness.
- Providing input in the process of compiling emergency plans and
- Facilitating media requests by providing routine information or access to media liaison person.
- Gathering, capturing and verifying required information.
- Providing input in terms of ongoing development of Standard Operation Procedure.
- Maintaining of relevant databases (e.g. services provider details, etc.) and

- Gathering, maintaining and managing operational records.
- Gathering relevant information to establish the nature of the communication/ incident (e.g. emergency, non-emergency or complaint) and
- Extracting specific reports to facilitate, analyse and follow-up on.
- Providing guidance to division/ section personnel on administrative system application and information recording/updating procedures.
- Evaluating incident information through questioning to determine priority/ response.
- Providing pre-arrival instructions and assistance to distressed callers.
- Activating relevant resources or multi-disciplinary responses to incidents according to standard operating procedures.
- Monitoring, evaluating and providing additional support based on specialized knowledge.
- Creating and updating incident report information on specialized emergency response applications/ systems and

- Contributing to the standardization and updating of reports and procedures.
- Performing training in relation to existing staff and potential recruits at designated facilities (e.g. City or other training facilities as directed by Management).
- Providing on the job training and mentoring of staff as determined by the relevant line managers as and when required and
- Planning and implementing active and ongoing skills transfer.

